



Choice and Self-Direction

Supporting People to Live the Life They Want

Since 1990, Consumer Direct Care Network (CDCN) has helped older adults and people with disabilities direct their in-home care. CDCN understands people want to stay in the familiarity of their homes and communities. By providing the services and supports people need, we empower them to successfully self-direct their own in-home care.

CDCN supports over 242,000 members and caregivers through Medicaid programs. We work with states and health plans to offer the most efficient self-directed programs for home and community-based services.

What Sets Consumer Direct Care Network Apart?

We collaborate with government agencies, managed care organizations, and insurance companies to provide custom services for any program need. With our knowledge and innovative systems, we proudly offer:

- Easy time submission with EVV, web portal, and IVR systems
- Excellent customer service
- Reliable help with service delivery and program questions
- Quality and accountability in program operations
- Fraud prevention, detection, and response
- Local presence across the state, including physical offices in key areas

In-Home Personal Care Services with CDCN

- Agency with Choice/Co-Employment
- Fiscal/Employer Agent
- Traditional Agency Based
- Support Broker

2024 At a Glance



4.64 out of 5 stars

Average star rating from our annual Consumer Satisfaction Survey

During your most recent home visit CDCN staff members were:

Respectful and professional ★★★★★

Prepared and organized ★★★★★

Able to explain the program clearly ★★★★★

Does CDCN respect your culture, spiritual beliefs, ethnicity, and sexual orientation?

Yes ★★★★★

Does CDCN provide you with the resources and support to train your employees to:

Follow your plan of care ★★★★★

Clock in and out through the EVV System ★★★★★

Follow CDCN policies and procedures ★★★★★

Rate your overall satisfaction with CDCN:

This program has improved my quality of life ★★★★★

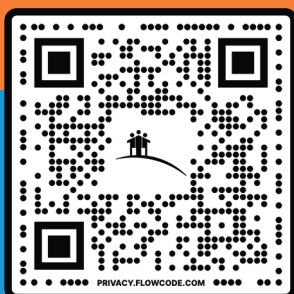
I have more control over the quality of my services ★★★★★

20250421

Contact us to learn how we can innovate your in-home care services.

Scan to learn about our self-direction services

www.ConsumerDirectCare.com



YOUR PARTNER IN SELF-DIRECTED HOME CARE