

CO-EMPLOYMENT MANAGING PARTY MANUAL

Self-Directed Services

Revised August, 2023

Consumer Direct Care Network Wisconsin
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EVERY LIFE. EVERY MOMENT. EVERY DAY.

www.ConsumerDirectCare.com



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Table of Contents

Introduction.....	1
Member/Managing Party Responsibilities	3
Workplace Harassment	3
Employee Time Reporting	4
Confidentiality and Disclosure	5
Notifications to CDCN.....	5
Termination of Services.....	5
Notice of Privacy Practices	6
Your Backup Plan.....	11
Spending Summary.....	13
MyDirectCare.com	13
Compliments, Complaints and Grievances	14
Recruiting and Interviewing	17
Hiring Employees.....	18
Reporting Status Changes.....	18
Terminating Employees.....	21
Paying Employees and Vendors	29
Vendor Payments	37
Training	41
Abuse, Neglect & Exploitation	
Lifting and Moving Patients – pamphlet (KRAMES 11356)	
Infection Control – pamphlet (KRAMES 11386)	
Exposure Control Plan	
HIPPA Guide	
Caregiver Handbook	
Caregiver Handbook Appendix	

Introduction

Consumer Direct for Wisconsin, LLC doing business as Consumer Direct Care Network Wisconsin (CDCN) is pleased to welcome you to Self-Directed Services. CDCN has prepared this Member and Employee Training Manual and Resource Guide for Members, who want to make more decisions about services they receive.

The manual will provide you with information about self-directed services, our agency and CDCN's policies and procedures, and Wisconsin State regulations. Your responsibilities as a Member and those of the Member's Employee (referred to as caregiver in the manual) are outlined. This manual will answer many of your initial questions and serve as a useful reference guide in the future. It was developed to assist you in managing your own care.

The self-directed service program puts the Member in charge of managing care. You are in charge of recruiting, interviewing, referring, training and managing caregivers. You decide the schedule your caregiver will work.

Our goal is to provide you quality support, so that you are successful with managing your care. CDCN is here to assist you in caregiver and vendor matters.

We are proud of the success of CDCN and are glad you have chosen our agency. It is our belief that our accomplishments are the result of good communication with our Members, as well as dedication and hard work on the part of all our employees.

We hope that you will find your association with CDCN rewarding!

Mission

To provide care and support for people in their homes and communities.

Philosophy of Service Delivery

Self-determination is the guiding principle for the delivery of services by CDCN. The company recognizes that each member has the freedom to decide how he/she wants to live his/her life. Individuals with disabilities and older adults are the planners and decision-makers for the supports and services they receive and in how they spend their days and live their lives. He/she is also responsible for his/her actions.

CDCN supports self-determination by offering self-directed services in which individuals choose the supports and services they receive, the people they want to provide their services and supports, when these supports and services will be provided and how and when they will be delivered. CDCN's philosophy of self-determination is best achieved when people live the life they want and self-direct care services.

Making a Difference

CDCN companies are leaders in each state where they provide self-directed services because of the benefits of the service that is provided. We believe in full involvement with the individuals

using our services. We implement communication channels that allow for feedback and evaluation. The core component that makes this successful is our customer service. CDCN recognizes that customer satisfaction comes from providing the right amount and kind of participant assistance, customized to a participant's needs.

We also believe that success in services come from the voices of those that use the self directed service. Since 1997, we have provided service to diverse populations. This includes individuals from different cultures and individuals with varying abilities.

All Members receive respectful, effective care that is provided in a way that is understandable and compatible with their cultural health beliefs, practices and preferences.

Member/Managing Party Responsibilities

Workplace Harassment

As the Member/Managing Party, you have a responsibility to keep the workplace a harassment free zone.

Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited by Title VII of the Civil Rights of 1964, the Equal Opportunity Commission and state regulations.

Definitions

Harassment– any verbal, physical or visual conduct or action that belittles or shows hostility or dislike towards any individual because of race color, religion, gender, national origin, age, disability, physical features, creed, marital status, sexual preference or status with regard to public assistance and which has the purpose or effect of creating and intimidating, hostile or offensive workplace, interferes with an individual's work performance or otherwise adversely affects and individual's employment opportunities.

Sexual Harassment– unwelcomed sexual advances, requests for sexual favors and/or all other verbal, physical or visual conduct of a sexual or otherwise objectionable nature where submission is made explicitly or implicitly a term or condition of obtaining or continuing employment or is used as the basis for making employment decisions, or has the purpose or effect of unreasonably interfering with the individuals work performance or creates an intimidating, hostile or offensive work environment. Sexual Harassment is also includes third party situations in which an individual is offended by the sexual interaction, conduct or communications between others.

Employee's responsibilities

Always conduct him/her self in a manner consistent with the spirit and intent of this policy. If the employee believes he/she is a victim to harassment, sexual or otherwise, he/she may choose to take action yourself before filing a formal complaint. The employee, when talking to another individual regarding harassment, remember to state the facts as they see them, describe the feelings or reactions to the incident (s), and state what he/she would like to happen next.

Reporting Procedure

If the employee does not wish to communicate directly with the person(s), or if the attempts have been unsuccessful, the employee has the right report the behavior to: **CDCN – toll free 1-877-785-9991**

An employee may at any time file a complaint with either the State of Wisconsin Equal Rights Division or the United States Equal Employment Opportunity Commission concerning a perceived violation of this policy. The filing of a complaint with one of these agencies, however, does not relieve the employee of the responsibility to also file an internal complaint pursuant to CDCN's Anti-Harassment Policy. We have a responsibility under the law to investigate claims of

harassment and to take appropriate remedial measures. We are unable to do so unless the employee brings the matter to our attention through our own, internal complaint procedure. Retaliation or intimidation directed towards anyone who makes a complaint will not be tolerated.

Employee Time Reporting

Employees are required to record each shift worked through an approved **Electronic Visit Verification (EVV)** method (live-in workers are exempt from the EVV requirement). The Member/Managing Party is required to review and approve each shift.

For EVV time submittal (most employees), all time submissions for service codes S5125, S5126, T1019, and T1020 must have a matching EVV record. The Sandata Mobile Connect App is the preferred method for EVV time submittal, but other options are available. EVV training materials can be found on the CDCN website under the Resources tab.

For EVV-exempt employees, time worked is submitted through the online web portal (MyDirectCare.com) or by paper timesheet. Submissions are due the Monday following the work week.

- For web portal, the Employee must enter the time they worked, not the Member/Managing Party. The Member/Managing Party must approve the time after the Employee has submitted it. Web portal instructions are available on the CDCN website.
- For paper timesheets, the Employee enters each shift worked and signs to attest the hours worked are true and accurate. The Member/Managing Party must review and sign to show approval. For timesheet requirements and submittal deadlines, please refer to the payroll calendar.

Making Corrections

- EVV - for a device malfunction or if an employee forgets to clock in or out, please call CDCN as soon as possible to resolve the error. An EVV Time Correction/Adjustment form may be submitted to correct errors and is available on the CDCN website.
- Web portal - corrections must be made prior to the Member/Managing Party approving the entry.
- Paper timesheets - corrections may be made before or after submitting a paper timesheet.
 - Prior to original submission - Draw a single line through the error and enter the correct information on a new line. Do not use whiteout.
 - After original submission – Do not correct and resubmit the original, instead use a blank timesheet and fill out only the lines of time that require correcting.

Working Hours and Payroll

Caregivers will fulfill their commitments to all hours and schedules they accept from the Member. Definite hours are not guaranteed. A caregiver position is classified as “temporary.” The Member/Managing Party will determine job duties and work schedules based on the Member’s current and approved plan. Overtime is not authorized. Caregivers may work for multiple CDCN Members; however, the sum of all hours worked in any week may not exceed forty (40).

Caregivers are responsible for monitoring their schedules and anticipating an increase or decline in hours.

CDCN issues pay through direct deposit to the Caregiver's bank account or paycard every other Friday, according to the CDCN Payroll Schedule. Paystubs (a summary of pay) are sent to the Caregiver's address on file or are accessed electronically. In order for the Caregiver to be paid correctly, each work shift must be submitted and approved by an approved Electronic Visit Verification (EVV) method. For live-in caregivers who are exempt from EVV requirements, timesheets must be mailed, faxed or entered online by midnight every Monday.

W2's are issued to all employees by January 31st for the previous year. If an employee has not received a W2 by February 10th please call our office 1-877-785-9991 (Toll Free).

Confidentiality and Disclosure

Caregivers will keep **all** information concerning the Member's medical care confidential. Except when reporting is required, including the following situations:

- Any reasonable cause to suspect that the Member has threatened, or poses a threat to, the physical safety of another person and it appears possible that the threat may be carried out
- Any reasonable cause to suspect that the Member is at risk of imminent bodily harm
- Any reasonable cause to suspect abuse, neglect, exploitation, death, or other reportable incidents

Additionally, caregivers will report to CDCN any situations of potential harm such as those described in the Corporate Compliance Section of manual.

Notifications to CDCN

Please notify CDCN within one (1) business day of the following:

- Changes in employment status
- Dismissal or resignation of an employee
- Felony convictions
- Motor vehicle violations
- Hospitalization intake and discharge dates
- Name changes
- Address changes
- Phone number changes
- Service eligibility changes

Termination of Services

Services can be terminated by CDCN or the Member. The process is as follows:

By CDCN

CDCN may terminate the working relationship with a Member/Managing Party. In doing this, CDCN must provide advance written notice to the Member/Managing Party based on CDCN policy.

By the Member

The Member/Managing Party may choose to terminate services at any time; however, 30 days notification is preferred. The termination may be for program services as a whole, or to transfer services to another program or provider.

The Fair Hearing Process

Any Medicaid Member may appeal any adverse action, which is felt to have affected the services received by the Member. Please call your case manager for information on this process.

Freedom of Choice and Agency Transfers

At CDCN we hope to meet all the Member's needs and to continue to provide the best service possible. Please let us know if we are not meeting our goal. Members have the right to choose a provider agency. Please contact your case manager or CDCN if you want to transfer to another agency.

Consumer Direct Care Network Wisconsin

744 Ryan Drive, Suite 201

Hudson WI 54016-7984

1-877-785-9991 Toll Free Phone

1-877-785-9992 Toll Free Fax

infoCDWI@consumerdirectcare.com

Important Contact Phone numbers

CDCN Injury Hotline.....1-888-541-1701

Medicaid Fraud, Wisconsin Department of Human Services.....1-877-865-3432

Notice of Privacy Practices

CDCN is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. Please refer to the privacy practices notice provided on the next several pages.

Your Information. Your Rights. Our Responsibilities.

This notice is being provided on behalf of the Covered Entity, and tells you how medical information about you may be used and disclosed. It also tells you how you can get access to this information.

Please review it carefully.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- If we say “no” to your request, we will tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone). You can also ask us to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask. This will include who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201. You can also call 1-877-696-6775, or visit www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care.
- Share information in a disaster relief situation.
- Include your information in a hospital directory.

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes.
- Sale of your information.
- Most sharing of psychotherapy notes.

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways. This is usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease.
- Helping with product recalls.
- Reporting adverse reactions to medications.
- Reporting suspected abuse, neglect, or domestic violence.
- Preventing or reducing a serious threat to anyone's health or safety.

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it. This includes with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims.
- For law enforcement purposes or with a law enforcement official.
- With health oversight agencies for activities authorized by law.
- For special government functions such as military, national security, and presidential protective services.

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

Other Instructions for Notice

- This notice is effective April 1, 2020.
- Our Privacy Officer can be reached at infoprivacy@consumerdirectcare.com.
- We never market or sell personal information.
- This notice applies to all companies in the Consumer Direct Care Network which operate as Covered Entities.

Your Backup Plan

This section is a place for you to file your Backup Plan. Keeping a copy here is helpful so that you and your staff can reference the Backup Plan when needed. The information here also gives details on how to create a backup Plan that will serve you best.

Backup Plan and Emergency Planning

There will be times when your regularly scheduled caregiver cannot work. It is important to have a backup plan for the times. CDCN will be unable to provide you assistance if your regularly scheduled caregiver is unable to work.

Maintaining a Current Backup Plan

- The Member/Managing Party is responsible for developing a list of caregivers (friends, neighbors, church members, other Member's caregivers) who can be contacted when your regularly-scheduled caregiver cannot provide services
- Backup Plans should be in writing and kept on file
- Backup Plans are developed prior to the start of services
- It is a good idea to update your backup plan if there are any changes in staff or your needs
- Emergency numbers are identified and posted by the phone(s)
- People to contact in case of an emergency are identified. Back-up plans will not result in a caregiver working overtime – overtime is not permitted.

Emergency Planning

Emergency planning is a good idea for everyone. Having a plan for dealing with different types of emergencies, such as medical emergencies, hospitalizations, fires, power outages, severe weather, and other natural disasters can help keep you safe and minimize any injury or damage.

Things to consider when making a plan:

1. Make a list of people to contact for each type of emergency.
2. Make a plan on how to contact family and caregiver if there is a power outage or natural disaster.
3. Make a list of medications and/or equipment that you need to take with you if you have to evacuate your home.
4. Organize medical information, emergency contact information and if applicable, living will information and place it all together in an easy to access location.
5. Store extra food and water in the case of a severe weather emergency or other natural disaster.
6. Discuss and include your caregiver in your emergency planning. It is helpful to keep emergency information near the telephone. It is important to show the caregiver this list and talk about an emergency plan during orientation and training.

Other emergencies to consider, for example,

- What is your plan in case of a fire or if you lose electricity?

- What are your evacuation routes and who should be called?
- In the event you have an emergency related to your disability, what does your caregiver need to do, who should s/he call, or where should s/he take you?
- Some fire departments have special stickers that you can ask for to put in your window that let them know you have a disability. They then can plan for a special evacuation if necessary.

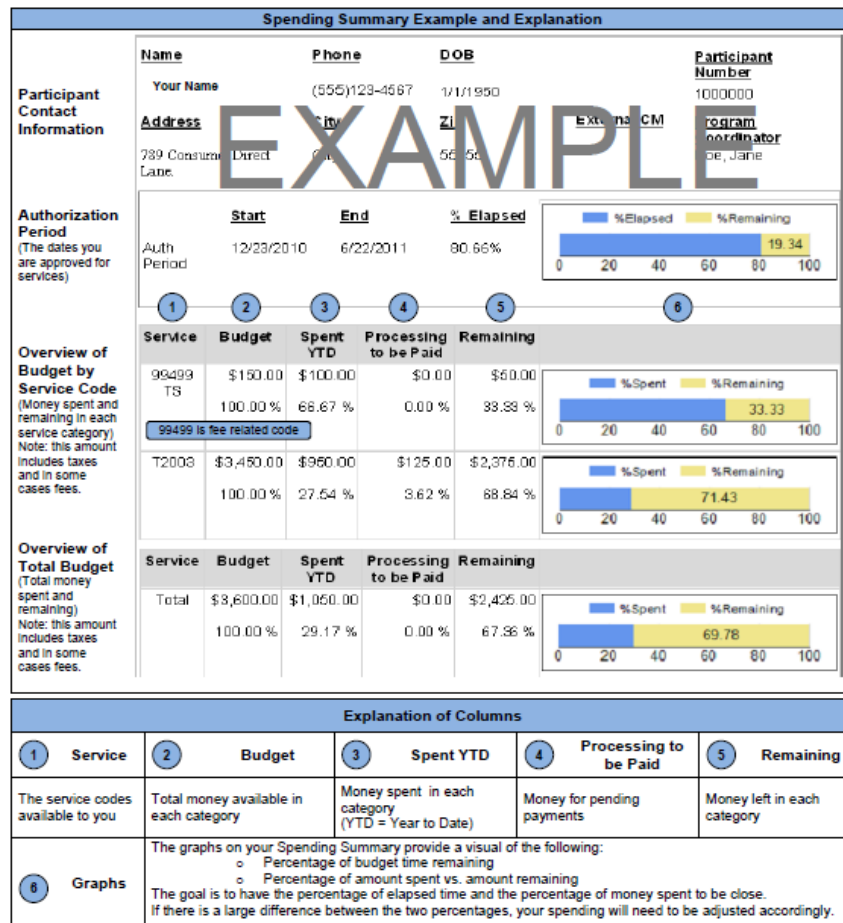
Your Current Backup Plan

Please file your current Backup Plan behind this page.

Spending Summary

Spending Summaries are a tool to assist you in monitoring your spending. They summarize the Member's year-to-date spending against their approved Care Plan. It is your responsibility to review your spending to ensure you are staying within budget. This section is a place for you to file the Spending Summaries. Filing your spending summaries in one place will help keep you organized and on top of your spending.

Spending summaries are mailed to you monthly, and can be accessed at any time through www.MyDirectCare.com.



MyDirectCare.com

MyDirectCare.com is a secure website for individuals who self-direct their services through CDCN. Our goal is to provide tools and resources that empower individuals to choose and direct their care, enabling them to live independently in their home and community. Through this secure site, individuals will be able to submit electronic timecards for EVV-exempt employees and view pending summaries.

MyDirectCare.com instructions are available on the CDCN website under the Resources tab.

Compliments, Complaints and Grievances

Your feedback is very important to us. In this section you will find the procedure used for addressing and submitting compliments, complaints and grievances. A Feedback Form is included for your use. If you need additional copies, please visit www.consumerdirectwi.com/forms or contact the CDCN office at 1-877-785-9991 (toll free).

Complaint and Grievance Procedure

If you have a complaint about the services you are getting from CDCN please let us know. You can call CDCN and talk with the Program Coordinator that is working with you. The earlier you talk about it the better, so things do not build up. A complaint may be made verbally or in writing, using the form on the next page.

A grievance should be filed, if you feel your rights have been violated or you disagree with a CDCN Policy. They are viewed as more serious and are fully investigated by CDCN administrative staff.



CDCN will respond to all complaints in a reasonable and prompt manner and attempt to work with the Member and/or Managing Party to find a positive solution. The complaint will be addressed within a maximum of ten business days.

If you are not satisfied with the resolution of the complaint, your next step is to talk to the State Director at CDCN. Once contacted, they will gather all the information about the issue and give you a call or meet with you within ten business days of your call. If still not satisfied, please ask to speak to the State Director's supervisor. They will review materials and discuss the issue with you in five business days.

If you feel that CDCN has not addressed the complaint to your satisfaction you may file a formal complaint with your case manager.

Consumer Direct Care Network Wisconsin
744 Ryan Drive Suite 201
Hudson WI 54016-7984
Toll Free Phone: 1-877-785-9991
Toll Free Fax: 1-877-785-9992

Christin Grimes, State Director
1-877-785-9991 (toll free)
christing@consumerdirectcare.com

Beth Peterson, Chief Operating Officer
1-877-785-9991 (toll free)
bethp@consumerdirectcare.com



FEEDBACK FORM

Directions: Please complete all the sections except the gray one at the bottom of the page. Mail or fax the form to Consumer Direct Care Network Wisconsin.

Name: _____ **Date:** _____

(Please Print)

You are a (Please check): ☐ Member ☐ Employee ☐ Agency ☐ Other _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: _____ **Email:** _____

Would you like us to contact you? ☐ Yes ☐ No **If yes, how:** ☐ Phone ☐ Email ☐ Mail

Please check the box that applies: ☐ Compliment ☐ Suggestion ☐ Complaint

Please describe the compliment, suggestion or complaint:

Please mail or fax completed form to: Consumer Direct Care Network Wisconsin
744 Ryan Drive, Suite 201
Hudson, WI 54016
Toll Free Fax: 1-877-785-9992

For Consumer Direct Office Use

Date Received: ____/____/____ **Signature:** _____

Action Taken: ☐ Resolved ☐ Not Resolved ☐ Submitted to Program Manager

Plan: (Please use back of form)

Employees

Recruiting and Interviewing

When you are thinking about where and how to advertise for your caregiver, think about where you live. You may be able to create an advertisement on a sheet of paper and have luck placing it at your local job service/employment office, grocery store, laundromat, church, community college or university, social service agency, community newspaper, free weekly advertising guide or center for Independent Living.

Call these places first, find out who to talk to and ask about their policies or rules for putting up your flyer or submitting your advertisement.

Get the Word Out

Telling family, friends, other consumers and even people you meet that you're looking for an employee can be a great way to find a caregiver. A lot of times other consumers have workers who want to work more hours or who are willing to fill in. Also tell other people who you work with, i.e. case manager. People who know you and the person they recommend can increase your chances of finding a reliable candidate for the job.

Things to remember while screening Job Applicants

It is illegal to ask people certain questions which provide information you can use to discriminate against them due to things like age and health. **Questions you cannot ask in an interview:**

- How old are you?
- What is your native language?
- Are you married?
- Do you have any children?
- Have you ever been arrested?
- What church do you go to?
- What is your religion?
- Do you belong to any clubs or organizations?
- What is your credit rating?
- Do you own or rent your home?
- What country were you born in?
- When were you born?
- Do you have a disability or medical condition?
- Are you a republican or democrat?
- What are your family members' names?
- What is your race?

Criminal Background Check

CDCN requires a background check be done on each employee. No extra fees will be added for background checks. Applicants need to know that a criminal background check occurs. If they have a history of neglect, abuse or exploitation, they cannot be hired which may eliminate some of your applicants. It is important to know this information for your safety. The background check occurs quickly.

It is possible that you may be able to choose to refer someone as a caregiver who has a criminal record in an area other than abuse and neglect. You must talk this over with CDCN. The caregiver will be asked to explain the situation in writing and submit the explanation to the Program Manager who will approve or disapprove the hire.

Hiring Employees

This section describes how to refer and enroll an employee with CDCN. There is required paperwork that needs to be completed before an employee can begin work. Each employee must also complete a few trainings before they can begin work. Training modules contained in this manual are: Abuse, Neglect and Exploitation, Lifting and Moving Patients, Infection Control Guidelines, Exposure Control Plan & Employee Training, HIPAA, and Sexual Harassment.

New Employee Packets - How to Hire a Caregiver and Request an Employee Packet

Once you've found the person you would like to hire as a caregiver, you can locate all employment forms and a complete Employee Enrollment Packet at www.consumerdirectwi.com. You may also contact the CDCN office at 1-877-785-9991 (toll free), to get an Employee Enrollment Packet. The prospective employee will have to complete the entire packet and have it approved by CDCN.

How to Help an Employee fill out the Employee Packet

It is recommended that the Employee Packet be filled out with the assistance of the Member/Managing Party. Please double-check that the packet is filled out completely. There are directions in the packet on how to fill out each form. Incomplete packets will be returned to the Member to complete. Employees cannot begin working until the employee packet has been successfully completed and approved by CDCN. A person is not considered hired until the employee packet is completed and reviewed by CDCN. Hours worked prior to being hired will not be paid as the hours are considered unauthorized.

The I-9 Form - See employee packet

Please follow the instructions provided with the form. The employee fills out section 1 of the form. The Member/Managing Party must verify the employee's documentation and complete section 2 of the form. Refer to the back of the I-9 form for a complete list of the approved documentation.

IF YOU NEED ASSISTANCE, PLEASE CALL CDCN 1-877-785-9991

Reporting Status Changes - see next page for form

Caregiver/Managing Party must inform CDCN using the Status Change Form within one (1) business day of any change in the following:

- Name
- Mailing address
- Home address
- Telephone number
- Changes in pay rate

Delayed reporting of this information could result in delayed or incorrect pay. Additional copies of the status change form can be obtained by visiting consumerdirectwi.com or by calling CDCN at 1-877-785-9991.

Name: _____	Effective Date of Change: _____
EIN Holder (if applicable): _____	
☐ Service Recipient (Client, Consumer, Member) ☐ Managing Party (PR, LR, DR) ☐ Employee/Caregiver	

Instructions: Please mark the boxes that apply and fill in the new information. Provide supporting documentation if indicated.

Local Office Changes			
☐ Address Change	Mailing (City, State, Zip): _____		
	Physical (City, State, Zip): _____		
☐ Phone Number Change	Home: _____	Work: _____	Cell: _____

Local Office Plus CDMS Changes	
☐ Name Change *provide supporting documentation (Social Security Card) with this form	Previous name: _____ New name: _____
☐ Social Security Number Change *provide supporting documentation (Social Security Card) with this form	Previous SSN: _____ New SSN: _____
☐ Date of Birth Change *provide supporting documentation with this form	Previous DOB: _____ New DOB: _____
☐ New EIN Holder *requires supporting paperwork – contact your coordinator	New EIN Holder: _____
☐ Caregiver Payment Type Changes * requires supporting paperwork – completed pay selection form	☐ Add Pay Card ☐ Add Direct Deposit ☐ Cancel Pay Card ☐ Cancel Direct Deposit ☐ Change Direct Deposit ☐ Other: _____
☐ Caregiver Wage Changes * requires paperwork and approval – contact your coordinator	Service Recipient Name: _____ Service Code(s): _____ New Wage: _____ ☐ New Mod Wage Agrmt ☐ Change Mod Wage Agrmt ☐ End Mod Wage Agrmt
Service Recipient – ☐ Reactivation ☐ Deactivation ☐ Hold ☐ Transfer * change in Auth requires supporting paperwork	Explanation: _____ ☐ Reactivate for billing purposes only
Employee/Caregiver – ☐ Reactivation ☐ Dismissal ☐ Hold *if Dismissal, from ☐ Company or ☐ Individual Service Recipient *reactivation requires supporting documentation	Service Recipient Name: _____ Who terminated Employee/Caregiver: ☐ Resigned ☐ Service Recipient ☐ Unknown Was a two week notice given: ☐ Yes ☐ No Explanation: _____
☐ Employee/Caregiver Location Change	Previous location: _____ New location: _____
Other/Additional Information: 	

Service Recipient, Managing Party, or Employee Signature

Date



Terminating Employees

Employee Exit Packets

The purpose of the Employee Exit Packet is to gain information and feedback from the employee. These documents create a clear record of why an employee gave notice, or was terminated. The following documents constitute an Employee Exit packet:

- Employee Exit Summary
- Employee Exit Interview, and
- Employee Letter of Resignation

If possible, fill out the following forms with your employee, or fill them out to the best of your ability. When finished, you may fax or mail these documents to CDCN, where they will be kept on record.

Termination Notification

Caregivers may choose to end their employment with the Member, or vice versa. CDCN also retains the right to end a caregiver's employment. To terminate employment, a final timesheet must be submitted within two (2) business days of the last date of employment to CDCN.

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Employee Exit Summary Form

To be completed by Member/Managing Party

Personnel Data:

Employee Name: _____

Job Title: _____

Member/Responsible Party Name: _____

Reason for Leaving:

Resigned _____

Terminated _____

Lack of Work Hours _____

Other, please describe _____

Effective End Date: _____

If terminated, please state reason(s) why: _____

Did Employee give proper notice (please circle one) : Yes/ No

If no, please state reason(s) why: _____

Member/Responsible Party Signature

Date

CDCN Representative Signature

Date

Employee Letter of Resignation

I _____ resign from my position as _____
Print full name Job Title
with CDCN effective _____.
Date

By signing below, I am indicating that this resignation is a mutual agreement between CDCN and the Employee.

Employee Signature: _____ Date: _____

Member/Managing Party Signature: _____

Date: _____

Please send/fax form to:

Consumer Direct Care Network Wisconsin
744 Ryan Drive Suite 201
Hudson WI 54016-7984
Toll Free Fax: 1-877-785-9992

Employee Exit Interview

To be completed by Employee

Primary reason(s) for leaving job (check one):

School/Professional Interest _____

Found another Job _____

Dissatisfaction with Job _____

Other _____

Comments:

In your opinion, what could be improved about Consumer Direct for Wisconsin as an employer and service provider?

Employee Signature

Date

Please send/fax form to:

**Consumer Direct Care Network Wisconsin
744 Ryan Drive Suite 201
Hudson WI 54016-7984
Toll Free Fax: 1-877-785-9992**

Paying Employees and Vendors

2023 Payroll Calendar

Symbol Key: ○ Pay Day △ Postal and Bank Holiday

JANUARY							FEBRUARY							MARCH						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	△ 2	3	4	5	6	7				1	2	3	4				1	2	3	4
8	9	10	11	12	○ 13	14	5	6	7	8	9	○ 10	11	5	6	7	8	9	○ 10	11
15	△ 16	17	18	19	20	21	12	13	14	15	16	17	18	12	13	14	15	16	17	18
22	23	24	25	26	○ 27	28	19	△ 20	21	22	23	○ 24	25	19	20	21	22	23	○ 24	25
29	30	31					26	27	28					26	27	28	29	30	31	
APRIL							MAY							JUNE						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1		1	2	3	4	○ 5	6					1	○ 2	3
2	3	4	5	6	○ 7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	○ 19	20	11	△ 12	13	14	15	○ 16	17
16	17	18	19	20	○ 21	22	21	22	23	24	25	26	27	18	△ 19	20	21	22	23	24
23	24	25	26	27	28	29	28	△ 29	30	31				25	26	27	28	29	○ 30	
30																				
JULY							AUGUST							SEPTEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1			1	2	3	4	5						1	2
2	3	△ 4	5	6	7	8	6	7	8	9	10	○ 11	12	3	△ 4	5	6	7	○ 8	9
9	10	11	12	13	○ 14	15	13	14	15	16	17	18	19	10	11	12	13	14	15	16
16	17	18	19	20	21	22	20	21	22	23	24	○ 25	26	17	18	19	20	21	○ 22	23
23	24	25	26	27	○ 28	29	27	28	29	30	31			24	25	26	27	28	29	30
30	31																			
OCTOBER							NOVEMBER							DECEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	○ 6	7				1	2	○ 3	4						○ 1	2
8	△ 9	10	11	12	13	14	5	6	7	8	9	△ 10	11	3	4	5	6	7	8	9
15	16	17	18	19	○ 20	21	12	13	14	15	16	○ 17	18	10	11	12	13	14	○ 15	16
22	23	24	25	26	27	28	19	20	21	22	△ 23	24	25	17	18	19	20	21	22	23
29	30	31					26	27	28	29	30			24	△ 25	26	27	28	○ 29	30
														31						

2023 Bank & Post Office Holidays

*Consumer Direct Care Network office closures

***New Year's Day** - Monday, January 2

***Martin Luther King, Jr. Day** - Monday, January 16

Presidents Day - Monday, February 20

***Memorial Day** - Monday, May 29

***Juneteenth** - Monday, June 19

***Independence Day** - Tuesday, July 4

***Labor Day** - Monday, September 4

Columbus Day - Monday, October 9

***Veterans Day** - Friday, November 10

***Thanksgiving Day** - Thursday, November 23

***Christmas Day** - Monday, December 25



Work weeks are Sunday through Saturday. You must submit time daily using Electronic Visit Verification (EVV). Corrections are due by the correction deadline. Late time or time with mistakes may result in late pay. Thank you!

Two Week Pay Period		EVV Time Correction	Pay Date
Start Date	End Date	Deadline	
Sunday	Saturday	Monday	Friday
12/18/2022	12/31/2022	1/2/2023	1/13/2023
1/1/2023	1/14/2023	1/16/2023	1/27/2023
1/15/2023	1/28/2023	1/30/2023	2/10/2023
1/29/2023	2/11/2023	2/13/2023	2/24/2023
2/12/2023	2/25/2023	2/27/2023	3/10/2023
2/26/2023	3/11/2023	3/13/2023	3/24/2023
3/12/2023	3/25/2023	3/27/2023	4/7/2023
3/26/2023	4/8/2023	4/10/2023	4/21/2023
4/9/2023	4/22/2023	4/24/2023	5/5/2023
4/23/2023	5/6/2023	5/8/2023	5/19/2023
5/7/2023	5/20/2023	5/22/2023	6/2/2023
5/21/2023	6/3/2023	6/5/2023	6/16/2023
6/4/2023	6/17/2023	6/19/2023	6/30/2023
6/18/2023	7/1/2023	7/3/2023	7/14/2023
7/2/2023	7/15/2023	7/17/2023	7/28/2023
7/16/2023	7/29/2023	7/31/2023	8/11/2023
7/30/2023	8/12/2023	8/14/2023	8/25/2023
8/13/2023	8/26/2023	8/28/2023	9/8/2023
8/27/2023	9/9/2023	9/11/2023	9/22/2023
9/10/2023	9/23/2023	9/25/2023	10/6/2023
9/24/2023	10/7/2023	10/9/2023	10/20/2023
10/8/2023	10/21/2023	10/23/2023	11/3/2023
10/22/2023	11/4/2023	11/6/2023	11/17/2023
11/5/2023	11/18/2023	11/20/2023	12/1/2023
11/19/2023	12/2/2023	12/4/2023	12/15/2023
12/3/2023	12/16/2023	12/18/2023	12/29/2023
12/17/2023	12/30/2023	1/1/2024	1/12/2024
12/31/2023	1/13/2024	1/15/2024	1/26/2024

Consumer Direct Care Network Wisconsin
744 Ryan Drive, Suite 201
Hudson, WI 54016-7984

Phone: 877-785-9991
Fax: 877-785-9992
Web: www.ConsumerDirectWI.com

TIMESHEET INSTRUCTIONS

Make sure your timesheet is filled out completely and correctly. All entries must be printed neatly inside the boxes, without touching any border (see examples below). AM/PM bubbles must be filled completely. If letters or numbers are not within the boxes, or are not readable, payment may be delayed. Each shift worked must include Service Date, Time In with AM/PM, Time Out with AM/PM, and Service Code.

Want to avoid the hassle of paper timesheets? Enter your time the quick, easy, and secure way by visiting us at <http://consumerdirectwi.com> and clicking on "My Direct Care"! Contact us and we'll help you get started!

Shade circles completely, like this: ☒ Not like this: ☐ ☐ ☐

Fill boxes like this:

A	B	C	1	2	3
---	---	---	---	---	---

 Not like this:

A	B	C	1	2	3
---	---	---	---	---	---

1. **Employee Name.** Print Employee's name.
2. **Employee ID.** Seven digit employee ID number.
3. **Member Name.** Print Member's name.
4. **Member/Employer ID.** Seven digit member ID number.
5. **Sunday that started your work week.** The date of the Sunday at the beginning of the work week, in MM/DD/YY format. For example, if the first day of the week you worked was Tuesday, 12/18/13, then this would be **12/16/13**.
6. **Service Date.** The date that services were provided, in MM/DD format.
7. **Time In.** The time your shift began, in **HH:MM** format. Round to the nearest 15 min. Choose **AM** or **PM** by filling in the correct circle.
8. **Time Out.** The time your shift ended, in **HH:MM** format. Round to the nearest 15 min. Choose **AM** or **PM** by filling in the correct circle.
9. **Service Code.** The code for the service you performed this shift. Start your code in the **FIRST** box. Leave any extra boxes empty if needed.

10. Employee Signature

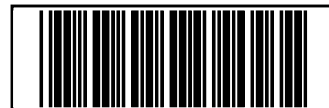
11. **Employee Signature Date.** In MM/DD/YY format. This must be dated **on or after** the last day worked.

Wisconsin TIMESHEET		Barcode	
For the week of service, timesheets are due the following Monday by Midnight if faxed or dropped off, and postmarked by Monday if mailed. Timesheets are due every week. Due to the timing of the payroll cycle, late timesheets will result in late pay. Timesheets must be signed AFTER all work is completed. Advance timesheets will not be accepted. Want to avoid the hassle of paper timesheets? Enter your time the quick, easy, and secure way by visiting us at http://consumerdirectwi.com and clicking on "My Direct Care"!			
Employee Name (Please Print)		Employee ID	Sunday that started your work week
1		2	5
Member Name (Please Print)		Member/Employer ID	MM / DD / YY
3		4	6
Please use only BLACK ink.			
Service Date (MM/DD)	Time In	Time Out	Service Code
6	7	8	9
2	:	:	
3	:	:	
4	:	:	
5	:	:	
6	:	:	
7	:	:	
8	:	:	
9	:	:	
10	:	:	
11	:	:	
12	:	:	
13	:	:	
I, the Employee, certify that I have worked the hours and services indicated above and that the Member was not in a hospital, nursing home, or institution. False information or misrepresentation constitutes Medicaid Fraud.			
Employee Signature:		11	
I, the Member or Managing Party, certify that the above employee worked the hours listed for this Member, the services were provided in accordance with the care plan, and the Member was NOT in a hospital, nursing home, or institution. Falsification of this time sheet is considered Medicaid Fraud and may result in dismissal from the program and/or criminal prosecution.			
Member/Managing Party Signature:		13	
Toll Free: 1-877-785-9991 • Toll Free Fax: 1-877-785-9992 744 Ryan Drive, Suite 201 • Hudson, WI 54016-7984			

12. Member/Managing Party Signature

13. **Member Signature Date.** In MM/DD/YY format. This must be dated **on or after** the last day worked.

Wisconsin TIMESHEET



For the week of service, timesheets are due the following Monday by Midnight if faxed or dropped off, and postmarked by Monday if mailed. **Timesheets are due every week.** Due to the timing of the payroll cycle, late timesheets will result in late pay. Timesheets must be signed **AFTER** all work is completed. Advance timesheets will not be accepted. **Want to avoid the hassle of paper timesheets? Enter your time the quick, easy, and secure way by visiting us at <http://consumerdirectwi.com> and clicking on "My Direct Care"!**

Employee Name (Please Print) 	Employee ID 	Sunday that started your work week MM / DD / YY
Member Name (Please Print) 	Member/Employer ID 	Please use only BLACK ink.

Service Date (MM/DD)	Time In	Time Out	Service Code
1 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
2 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
3 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
4 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
5 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
6 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
7 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
8 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
9 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
10 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
11 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
12 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	
13 /	: ☐ AM ☐ PM	: ☐ AM ☐ PM	

I, the Employee, certify that I have worked the hours and services indicated above and that the Member was not in a hospital, nursing home, or institution. False information or misrepresentation constitutes Medicaid Fraud.

Employee Signature: _____

Date: / /

I, the Member or Managing Party, certify that the above employee worked the hours listed for this Member, the services were provided in accordance with the care plan, and the Member was NOT in a hospital, nursing home, or institution. Falsification of this time sheet is considered Medicaid Fraud and may result in dismissal from the program and/or criminal prosecution.

Member/Managing Party Signature: _____

Date: / /



Vendor Payments

If you are approved by your MCO to have vendors and/or independent contractors paid. Please contact CDCN at 1-877-785-9991 for additional information regarding the use of this form.

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VENDOR PAYMENT REQUEST FORM

Mail/Drop Off: 744 Ryan Dr, Ste. 201
Hudson, WI 54016

Email: infocdwi@consumerdirectcare.com

Fax: 1-877-785-9992

Have Questions? Phone: 1-877-785-9991

Requests for Vendor Payments received by Consumer Direct Care Network (CDCN) before 5:00 pm Monday are normally processed for payment by the end of the same week.

For Internal Use Only

☐ Participant Name & ID	☐ W-9*
☐ Vendor Name & Address	☐ Agreement*
☐ Serv. Code Matches Auth	☐ Amount approved
☐ Item/Service Authorized	☐ Funds available

*if needed

- CDCN must have authorization from the payer (State, MCO, or County) to process payment for all goods and services.
- The goods or services must be listed on the Participant's approved budget.
- All receipts and/or invoices must be included with this Vendor Payment Request Form to ensure proper processing.
- The Employer is responsible for allowing adequate processing time for payments to be made by due dates.
- Incorrect or incomplete Vendor Payment Request Forms may be returned for correction, which will result in delay of payment.

Name of Individual Receiving Services	CDCN Member/Employer ID #

Make check payable to	NEW Address – <u>Must</u> check here ☐
Vendor Name	Indicate NEW address below
Address	
City/State/Zip	

A vendor providing service(s) **must** submit a new W-9 if changing address.

Date of Invoice (mm/dd/yy)	Service Code	Description of Service	Quantity (Units)	Rate per Unit	Total Dollar Amount
Total Check Amount					

Please attach a copy of the voided receipt, agency invoice, or signed bid/estimate.

I approve CDCN to issue payment directly to the above-named Vendor for the services/goods listed above. I certify that the above Vendor provided services in accordance with the plan. Falsification of this Vendor Payment Request is considered Medicaid Fraud and may result in dismissal from the program and/or criminal prosecution.

Member/Managing Party Signature

Print Name

____/____/_____
Date (mm/dd/yyyy)



Training

Abuse, Neglect & Exploitation

Lifting and Moving Patients – pamphlet (KRAMES 11356)

Infection Control – pamphlet (KRAMES 11386)

Exposure Control Plan

HIPPA Guide

Caregiver Handbook

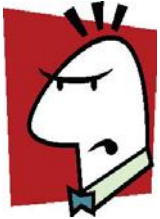
Caregiver Handbook Appendix

Abuse, Neglect and Exploitation

Abuse, neglect, and exploitation are difficult issues to talk about but probably are the most important issues to deal with. Most workers provide excellent care. However, some workers may take advantage of the individuals they work for who need their help. For your own safety, we want to make sure you know what abuse is and how to deal with it if it happens to you. Please let your Program Coordinator or Case Manager know if abuse, neglect or exploitation has occurred. S/he can help you plan for safety. Abuse, neglect and exploitation are against the law.

The different types of abuse are:

Physical Abuse includes hitting, slapping, pinching, kicking and other forms of rough treatment. If a worker does something on purpose to cause you physical pain, it may be physical abuse. For example, you have fallen down. Your worker gets mad and grabs you and forcefully pulls you up. Bruises are left on your arms.



Verbal Abuse means any time a worker uses spoken or written words or gestures that are meant to insult or attack you or make you feel bad. For example: you forget to take your pills and your worker says, “you are so stupid.”

Psychological Abuse happens if a worker uses actions or makes statements that are meant to humiliate or threaten you or to cause you emotional harm. For example, your worker continually tells you that, “you cannot take care of yourself. Without me you would be nothing.”

Sexual Abuse includes any unwanted sexual annoyance, touching, fondling or attack. Any sexual behavior by a worker that makes you uneasy is sexual abuse. For example, your worker fondles your breasts when giving you a bath.

Neglect means a worker is not meeting your basic needs for food, hygiene, clothing or health maintenance. Neglect includes repeated acts of carelessness. After you have given the service provider/worker directions about these things, s/he should make sure your basic needs are met. For example, your worker consistently takes your good food. She then cooks you meals with the leftovers but the meals are not balanced and do not follow your diet restrictions.

Exploitation happens when you trust someone and the person lies to you or scares you in order to take or use your property or money for himself/herself. An example of exploitation would be a worker taking something of value from you without permission. For example, taking your television, DVD player or automobile without asking your permission is exploitation. If your worker asks you to put their name on your bank account, this is exploitation. For example, your worker convinces you to put his name on your checking account. He then takes some money from your account telling you it is for the extra time he has worked.

If you feel a worker is abusing or exploiting you, take care of the situation right away. If the abuse is slight, you can try talking with the worker:

- Tell him/her what actions or behaviors you do not like.
- Tell the worker that if the behaviors do not stop right away you will need to find another worker.

This approach may be effective for a worker who may not be aware of how you are feeling. Be ready to take more action right away if the behaviors do not stop.

In most abuse cases, you should dismiss the worker immediately. **DO NOT** put up with mistreatment. Protect yourself. Your safety is the priority. Remember you can use your Emergency and Backup Plan to use a “backup” worker if you have to dismiss someone because of abuse.

How to Recognize Potential Abuse

- Does your caregiver ignore your instructions and requests?
- Does your caregiver make mistakes and then blame you or other people?
- Does your caregiver ask personal questions unrelated to your care, such as how you manage your finances?
- Does your caregiver eat your food without asking?
- Does your caregiver make unwanted comments about your appearance, weight, clothing, speech, eating habits, etc.?
- Do you sometimes find less money in your wallet than you expected?
- Are there unfamiliar charges on your checking or credit card account?
- Does your caregiver attempt to control your choices such as what you wear and what you eat?

If you answer “yes” to any of these questions, there may be potential for abuse.

All persons employed by Consumer Direct Care Network are mandatory reporters of suspected abuse, neglect, exploitation, or self-neglect. This means if you tell us of an incident of abuse we must report it. Please report any of the following acts to our office immediately:

- Engaging in, or threatening a Member or a person in the Member’s household with physical, sexual, mental abuse or coercion
- Exploiting a Member for financial gain or failing to remove a caregiver who has exploited a Member for financial gain
- Theft of medication, money, property, supplies, equipment, or other assets of a Member
- Failing to report a theft as described in this section
- Failing to remove from contact with a Member any employee who is under the influence of alcohol or drugs while providing services to a Member, or whose use of alcohol or drugs interferes with work performance or Member safety.
- Violating, or knowingly allowing an employee to violate, state or federal laws regulating prescription drugs and controlled substances, including forging prescriptions and unlawfully distributing
- Failing to report facts known to the provider agency or an agency's caregiver regarding the incompetent or illegal practice or conduct of a care provider in connection with services
- Performing, or allowing a caregiver to perform, a service that is beyond that person's professional training
- Failing to perform the acts that are within a person's scope of competence and training that are necessary to prevent harm or an increase in the risk of harm to a Member

- Violating the disclosure of information provisions of the Health Insurance Portability and Accountability Act of 1996
- Discriminating, or allowing a caregiver to discriminate, on the basis of race, religion, color, national origin, ancestry, or sex in the provision of care to a Member

Remember, reports of abuse, neglect and exploitation must be investigated. When Adult Protective Services receives a report, they will contact you to find out more information. Do not be alarmed. Their job is to keep the public safe.

Incident Management and Reporting

Incident Management refers to the prevention and reporting of abuse, neglect, or exploitation of Members. In the event an incident should occur, the Member, caregiver, or other party must:

- Ensure the safety of the Member
- Obtain medical assistance as needed
- Involve law enforcement as needed
- Report incidents to your county human services department

Examples of reportable incidents include:

- **Abuse, Neglect and Exploitation**
 - **Abuse** means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish to a Member.
 - **Neglect** means the failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness to a Member.
 - **Exploitation** means the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a Member's belongings or money without the voluntary and informed consent of the Member.
- **Death**
 - **Unexpected Death** - death caused by an accident, unknown, or unanticipated cause.
 - **Natural or Expected Death** - any death of an individual caused by a long-term illness, a diagnosed chronic medical condition, or other natural or expected condition resulting in death.
- **Other Reportable Incidents**
 - **Environmental Hazard** - an unsafe condition that creates an immediate threat to life or health of a Member.
 - **Law Enforcement Intervention** - the arrest or detention of a person by law enforcement, involvement of law enforcement in an incident or event, or placement of a person in a correctional facility.
 - **Emergency Services** - admission to a hospital or psychiatric facility or provision of emergency services that result in medical care, which is not anticipated for the Member, and would not routinely be provided by a primary care provider.

POLICY: Federal and State laws require that all employees be taught to treat the blood and body fluids of all individuals as potentially infectious (AIDS, Hepatitis B or other bloodborne pathogens). This is true even if you, the Member (or a household member), know you are not infected with a blood borne disease. Because you are in a self directed program you are the managing employer of your employee (caregiver). Therefore you must:

- help your caregiver understand “universal precautions” which are the recommended actions to use when handling blood or body fluids
- explain to the caregiver(s) what they should do if they are exposed to blood or body fluid during their orientation and every year at the caregiver’s annual date of hire
- train your caregiver about any potential exposures they may experience working with you
- use this document to help you train your caregiver(s)
- have the caregiver(s) read the Bloodborne Pathogen booklet and take the test at the end (they have to take this test each year)

DETERMINE POSSIBLE EXPOSURE: As a Member, it is your job to decide which personal care tasks your caregiver(s) does for you that may expose them to blood or body fluids. For example, you would list disposing of your needles if you are diabetic. Your timesheet may also help you identify tasks that expose your caregiver(s) to blood or body fluids.

The tasks your caregiver(s) will perform that might cause them to come in contact with blood or body fluids are:

1. _____
2. _____
3. _____

Examples of tasks that expose caregivers are:

- Handling of blood, blood products or body fluids
- Caring for the site after diabetic testing has occurred
- Wound care
- Catheter Care
- Bowel Program
- Contact with mucous membranes or non-intact skin (wiping mouth and nose)
- Cleaning or processing of contaminated equipment (blood sugar monitor)
- Performing CPR and basic First Aid
- Handling of soiled linen (laundry, clothes)
- Contact with contaminated surfaces (cleaning toilet or tub, other household cleaning)

Of course, accidents can also happen. For example, you may get cut and need help applying a Band-Aid. Your caregiver(s) needs to know how to avoid touching your blood if that happens. This also keeps you safe from germs and blood borne diseases your caregiver might have.

WHAT TO DO: Your next step is to list what the caregiver should do in each situation. Consumer Direct Care Network (CDCN) will provide you and your caregiver with handouts on Handwashing, Waste Disposal and Personal Protective Equipment for you to use when training your caregiver(s).

The best protection for your caregiver is the use of Personal Protective Equipment (PPE). An example of PPE is gloves. Whenever blood is involved your caregiver should wear disposable gloves; regular, reusable rubber gloves can be worn for cleaning and other housekeeping tasks. It is your responsibility to have gloves available for your caregiver(s) at all times. Your Program Coordinator at CDCN can assist you with locating a source for gloves. Remember, the caregiver is NOT responsible for buying gloves. Beyond what is recommended on the handouts, please let your caregiver(s) know the following:

1. Gloves are located _____.
2. Contaminated sharps (needles, razors) must be put in containers that can be closed, cannot be punctured, do not leak and are labeled with a sticker that says "Sharps Container". The container is located _____.
3. Broken glass that may have blood on it is picked up using a brush and dust pan and placed in a sharps container.
4. Laundry Disinfectant is kept _____.
5. Household Disinfectant or Bleach/Water Solution is kept _____.

Instruct caregivers that eating, drinking, smoking, applying makeup, etc., and handling contact lenses is prohibited in work areas where there is a reasonable likelihood of occupational exposure. All food and drink should not be stored in refrigerators, freezers, shelves, cabinets or on countertops where blood or other potentially infectious materials are present.

Again, please review the handouts that CDCN has provided to you and your caregivers that explain how caregivers can protect themselves from exposure to blood or body fluids. It is a good idea to keep the handouts in a place in your home where you and your caregiver can refer to them, when necessary (for example, in your Training Manual or near the refrigerator.)

HEPATITIS B VACCINATION: When you hire your caregiver(s), you need to let them know that they can get a Hepatitis B Vaccination. A Hepatitis B Vaccination Approval Form is included in the employee's enrollment packet provided by CDCN. If your caregiver decides to receive the vaccination, the healthcare worker giving the vaccine to them will describe the benefits of the vaccine, how long the vaccine is good for and the side effects of the vaccine.

The caregiver does not have to pay for the vaccine. If initially they say they do not want the vaccine, they can change their mind at any time and receive the vaccine. If your caregiver does not want the vaccine or they already have had it, they must check the "Decline" box on the Hepatitis B Vaccination Approval Form (in the employee packet). The form must be mailed to CDCN so it can be placed in the caregiver's personal medical file.

POST EXPOSURE FOLLOW-UP: If your caregiver comes in contact with your or another household member's blood or body fluid:

You, the Member/Managing Party must:

- tell the caregiver that they can receive a confidential medical evaluation and get a Hepatitis B vaccine (within 24 hours)
- document how the caregiver was exposed (i.e., rubbed their eye) and by whom
- get tested for HIV, Hepatitis C, and/or Hepatitis B infection if your caregiver asks you or your household member to. If you know you or a household member have one of these diseases, the testing is waived

The caregiver should:

- clean the wound, flush eyes or other mucous membrane (the place of contact)
- go to a clinic or hospital for a medical evaluation and blood testing
- request that the individual responsible for the exposure be tested and the results be released to the caregiver's treating physician or health care professional.

An exposed caregiver will receive a copy of their evaluating health care professional's written opinion within 15 days after completion of the evaluation. The Evaluation will include whether the caregiver has been told about any medical conditions resulting from the exposure that require further evaluation or treatment and whether the exposed employee should receive the Hepatitis B vaccination and if they did receive the vaccination.

The caregiver must report the exposure to the CDCN Injury Hotline 1-888-541-1701 as soon as possible after the exposure occurs.

A copy of CDCN's Exposure Control Plan is available, free of charge, by calling CDCN toll free at 1-888-398-8409.

HIPAA EMPLOYEE TRAINING GUIDE

Revised January, 2018



EVERY LIFE. EVERY MOMENT. EVERY DAY.

www.ConsumerDirectCare.com

What is HIPAA?

The Health Insurance Portability and Accountability Act of 1996 (also known as “Kennedy-Kassebaum Act”).

HIPAA regulations address the use and disclosure of Protected Health Information (PHI).

Key HIPAA Elements:

- Health Insurance Portability
- Standards for Electronic Claims Submission
- Security and Privacy Protection

Security and Privacy are addressed in this Training Guide.

Who is covered by HIPAA?

Covered Entities (CEs) are organizations that are required to comply with HIPAA standards. There are three types of covered entities:

1. Health plans
2. Health care clearinghouses
3. **Health care providers*** who transmit any health information in electronic form in connection with one of the standard transactions.

* Consumer Direct Care Network (CDCN) is a health care provider and therefore considered a CE.

When did the “HIPAA Privacy Rule” go into effect?

Effective as of April 14, 2003; Revised January 25, 2013

What is PHI (Protected Health Information)?

PHI is any health information that contains a unique identifier (to a patient) such as full name, social security number, phone number, etc. PHI is to be protected and kept confidential, whether in **handwritten, printed, electronic, or verbal form**.

Patients Will Be Notified of Their HIPAA Rights

Each patient will receive the CDCN Notice of Privacy Practices which explains how medical information may be used and disclosed, and how the patient can access their information. **Ask a Program Manager or the Privacy Officer if you have or receive questions.**

Patients Can Request Confidential Communication

CDCN will accommodate reasonable requests from patients to use alternate channels of communication (e.g. work telephone instead of home telephone, alternate mailing address, etc.). **Ask a Program Manager if you have questions.**

When is “Authorization to Release Information” NOT required by the Patient?

For treatment, payment, or healthcare operations.

What are HIPAA “Uses and Disclosures” of PHI?

Use: The sharing, employment, application, utilization, examination, or analysis of such information by an entity that maintains such information.

Disclosure: The release, transfer, provision or access to, or divulging in any other manner of information outside the entity holding the information.

Patients Access to Medical Records

Patients may wish to view information in their medical records and may express disagreement with its content. CDCN has procedures in place for patients to request access and make corrections to their CDCN records. In the event of any such request by a patient, **ask a Program Manager or the Privacy Officer for assistance.**

“TOP TEN” HIPAA Tasks

1. Assign overall responsibility for privacy and security.
*The CDCN **Privacy Officer is Daryl Holzer**, who has overall responsibility for privacy issues. **Program Managers** are available to address any HIPAA-related questions. **Jeff Harriott** is the **Security Official** responsible for security measures.*
2. Establish procedures for handling PHI.
*CDCN has a Privacy Policy (a copy of which is enclosed in this Training Guide) and a Privacy Manual with which to manage privacy issues. **A Program Manager or the Privacy Officer can address your questions.***
3. Provide physical security.
Includes physical security of office facilities, medical records, billing information, and other PHI. Physical security measures may include using locking file cabinets where PHI is stored.
4. Provide technical security.
Includes securing information stored and transmitted via computers.
5. Establish rules for protecting patient privacy.
This is an essential part of maintaining patient confidentiality. CDCN has Patient Confidentiality requirements outlined in the Employee Handbook that require each employee to maintain the confidentiality of patient information.
6. Allow patient access to medical records.
*Patients have the ability to access their medical information and have control over who may review their information. **Ask a Program Manager for more information.***

7. Respond to complaints

*CDCN has HIPAA compliant forms available for handling any complaint that may occur as a result of privacy protection. **Ask a Program Manager for more information.***

8. Publish a Notice of Privacy Practices.

*CDCN has posted a **Notice of Privacy Practices (NPP)** and also provided written notice to each of our patients regarding their rights.*

9. Ensure that Business Associates protect patient privacy.

Business Associates are not Covered Entities (health care providers), like outside consultants, who may come in contact with our Protected Health Information. CDCN will ensure that any business associate protects PHI via contractual agreement.

10. Train the workforce

CDCN will ensure employees are educated on HIPAA, maintaining confidentiality, protecting PHI, and are familiar with the CDCN HIPAA policy.

HIPAA PENALTIES

- \$100 civil penalty up to a maximum of \$25,000 per year for each standard violated
- Criminal penalties for knowingly disclosing PHI up to a maximum of \$250,000

PRIVACY POLICY STATEMENT

Purpose: *The following privacy policy is adopted to ensure that CDCN complies fully with all federal and state privacy protection laws and regulations. Protection of patient privacy is of paramount importance to CDCN. Violations of any of these provisions will result in severe disciplinary action including up to termination of employment and possible referral for criminal prosecution.*

Effective Date: *This policy is in effect as of April 1, 2003; revised March 26, 2013*

Expiration Date: *This policy remains in effect until superseded or cancelled.*

Privacy Officer: *Daryl Holzer (877) 532-8530*

**Uses and Disclosures of Protected Health Information**

It is the policy of CDCN that protected health information may not be used or disclosed except when at least one of the following conditions is true:

1. The individual who is the subject of the information has authorized the use or disclosure.

2. The individual who is the subject of the information has received our Notice of Privacy Practices and acknowledged receipt of the Notice, thus allowing the use or disclosure, and the use or disclosure is for treatment, payment or health care operations.
3. The individual who is the subject of the information agrees or does not object to the disclosure, and the disclosure is to persons involved in the health care of the individual.
4. The disclosure is to the individual who is the subject of the information or to the U.S. Department of Health and Human Services for compliance-related purposes.
5. The use or disclosure is for one of the HIPAA “public purposes” (i.e. required by law, etc.).

Deceased Individuals

It is the policy of CDCN that privacy protections extend to information concerning deceased individuals.

Notice of Privacy Practices

It is the policy of CDCN that a Notice of Privacy Practices must be published, that this Notice and any revisions to it be provided to all individuals at the earliest practicable time, and that all uses and disclosures of protected health information are in accordance with CDCN’s Notice of Privacy Practices.

Restriction Requests

It is the policy of CDCN that serious consideration must be given to all requests for restrictions on uses and disclosures of protected health information as published in CDCN’s Notice of Privacy Practices. It is furthermore the policy of CDCN that if a particular restriction is agreed to, then CDCN is bound by that restriction.

Minimum Necessary Disclosure of Protected Health Information

It is the policy of CDCN that (except for disclosures made for treatment purposes) all disclosures of protected health information must be limited to the minimum amount of information needed to accomplish the purpose of the disclosure. It is also the policy of CDCN that all requests for protected health information (except requests made for treatment purposes) must be limited to the minimum amount of information needed to accomplish the purpose of the request.

Access to Protected Health Information

It is the policy of CDCN that access to protected health information must be granted to each employee or contractor based on the assigned job functions of the employee or contractor. It is also the policy of CDCN that such access privileges should not exceed those necessary to accomplish the assigned job function.

Access to Protected Health Information by the Individual

It is the policy of CDCN that access to protected health information must be granted to the person who is the subject of such information when such access is requested, or at the very least within the timeframes required by the HIPAA Privacy Rule. It is the policy of CDCN to inform the person requesting access where protected health information is located if we do not physically possess such PHI but have knowledge of its location.

Amendment of Incomplete or Incorrect Protected Health Information

It is the policy of CDCN that all requests for amendment of incorrect protected health information maintained by CDCN will be considered in a timely fashion. If such requests demonstrate that the information is actually incorrect, CDCN will allow amending language to be added to the appropriate document and this addition will be done in a timely fashion. It is also the policy of CDCN that notice of such corrections will be given to any organization with which the incorrect information has been shared.

Access by Personal Representatives

It is the policy of CDCN that access to protected health information must be granted to personal representatives of individuals as though they were the individuals themselves, except in cases of abuse where granting said access might endanger the individual or someone else. We will conform to the relevant custody status and the strictures of state, local, case, and other applicable law when disclosing information about minors to their parents.

Confidential Communications Channels

It is the policy of CDCN that confidential communications channels be used, as requested by the individuals, to the extent possible.

Disclosure Accounting

It is the policy of CDCN that an accounting of all disclosures subject to such accounting of protected health information be given to individuals whenever such an accounting is requested.

Marketing Activities

It is the policy of CDCN that any uses or disclosures of protected health information for marketing activities will be done only after a valid authorization is in effect. It is the policy of CDCN to consider marketing any communication to purchase or use a product or service where an arrangement exists in exchange for direct or indirect remuneration, or where CDCN encourages purchase or use of a product or service. CDCN does not consider the communication of alternate forms of treatment, or the use of products and services in treatment to be marketing. Furthermore, CDCN adheres to the HIPAA Privacy Rule that face-to-face communication with the patient, or a promotional gift of nominal value given to the

patient, does not require an Authorization. All marketing activities will be approved in advance by the Privacy Officer.

Judicial and Administrative Proceedings

It is the policy of CDCN that information be disclosed for the purposes of a judicial or administrative proceeding only when: accompanied by a court or administrative order or grand jury subpoena; when accompanied by a subpoena or discovery request that includes either the authorization of the individual to whom the information applies, documented assurances that good faith effort has been made to adequately notify the individual of the request for their information and there are no outstanding objections by the individual, or a qualified protective order issued by the court. If a subpoena or discovery request is submitted to us without one of those assurances, we will seek to notify the individual, obtain his or her authorization, or obtain a qualified protective order before we disclose any information. In no case will we disclose information other than that required by the court order, subpoena, or discovery request. All releases of information for Judicial and Administrative Proceedings must be approved in advance by the Privacy Officer.

De-Identified Data and Limited Data Sets

It is the policy of CDCN to disclose de-identified data only if it has been properly de-identified by a qualified statistician or by removing all the relevant identifying data. We will make use of limited data sets, but only after the relevant identifying data have been removed and then only to organizations with whom we have adequate data use agreements and only for research, public health, or health care operations purposes.

Authorizations

It is the policy of CDCN that a valid authorization will be obtained for all disclosures that are not for: treatment, payment, health care operations, to the individual or their personal representative, to persons involved with the individuals care, to business associates in their legitimate duties, to facility directories or for public purposes. This authorization will include all the mandatory elements and any authorizations generated from outside CDCN will be checked to see if they are valid.

Complaints

It is the policy of CDCN that all complaints relating to the protection of health information be investigated and resolved in a timely fashion. Furthermore, it is the policy of CDCN that all complaints will be addressed to the Privacy Officer who will be duly authorized to investigate complaints and implement resolutions if the complaint stems from a valid area of non-compliance with the HIPAA Privacy and Security Rule.

Prohibited Activities

It is the policy of CDCN that no employee or contractor may engage in any intimidating or retaliatory acts against persons who file complaints or otherwise exercise their rights under HIPAA regulations. It is also the policy of CDCN that no employee or contractor may condition treatment, payment, enrollment or eligibility for benefits on the provision of an authorization to disclose protected health information.

Responsibility

It is the policy of CDCN that the responsibility for designing and implementing procedures to implement this policy lies with the Privacy Officer.

Verification of Identity

It is the policy of CDCN that the identity of all persons who request access to protected health information be verified before such access is granted.

Mitigation

It is the policy of CDCN that the effects of any unauthorized use or disclosure of protected health information be mitigated to the extent possible.

Safeguards

It is the policy of CDCN that appropriate physical safeguards will be in place to reasonably safeguard protected health information from any intentional or unintentional use or disclosure that is in violation of the HIPAA Privacy Rule. These safeguards will include physical protection of premises and PHI, technical protection of PHI maintained electronically, and administrative protection. These safeguards will extend to the verbal communication of PHI. These safeguards will extend to PHI that is removed from CDCN.

Business Associates

It is the policy of CDCN that business associates must be contractually bound to protect health information to the same degree as set forth in this policy. It is also the policy of CDCN that business associates who violate their agreement will be dealt with first by an attempt to correct the problem, and, if that fails, by termination of the agreement and discontinuation of services by the business associate.

Training and Awareness

It is the policy of this CDCN that all members of our workforce have been trained by the compliance date on the policies and procedures governing protected health information and how CDCN complies with the HIPAA Privacy and Security Rule. It is also the policy of CDCN that new members of our workforce receive training on these matters within the employee's

probationary period time after joining the workforce. It is the policy of CDCN to provide training should any policy or procedure related to the HIPAA Privacy and Security Rule materially change. This training will be provided within a reasonable time after the policy or procedure materially changes. Furthermore, it is the policy of CDCN that training will be documented indicating participants, date and subject matter.

Sanctions

It is the policy of CDCN that sanctions will be in effect for any member of the workforce who intentionally or unintentionally violates any of these policies or any procedures related to the fulfillment of these policies.

Retention of Records

It is the policy of CDCN that the HIPAA Privacy Rule records retention requirement of seven years from the date of discharge will be strictly adhered to. For minors, records will be retained for at least three years after the minor reaches the age of majority. All records designated by HIPAA in this retention requirement will be maintained in a manner that allows for access within a reasonable period of time. This records retention time requirement may be extended at CDCN's discretion to meet with other governmental regulations or those requirements imposed by our professional liability carrier.

Cooperation with Privacy Oversight Authorities

It is the policy of CDCN that oversight agencies such as the Office for Civil Rights of the Department of Health and Human Services be given full support and cooperation in their efforts to ensure the protection of health information within CDCN. It is also the policy of CDCN that all personnel must cooperate fully with all privacy compliance reviews and investigations.

Investigation and Enforcement

It is the policy of CDCN that in addition to cooperation with Privacy Oversight Authorities, CDCN will follow procedures to ensure that investigations are supported internally and that members of our workforce will not be retaliated against for cooperation with any authority. It is our policy to attempt to resolve all investigations and avoid any penalty phase if at all possible.