CONSUMER DIRECT CARE NETWORK TENNESSEE

Consumer/Self-Direction Questions - Who Do I Call?

Call Consumer Direct Care Network at _____ _____ _____ _____	• Request check stop payments • Ask about worker Direct Deposit enrollment & status • Change worker payment preferences • Request for paper mailing to be sent (paystubs) • Reset a Portal or CareAttend username or password for either members or providers • Identify timesheet payment amount(s), assist with review in CareAttend • Inquire about an "online error" preventing a timesheet from being submitted • Inquire about any technical issues preventing a timesheet from being submitted via CareAttend • W-2 information • Verification of Employment • General EVV questions • Report issues with CareAttend or DirectMyCare web portal
Call your Supports Broker _____ _____ _____ _____ **at** _____ _____ _____ _____	• Directly assist workers to enroll in a Self-Directed/Consumer Directed Program • Provide instruction and training on EVV timesheets to members and workers • Provide instruction and training on the CareAttend mobile application • Explain what timesheet pend messages are and what they mean • Answer questions about the Program rules or how the Program works • Explain the PCSP/ISP, authorizations, and budget • Check on the status of a worker's enrollment packet • Schedule or ask about home visits to provide further assistance • Request guidance in how to locate a new employee • Report an instance or allegation of abuse, neglect, exploitation or fraud • Report a worker termination of employment • Report a change in unpaid care or natural supports, if it impacts personal care needs • Inquire about pay rates • Identify timesheet payment amount(s) • Inquire about the status of submitted timesheets • Enroll a new worker • Report status changes, including the beginning or end of hospitalizations or vacations that are out of state • Change worker payment preferences • Inquire about any technical issues preventing a timesheet from being submitted via CareAttend
Call your MCO Support Coordinator, Care Coordinator, or DDA Case Manager	• Ask general questions about the Program • To make changes to your PCSP/ISP • Changes in your Medicaid Status • Changes in program eligibility • Change in member address • Change Authorized Representatives