

Friendly Reminder-September 2025

Autumn is upon us and soon leaves will be changing and falling! Here are a few friendly reminders regarding the changes that are happening with Consumer Direct Care Network (CDCN)!

Don't forget to remind the EORs about the EVV Attestation Form!

Starting July 1, 2025, all non-live-in attendants must have the new Electronic Visit Verification Attestation form included in their member packet.

This form shows that the Employer of Record (EOR) knows they are responsible for making sure attendants enter their work time using one of these two tools:

- CareAttend Mobile App
- Interactive Voice Response (IVR) Phone System

You can find the IVR Registration Form on the CDVA website under the "Forms" tab or by [clicking here](#).

Don't forget that all EVV non-compliant shifts will trigger communications from CDCN!

Starting July 8, 2025, CDCN began making automated calls to attendants and automated emails to EORs informing them that an EVV non-compliant shift had been submitted for payment to CDCN during the previous pay period. This communication is a reminder that all non-live-in attendants are REQUIRED to utilize one of the EVV compliant platforms, CareAttend and IVR (Interactive Voice Response), to submit their work shifts. If the non-compliance continues, the service facilitator will receive a letter from DMAS notifying them that the member may be in jeopardy of being removed from the CD program.

Top 5 EVV Compliance Questions!

Over the last several weeks, CDCN has received several questions pertaining to EVV compliance. Here are a few of the most frequently asked questions!

Q: If an attendant submits a non-compliant shift, will they be paid?

A: The attendant will continue to be paid even if they submit a non-compliant shift.

Q: The attendant has submitted all their shifts using the CareAttend app. Why are they receiving the EVV non-compliant communications?

A: If the attendant has made any adjustments to the shift, whether in CareAttend or the Web Portal, the shift is non-compliant, and they will receive the EVV non-compliant communications.



Q: If the attendant does not have access to wifi during their shift, can they still use the CareAttend app?

A: YES! An internet connection is not needed to clock in and out using CareAttend. HOWEVER, they will need an internet connection to submit the time to the EOR.

Q: If the EOR approves the attendant's shift late, will the shift be considered non-compliant?

A: No. The EOR's approval of the shift does not affect the compliance of the shift.

Q: Does the attendant have to have the GPS feature enabled on their device to use the CareAttend app?

A: Yes. The attendant will not be able to clock in and out without the GPS feature being enabled.

What is a non-compliant shift?

Here are a few examples of shift that are considered non-compliant:

- Non-live in attendants submitting time on the web portal.
- Non-live in attendants submitting time in the CareAttend app, but later making adjustments to the shift.
- Non-live In attendants making adjustments to a shift in the web portal or the Careattend app.
- Non-live in attendants submitting shifts in the CareAttend app, but not in real time.

Don't forget our upcoming trainings!

CDCN will be facilitating weekly trainings for the remainder of September. We are focusing on EVV compliance and the CareAttend App.

September 9th-How to Use CareAttend

September 16th-How to Use CareAttend

September 23rd-EVV Compliance FAQ's

September 30th-EVV Compliance FAQ's

**Meeting links for the September 23rd and 30th training will be sent out the week of September 15th*

