



Consumer Directed Employer (CDE) Services

# MANAGING EMPLOYER HANDBOOK

866.214.9899 | [ConsumerDirectWA.com](http://ConsumerDirectWA.com)

Revised December 2025



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**Section 1: INTRODUCTION TO CONSUMER  
DIRECT CARE NETWORK WASHINGTON  
(CDWA)**



# Introduction

## Introduction to Consumer Direct Care Network Washington (CDWA)

Welcome to Consumer Direct Care Network Washington (CDWA). We are excited to support you as a managing employer of Individual Providers (IP). In this handbook, the terms “We,” “Our,” and “Us” refer to CDWA. “You” refers to both the Client and their Authorized Representative (if they have one).

Here is our Mission, Vision, and Values.

### **Mission**

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

### **Vision**

To help people live the life they want.

### **Values**

Respect | Integrity | Service | Excellence

This handbook will help you direct your services. You are expected to read the handbook. Please ask us questions if you do not understand something.

This handbook replaces all older versions. We may change our policies, procedures, or other information in this handbook at any time. You will be told if anything changes. The newest version is always at [www.ConsumerDirectWA.com](http://www.ConsumerDirectWA.com)

If you want a printed copy of this handbook, please contact our CDWA team.

## Frequently Used Terms

### **Administrative hold:**

A time when an IP is not able to get paid to support your Client because they are missing a required step or document for your job.

### **Authorized Representative:**

A person chosen to help the Client apply for or manage their services. They can also help manage the Individual Provider's job duties.

### **Client:**

A person who is approved to receive in-home personal care or respite services from and is responsible for managing their IP. This includes services paid through Medicaid, WA Cares Fund or other programs.

*(When we say "Client" in this manual, we also include their Authorized Representative and Beneficiary (WA Cares Fund).)*

### **Client Responsibility:**

Some Clients have to pay part of the cost of their Medicaid services each month.

This amount is based on their income and is set by DSHS.

### **Collective Bargaining Agreement (CBA):**

A legal agreement between the State of Washington and Service Employees International Union 775 (SEIU 775), the IPs' union. It covers things like IP's pay, benefits, and work rules.

### **Consumer Directed Employer (CDE):**

The organization that is the legal employer for in-home personal care and respite service for IPs in Washington. They handle tasks like paying IPs, training, and managing paperwork.

**Consumer Direct Care Network Washington (CDWA):** The legal employer of IPs. CDWA performs administrative and employer tasks.

### **Electronic Visit Verification (EVV):**

A system that tracks when IPs start and end their shifts using an app or phone. It's required by 21<sup>st</sup> Century Cures Act to make sure visits are recorded correctly.

### **Individual Provider (IP):**

CDWA employees who provide personal care or respite caregiving support for Clients.

### **Public Benefits Specialist (also known as Financial Worker):**

A state worker who decides if the Client can receive public benefits. They follow state and federal rules and update changes in Client's situations to determine the continuation of benefits.

## AN EXPLANATION OF CONSUMER DIRECTED SERVICES

DSHS has a contract with CDWA to be the Consumer Directed Employer (CDE).

### WHAT IS CO-EMPLOYMENT

Co-employment means that you and CDWA both share employment responsibilities.

We are the legal employer of IPs. You are the managing employer for your IPs. You can learn more about the co-employment roles and responsibilities in this handbook.

### OTHER KEY RESOURCES

This handbook and these resources will help you succeed as a managing employer. You will see these resources talked about throughout the handbook.

- **Managing Employer Quick Start Guide** – The Quick Start Guide was in your CDWA welcome letter. It is a summary of the CDE program rules and your responsibilities.
- **CDWA Website** – You can access resources and informational materials regarding CDWA and the CDE program at [www.ConsumerDirectWA.com](http://www.ConsumerDirectWA.com)
- **DirectMyCare portal** – The portal is: <https://directmycare.com/#/login>
  - Your place for important reminders and notices
  - Where you will assign hours and tasks to IPs
  - Where you can check monthly hours
- You can access the DirectMyCare portal on our website. Training videos on how to register and use the portal are also on our website: [www.ConsumerDirectWA.com](http://www.ConsumerDirectWA.com)

# Communicating with CDWA



## Customer Service Hours

Monday-Friday 7:00 AM to 7:00 PM Pacific Time

## Contact Information

You may contact us at:

Toll-Free Phone Number: 866-214-9899

Email: [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com)

For Deaf and Hard of Hearing: 877-398-7969

## Help in other languages:

Arabic: 866-215-6909

Lao: 866-215-8044

Spanish: 866-215-0131

Cantonese: 866-216-3065

Mandarin: 866-216-1752

Tagalog: 866-215-3817

Khmer: 866-215-7610

Russian: 866-215-4069

Ukrainian: 866-215-4674

Korean: 866-215-6907

Somali: 866-215-5669

Vietnamese: 866-215-2762

## Office Locations

Federal Way - 3450 S 344th Way Suite 200, Federal Way, WA 98001\*\*

Lacey - 612 Woodland Square Loop SE Suite 202 Olympia, WA 98503

Spokane - Rock Pointe III 1330 N Washington Street Suite 5200 Spokane, WA 99201

Everett - 906 SE Everett Mall Way Suite 300 Everett, WA 98208

**\*\*Please only send mail to our Federal Way Location. Other office locations do not process mail.**

## Email

We may send you email reminders and other important information.

- CDWA will not request login or password info.
- The emails will never include your confidential information.
- For example:
  - Name
  - Date of birth
  - ProviderOne ID

- We use ZixCorp secure email to send sensitive information. Refer to the Zix mail user guide for more information.  
[www.ConsumerDirectWA.com/Secure-Email-Instructions](http://www.ConsumerDirectWA.com/Secure-Email-Instructions)
- A real email from us will have our company name in the domain name, **@ConsumerDirectCare.com**.
- Our CDWA team uses the same format for email signatures. Here's an example:

**Name | Title**  
**Consumer Direct Care Network | Washington**  
Office Address  
City, State, Zip  
P: xxx-xxx-xxxx  
[www.consumerdirectWA.com](http://www.consumerdirectWA.com)

EVERY LIFE. EVERY MOMENT. EVERY DAY.

If the email does not end with a CDWA signature as shown above, it is not from us. If you have a concern about an email and are unsure if we sent it, please contact us. You may contact us by phone or by emailing [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com). Do not use the contact information provided in an email if you think it is not from CDWA.

## **WHO TO CONTACT WITH QUESTIONS**

CDWA's "Who to Call" resource has helpful topics for you and your IPs. You can find the "Who to Call" resource on our website: [www.ConsumerDirectWA.com/Who-to-Call](http://www.ConsumerDirectWA.com/Who-to-Call)

## **Section 2: ROLES AND RESPONSIBILITIES OF CDWA**

# Roles and Responsibilities of CDWA



**We follow all applicable federal, state, and local laws. This includes state Medicaid regulations, policies, and procedures.**

We manage the following Consumer Directed Employer (CDE) tasks:

- Perform state and federal background checks on your IPs
- Perform renewal IP background checks every two years
- Keep an IP personnel file with employment information
- Provide IP training and orientation
- Send IPs training reminders and dates to renew their background check
- Process IP work time and pay them every two weeks
- File federal income tax, if applicable
- File Social Security and Medicare tax (FICA) and federal and state unemployment tax (FUTA/SUTA), if applicable
- Provide Workers' Compensation coverage
- Comply with the collective bargaining agreement
- Provide you with training to self-direct your care (e.g., how to recruit, interview, direct, manage and dismiss IPs)
- Support you in finding IPs to work
- Bill Medicaid for services provided
- Collect your payment for services (if needed)
- Notify your Case Manager of any needed service updates
- File needed service reports

## **BACKGROUND CHECKS**

We will complete background checks on your IPs.

### **Washington State Background Check and Fingerprint Check**

IPs must pass:

- Washington State background check, also known as a name and date of birth check
- FBI fingerprint background check
- Mandatory State/Federal Exclusion checks

IPs must schedule their fingerprint background check appointment to be hired.

We MUST receive an IP's fingerprint results within 120 days of the day they scheduled their fingerprints. If not, IPs will not be able to work for you past that 120 day deadline.

## Background Check Results

Washington State law does not allow CDWA to hire or pay IPs if they have convictions, pending charges or negative actions that makes them ineligible.

- A list of disqualifying convictions and pending charges can be found in the Washington Administrative Code at WAC-388-113-0020. Examples of possible disqualifying convictions or pending charges include:
  - Crimes against a child or vulnerable adult
  - Assault 1, 2, 3, or 4
  - Theft 1 or robbery
- Negative actions may include:
  - A confirmed case of abuse, neglect, financial harm, or mistreatment of a child or vulnerable adult found by a court, state agency, or licensing board. More details can be found in chapters 388-71 and 388-825 of the WAC.
- If an IP has other convictions or pending charges that are not automatically disqualifying, CDWA may decide the IP cannot have unsupervised access to minors or vulnerable adults. If this occurs CDWA can choose not to hire an IP or can end their employment. We will let you know if this occurs.

## Background Check Renewal

IPs must:

- Complete their Washington State background check at least every two years as a condition of their continued employment.
  - The department may ask for a state and fingerprint check at any time.
  - We will tell your IP when their renewal date is.
  - Your IP won't be able to work if they don't renew their background check when it's due.
- We will let you know if this happens.

## Exclusion Checks

We must run these checks to see if your IP can be hired:

- Office of Inspector General (OIG)
- System for Award Management (SAM)
- Social Security Death Master File (SSDMF)
- If your IP is on one of the checks, we may not be able to hire them.
- DSHS also runs these checks on a regular basis.
- If DSHS says an IP is on one of the checks, we may have to terminate

their employment.

- We will let you know if this happens.

### **Character, Competency and Suitability (CC&S)**

We may use a process called CC&S to decide if an IP can work alone with children or vulnerable adults.

This process may happen if:

- A background check shows something that needs review, or
- Someone reports a concern about the IP's ability to safely do the job.

Here are some examples of why we may decide an IP is not allowed to work:

- Alcohol or drug misuse
- Your health and safety are in danger
- Criminal record
- Doesn't provide your needed care

### **Sharing Background Check Results**

- We will let you know if your IP needs a background check or CC&S review.
- You can request that your IP provide you a copy of their Washington State record of arrests and prosecutions. If the IP doesn't provide you with a copy, they won't be able to work for you.

## **EMPLOYMENT VERIFICATIONS**

If an IP asks for a verification of employment you should tell them to contact us. We will process the request.

### **IP Termination**

You may dismiss an IP from working for you. They can still work for other Clients if they are employed by CDWA and meet all requirements. If we terminate an IP's employment, they can no longer serve any Clients.

Only we can terminate the IP's job. This includes:

- Background check results
- Fraud
- Client abuse, neglect, or exploitation
- No hours assigned in the last 12 months
  - They may reapply for work only if their job ended because they haven't been assigned hours in the last 12 months.

CDWA will let you know if we have to terminate your IP's job. This means you cannot schedule them anymore for work. Please contact us if you have questions.

## **UNEMPLOYMENT**

Your IP can apply for unemployment benefits through the Employment Security Department (ESD). We do not decide if they qualify for unemployment. They need to name CDWA as their employer. ESD will contact us for information about their work history and wages. Your IP can contact us with any questions they have.

## **Section 3: ROLES AND RESPONSIBILITIES OF THE CLIENT/AUTHORIZED REPRESENTATIVE**



# Roles and Responsibilities of the Client/Authorized Representative

## YOUR RIGHTS

You have the right to:

- Be treated with dignity, respect, and without discrimination
- Not be abused, neglected, financially exploited, or abandoned
- Have your property treated with respect
- Refuse service
- Have your information kept private within the limits of the laws and DSHS regulations
- Make a complaint without fear of harm
- Assign hours and decide the schedule of IPs
- Choose, dismiss, or change a qualified IP

## PLAN OF CARE

- You will develop a Care Agreement.
- Review your Care Agreement with an IP before they start working with you.
- You should make sure your Care Agreement is available to the IP.
- You will create a Plan of Care with your Case Manager.
- Review your Plan of Care with an IP before they start working with you.
- We will also give your Plan of Care to your IP(s).

## IP RECRUITING AND INTERVIEWING

### Recruiting

You recruit, interview, and refer IPs to our office for hire. There are many ways to recruit IPs.

- Carina
  - Is a free self-service website created to help IPs and Clients find each other.
  - Carina works with SEIU 775 Benefits Group and DSHS to provide this service.
  - For more information, visit [www.Carina.org/HomeCare-Options](http://www.Carina.org/HomeCare-Options).
  - You can contact us for help with Carina
- Friends, family, neighbors, and area businesses
- Colleges, universities, and hospitals
- Community bulletin boards
- Internet job sites

## Interviewing

When you find a potential IP you like, interview them. As the managing employer, you must follow the laws about discrimination. Discrimination is against the law. You can't treat an IP differently because of their:

- Race
- Age
- Disability/Handicap
- Color
- Gender
- Marital Status
- Religion
- Sexual Orientation
- Pregnancy
- Country of Origin

## Examples of things that you cannot ask an IP during an interview

You cannot ask about their:

- Children – how many, names, ages, childcare arrangements.
- Disabilities or physical limitations. It is better to ask if they can perform specific tasks.
- Marital status – whether they are single, married, divorced, separated, widowed.
- Pregnancy, birth control, or plans to have children.
- Ancestry, national origin, race, or color. This includes direct or indirect questions.
- Religious affiliation, denomination, customs, holidays observed, or name of minister.
- Age – except to ask if the person is of legal age to work (18).

## Examples of interview questions you can ask

- Do you have experience with this type of work? If yes, for how long?
- Are you available to work the days and times that I need you?
- Why do you think you will be successful as an Individual Provider?
- Do you have experience with other Clients who have similar needs?
- Have you ever experienced conflict on the job before? If so, how did you manage it?
- What would you do if you learned another Individual Provider wasn't behaving properly?

## IP REFERRAL AND HIRING

- You will refer IPs to CDWA to be hired. <https://cdcn.wd1.myworkdayjobs.com/External>
- IPs need to complete their hiring paperwork. For example: W-4 and I-9.
  - I-9 form verifies the identity and employment authorization of individuals hired for employment in the United States.
  - Section 2 of your IP's I-9 form needs to be completed using DocuSign. You can call us for help.
- IPs must go through paid CDWA employment orientation.

- You can't schedule an IP to work until they receive an Okay to Work notice from our CDWA office.

## **IP CLIENT-SPECIFIC ORIENTATION**

You will train IPs on anything you expect from them on the job. It is important you discuss these things with an IP on their first day of work.

### **1. Tour of your space. This may include:**

- Where supplies and equipment are located.
- Living space that is off-limits.
- Emergency exits.
- Location of the fire extinguisher.

### **2. Specific things about yourself, such as:**

- Do you have trouble falling asleep?
- Are you sensitive to certain smells?
- Are you a morning person?

### **3. Overview of your Plan of Care and job details, which may include:**

- Overview of your Plan of Care/Care Agreement. This includes information about your disability or care needs.
- Job description.
- Hourly schedule.
- Observation of an experienced provider or family member completing tasks.

### **4. Safety and Security**

- Review proper lifting procedures to avoid injury to either you or your IP.
- Explain safety guidelines for any disability-related equipment your IP will use.
- Explain the household appliances or equipment your IP will use.
- Discuss your Back-up Plan for when your IP can't come to work.
- Share how to enter the home, for example: knocking, key, etc.

### **5. Expectations - Some examples are:**

- Rules about using your car, the washing machine, computer/printer, and eating your food.
- Use of cell phones and your landline phone during work hours (IP still needs to be able to use the EVV app or IVR to clock-in and clock-out of their work shift).
- Acceptable clothing in the workplace.
- Days of the week and time of day when assistance is needed.

## SCHEDULING

You manage setting work schedules based on your approved hours and tasks. You and the IP will work together on any schedule changes, not CDWA. Your IP should let you know if they are unable to work.

Both you and your IP must monitor service hours used so that they don't go over your monthly approved hours and/or over your IP's individual Work Week Limit.

### Assignment of Hours and Changes

You manage assigning hours to IPs. You can assign hours in the DirectMyCare portal. Please call us if you need help. If you have only one IP, we will assign hours and tasks up to that IP's individual Work Week Limit.

### Nurse Delegation Tasks

If you require nursing tasks, you must consider if your IP(s) are allowed to complete the tasks.

Under Washington State law, the Nurse Delegation Program allows only specially trained individuals to perform certain tasks for in-home care Clients that are normally performed by licensed registered nurses (RNs).

You can only assign nurse-delegated tasks to IPs who have completed designated training and are credentialed to complete delegated tasks. If you are unsure if your IP has the required training, contact us.

Only an RN licensed in Washington State can delegate a task to an IP, IF the IP is qualified to perform the task. No one else is allowed to do it!

#### **Here are some examples of Nurse Delegated tasks:**

- Administration of medications. (see exceptions below)
- Non-sterile dressing changes.
- Urinary catheterization using the clean technique.
- Ostomy care in an established and healed condition.
- Insulin injection. (must successfully complete DSHS diabetes training first)
- Blood glucose monitoring.
- Gastrostomy feedings in an established and healed condition.

#### **The following tasks CANNOT be delegated and must only be performed by an RN!**

- Injections, other than insulin
- Sterile procedures
- Maintenance of central lines

**In addition, tasks that require nursing judgment should not be delegated. Examples of tasks that require nursing judgment include:**

- Nursing assessment
- Nursing diagnosis
- Care planning

If you need Nurse Delegated tasks, please contact your Case Manager.

### **Permanent and Temporary Work Week Limits (WWL)**

You must consider your IP's WWL when discussing a schedule with them.

#### **Work Week Limit Facts**

- A WWL is the total number of service hours an IP can provide in a work week.
- A work week is from Sunday to Saturday.
- An IP WWL is 40 service hours per week. It is possible for an IP to be assigned a higher WWL permanent or temporary WWL. We must approve a temporary WWL.
- An IP may not work more hours than their assigned WWL (unless we approve it).
- Not following these rules will result in IP corrective action.

#### **Temporary Work Week Limit Increases**

We may approve an IP to temporarily work more than their Standard or Permanent WWL.

Temporary WWL increases may be approved for things such as:

- Workforce shortages.
- Your health and safety needs.
- Keeping you from going into an institution.

If you would like to request an increase to your IP's Work Week Limit, contact our office.

We will look into your request and let you know if your IP will receive a temporary WWL increase.

#### **Coordinating Work Week Limit with Assigned Hours**

- Your IP cannot work more than their approved WWL.
- Your IP may work for multiple Clients. Your IP cannot work more hours than each Client is approved for in a month.
- If your IP does work for more than one Client, they must make sure their total hours across all Clients stay within their WWL.
- Your IP can check their hours in the DirectMyCare Portal to compare what they have worked with their WWL.

#### **Work Week Limit flexibility for IPs with a Work Week Limit of 40.25 Hours and Above**

You may be allowed to move an IP's work hours from one week to another within a month, but all of the following must be true:

1. There is a specific need for more hours in a certain week,
2. The IP will not go over your total hours for the month,
3. Using more hours in one week won't leave you without needed care in the other weeks of the month, and
4. The IP won't work more overtime than they would have if the hours were

spread out evenly throughout the month.

If you are in the New Freedom or Veteran Directed Home Services program, you may be allowed to buy extra hours beyond the IP's WWL. For more information, contact your care consultant.

### **Overtime**

An IP is paid overtime at 1.5 times their regular pay rate for any time worked over 40 hours in a week.

### **Paid Time Off (PTO)**

An IP is allowed to take PTO. They can use PTO however they choose. Your IP will work with you on PTO requests, not CDWA.

### **Leave of Absence**

An IP may be able to take a leave of absence. This is different from PTO. A leave of absence is for a specific reason or situation. PTO can be used whenever the IP chooses.

Your IP should talk with you and plan the dates they will be gone. They will request the leave through CDWA. Our Human Resources team will help them during their leave.

### **Backup Plan**

You will create a backup plan with your Case Manager-for CDE clients. It is your job to keep the plan up-to-date.

- You will use the plan if your IP cannot work regularly scheduled hours.
- We do not provide back-up IPs.
- It is your responsibility to review your back-up plan with IPs.
- Overtime that is not approved should not be used as a backup plan.
- You may find backup providers on the Carina system. You can contact our office for help using Carina.

## **MILEAGE & TRAVEL TIME**

You may be approved for mileage and can assign those miles to your IPs.

### **Mileage**

- You can only assign mileage to IPs who have a valid driver's license and current car insurance.
- You can use mileage for service-related travel up to your authorized limit.
- An IP cannot get mileage for driving from their home to start a shift or back home after the shift ends.
- An IP can claim mileage when driving from a shift with one Client to a shift with a different Client. They can also claim mileage when driving from their shift with you to a training location.

- Mileage for driving between Clients or to training will not be taken from your approved service hours.

### **Travel time**

- An IP may be paid for travel time when going from one Client's home to another Client's home between shifts, or when traveling directly between a Client's home and a training location.
- Travel time is limited to no more than 60 minutes between approved work sites, and no more than 7 hours total in one work week.

### **Proof of Insurance**

- You must give us proof that your car insurance is current and meets the state's minimum coverage requirements.
- You or your IP can have this coverage.
- If you allow an IP to drive your vehicle, you are responsible for making sure it's insured and for any problems that happen.
- We do not provide insurance for an IP while they are driving your vehicle.

An IP must tell us if their driver's license is suspended or taken away.

If you or the IP lose car insurance or can't keep it, you must report it to our office right away.

We may ask for updated proof of insurance at any time.

### **PERFORMANCE FEEDBACK**

It is best practice to tell your IP how they are doing at their job on a regular basis.

- Give positive and useful feedback if there are issues. You may need to coach your IP on doing something in a different way for better results.
- Give IPs both verbal and written feedback.
- It may be helpful to write down issues as they happen. Include the date, what happened, and notes about your conversation with the IP.

### **DISMISSING AN IP**

You have the right to dismiss an IP. Here are examples of why you might dismiss an IP:

- They don't show up for work.
- They are always late.
- They don't give you the care you need.
- They put your health or safety at risk.

You must tell us right away if you dismiss an IP. We can decide if an IP's employment with CDWA is terminated.

## **YOUR CONTACT INFORMATION**

It is important to keep your contact information (address, phone, email) current. If there are changes, you must update the information with your Public Benefits Specialist. We will receive notice of changes. If you are in WA Cares Fund Program, please contact us to update your information.

## **PROPRIETARY AND OTHER CONFIDENTIAL INFORMATION**

You cannot share our information with any other organization or individual. This includes all documents, details of procedures, other materials, or other information (such as information from the computer). All information created by CDWA is confidential and owned by CDWA.

## **CLIENT RESPONSIBILITY**

DSHS may decide you have Client Responsibility, also known as Client Participation. If you have questions about your Client Responsibility amount, you should contact DSHS.

Terms of Client Responsibility:

- You will pay us for your Client Responsibility amount.
- You will not pay your Client Responsibility amount to an IP.
- We will pay an IP for all authorized hours they work and submit time to us.
- This policy can be found in Appendix A.

The Terms of Client Responsibility were included in your CDWA welcome letter. You can also find a copy on our website - [www.ConsumerDirectWA.com/client-resources/](http://www.ConsumerDirectWA.com/client-resources/)

If you have questions on how to pay your Client Responsibility to CDWA, refer to the Terms of Client Responsibility. You can also call our office.

## **WORKPLACE SAFETY**

You must provide a safe workplace for IPs. IPs are trained to report any unsafe conditions, equipment, or actions right away to you and our office. Unsafe or hazardous conditions can include:

- Threatening, uncontrolled animals.
- The manufacture, sale, or use of illegal drugs.
- The presence of hazardous materials.

## Home Safety Best Practices

It is best practice to check your home for anything that might be unsafe. Fix any safety problems you find. Also, talk with your IP and show them how to stay safe.

Here are some examples of safety steps you can take:

- Go over safe lifting steps to help prevent injuries to you or your IP.
- Explain how to use any disability-related equipment safely before the IP uses it.
- Explain how to use household appliances or equipment safely before the IP uses them.
- Show your IP where to properly throw away sharps (needles, etc.).
- Make sure walkways are clear to avoid trips (i.e. Electrical cords crossing a hallway are dangerous).
- Make sure you have a fire extinguisher and flashlight in a spot that is easy to grab when needed.
- Talk with your IP about the safety steps for a fire emergency.
  - Before an emergency happens, call your local fire and police departments (using their non-emergency numbers) to let them know about your disability and the best way to assist you in an emergency.
- Talk with your IP about your pets and any safety concerns.

## Access to Personal Protective Equipment (PPE)

If an IP is helping you with personal care tasks, you must provide gloves for them to use. You can get up to 200 gloves per month through your Apple Health (Medicaid) benefits. If more gloves are needed for medical reasons, you may be able to get a higher amount. How to get gloves depends on your Apple Health coverage:

### **If you have Apple Health Managed Care (like Molina, Amerigroup, United, etc.):**

- Contact your health plan or your doctor to order gloves.
- Or visit this website:  
<https://www.hca.wa.gov/assets/billers-and-providers/13-010.pdf>

### **If you have Apple Health Fee-for-Service (not through managed care):**

You can do one of the following:

- Call a medical supply company listed here:  
[https://www.hca.wa.gov/assets/billers-and-providers/ffs\\_providers\\_non\\_sterile\\_gloves.pdf](https://www.hca.wa.gov/assets/billers-and-providers/ffs_providers_non_sterile_gloves.pdf)
- Call your doctor.
- Call the Medical Service Center at **1-800-562-3022**.  
(This number is on the back of your blue Medical Services Card)

For more information, visit the Health Care Authority's website:

<http://www.hca.wa.gov/medicaid/dme/Pages/default.aspx>

### **IPs may also request PPE through CDWA:**

IPs can request gloves and other PPE by filling out a request form online:

[www.ConsumerDirectWA.com/Request-PPE](http://www.ConsumerDirectWA.com/Request-PPE)

They can also contact our office for help if needed.

### **Workplace Injury Reporting**

If an IP is injured or gets an illness while clocked in for a shift:

- The IP should get medical help.
- If the injury is serious and life-threatening:
  - Someone should call 911.
  - If the injury needs medical treatment (but is not life-threatening), the IP should go to an urgent-care clinic or doctor's office.
  - If the IP can't get to a clinic or a doctor's office, the IP should go to the emergency room.
- The injury must be reported to our office at once, or as soon as possible, by calling **877.532.8542**
- The IP must file a Report of Injury with our office.
- The IP should tell you before they leave work.

Not following these rules may result in corrective action for the IP.

### **Injury and Serious Incident**

If you have a serious accident or medical emergency that affects your health or safety, call your doctor or 911. You should also tell your IP to call your doctor or 911 if something happens and you can't call for help yourself. CDWA does not provide emergency care or medical services.

You or the IP must report the incident to your Case Manager right away.

### **Violence in the Workplace**

Violence, threats, bullying, and aggressive behavior are not allowed.

- IPs are trained to report violent behavior to us and the proper authorities at once.
- If you see an IP threatening, bullying, or acting aggressively towards you or someone else, report their behavior to our office right away.
- Call the police if the situation is dangerous. You may also choose to stop working with the IP.
- We can terminate an IP's employment if they act inappropriately.
- We can also stop providing you with services if you threaten, bully, or act aggressively toward an IP.

## Harassment, Abuse, and Discrimination (HAD) Prevention and Reporting

You can find the full IP Health and Safety Policy (OP-WA-030) in Appendix B of this handbook.

As the legal employer, we work to keep IPs safe from harassment, abuse, and discrimination. We do this by:

- Having clear rules and procedures,
- Giving training to both IPs and Clients, and
- Making sure there is a way to report and track incidents.

**Harassment, sexual harassment, abuse, or discrimination against an IP by you or anyone in your home is not allowed.**

### Prohibited behaviors include:

As a Client, you must help keep your IP safe from harmful or unfair treatment. The following behaviors are not allowed:

- **Abuse or Violence at Work:** This includes yelling, hitting, threats, trying to scare someone, breaking things, making rude or threatening gestures, bringing weapons to work, stalking, or rough behavior like pushing or shoving. Any actions that are aggressive or harmful are not okay.
- **Discrimination:** You cannot treat an IP unfairly because of who they are. This includes things like race, skin color, where they're from, age, religion, disability, gender, sexual orientation, gender identity, family status, veteran status, or other protected traits. Everyone should be treated equally.
- **Harassment:** This is behavior that makes someone feel unsafe, uncomfortable, or unwelcome at work. It includes:
  - Mean or rude comments, slurs, or teasing
  - Offensive pictures, cartoons, or social media posts
  - Getting in someone's personal space or blocking their path
- **Sexual Harassment:** This includes any unwanted sexual behavior, like touching, flirting, or asking for sexual favors. It can also include sexual jokes or comments that make someone uncomfortable.

You are responsible for making sure these things don't happen. If an IP experiences any of these behaviors, they are encouraged to report it to our office right away.

### Discrimination/Harassment Reporting Procedure

Harassment — including sexual harassment — is not allowed. It goes against laws like the Title VII of the Civil Rights Act of 1964, the Equal Employment Opportunity Commission, state regulations and it violates our policies.

If an IP believes they've been harassed or treated unfairly, they've been trained to speak up. They may choose to talk with someone or take other steps before making a formal complaint. At any time, an IP can file a complaint with:

**Washington State Human Rights Commission at 1-800-233-3247, or  
U.S. Equal Employment Opportunity Commission (EEOC)**

Filing with those agencies does not replace the need to report the problem to us. We are required by law to investigate reports of harassment or discrimination and take steps to fix the issue. We take these concerns seriously. If someone breaks our rules on harassment or discrimination — even if a law wasn't broken — we will investigate and take action, up to and including terminating employment.

**Retaliation or Intimidation is not allowed.** If someone files a report or helps in an investigation, no one is allowed to threaten or punish them for it.

If you violate these policies, we may discharge you from receiving CDE services.

## **Section 4: ROLES AND RESPONSIBILITIES OF THE IP**

# Roles and Responsibilities of the IP



## IP STANDARDS OF PRACTICE

These rules help protect you and make sure your IP acts professionally. Your IP must follow these standards while working for you:

- 1. Your IP cannot ask for, borrow or accept your money or belongings.**
  - *This rule doesn't apply if you had a personal relationship with the IP before they started working for you, and there's no sign of exploitation.*
- 2. Your IP cannot accept gifts worth more than twice the minimum wage in Washington.**
  - Small gifts are okay during regular gift-giving times like birthdays or holidays.
  - *This rule doesn't apply if you had a personal relationship with the IP before services started, and there's no sign of exploitation.*
- 3. Your IP cannot take alcohol or drugs (including marijuana) from you.**
  - This includes prescription and over-the-counter medications.
- 4. Your IP cannot use or consume anything that affects their ability to do their job while on the clock.**
  - This includes medications that cause drowsiness or poor focus.
- 5. Your IP cannot have control over your finances, legal matters, or health decisions.**
  - They cannot be your power of attorney, legal guardian, will executor, payee, or insurance or will beneficiary.
  - *This does not apply if you had a relationship with the IP before care started, and there's no sign of exploitation.*
- 6. Your IP cannot be your landlord.**
  - This means they cannot rent to you or have a formal lease with you.
  - *This rule does not apply if you live together without a lease or if they own a licensed by the Department of Social and Health Services adult family home in good standing. It also doesn't apply if you had a relationship before services began, and there's no sign of exploitation.*
- 7. Your IP must respect your privacy.**
  - They cannot take or share photos or videos of you unless you give written permission (or your legal guardian does).
  - This includes anything shared on social media.
  - *This does not apply if you had a personal relationship before services began, and there's no sign of exploitation.*

## ALCOHOL AND DRUG-FREE WORKPLACE

Your IP must come to work ready and able to do their job. They cannot be under the influence of alcohol or drugs while working. If you think your IP is not fit to work—for example, if they seem impaired or not safe—**please call us right away at 866-214-9899**. Breaking this rule can lead to the IP losing their job.

*A full copy of CDWA's Drug and Alcohol-Free Workplace Policy is in Appendix C of the handbook.*

## **DRIVING/TRANSPORTATION**

If you ask your IP to drive for you, there are rules they must follow:

- The IP must watch our safe driving video when they are hired and every year they are employed.
- The IP must have a valid driver's license.
- The IP must give a copy of their license to our office.
- If their license is suspended or revoked, they must stop driving right away and tell our office.
- If your IP can't drive, you'll need to make other plans for your transportation.

We may ask for an updated license at any time.

### **Vehicle Insurance**

- Any vehicle used by an IP must have the state's required insurance.
- We must receive a copy of the insurance policy.
- If your IP drives your vehicle, you are responsible for making sure it's insured.
- CDWA does not provide car insurance for IPs using your vehicle.
- If you or your IP loses insurance coverage, you must tell our office right away. We may ask for updated proof of insurance.

### **Client Health and Safety**

If you are in danger or have a health emergency, your IP must stay with you—even if they've already worked all their hours for the week.

Your IP has been trained to:

- Stay until the situation is safe.
- Call 911 if you need emergency help.
- Help you find backup support.
- End their shift only when it is safe to do so.
- Contact us the next business day to report what happened.

## YOUR PROPERTY

IPs are expected to be careful with your property. If an IP loses or damages something you own, they may need to pay to fix or replace it. You and the IP will need to work together to find a resolution.

## MANDATORY REPORTING

By law, if an IP sees or thinks a child or vulnerable adult is being abused, neglected, or mistreated, they must report it right away. IPs are trained to know when and how to report concerns.

If you believe someone is hurting or mistreating you, you are encouraged to report it too.

To report abuse of a child:

Call **1-866-ENDHARM (1-866-363-4276)**. This is a 24/7 hotline in Washington State.

If it's an emergency, call 911.

To report abuse of an adult:

Go online to <https://www.dshs.wa.gov/altsa/home-and-community-services/report-concerns-involving-vulnerable-adults>

Online reporting is available 24/7 and gives you a confirmation number.

You may also report by:

**Phone: 1.877.734.6277 or  
1.866.END.HARM**

**Email: APSCentralIntake@dshs.wa.gov**

**Fax: 1.833.866.5590**

**TTY: 1.833.866.5595**

**PLEASE CALL 911 if the adult or child situation is an EMERGENCY.**

## YOUR PRIVACY

Your IP is trained to keep your personal information private. They also learn to protect private information about other providers. IPs are not allowed to share or talk about your private information with others. If you think your privacy has been violated, contact our office right away.

To learn more about your privacy rights, check **Appendix D** (Privacy Awareness Guide) and **Appendix E** (Notice of Privacy Practices) in this handbook. These include your rights under HIPAA, the federal privacy law.

## IP RESIGNATION

Your IP should provide a two-week written notice before they stop work for you. This gives you enough time to find a new IP.

## **Section 5: ROLES AND RESPONSIBILITIES OF THE CASE MANAGER**

**This section is for Clients receiving services through Medicaid or DSHS.**

# Roles and Responsibilities of the CM



## Case Manager Role

Your Case Manager will help you create your Plan of Care and get the services you need. They will also send an authorization to us based on your plan.

Case Managers must make sure your choices fit within the rules of the program.

### Required Case Manager Duties (These cannot be waived):

- Do an assessment.
- Help make and update your Plan of Care.
- Report abuse or neglect (Mandatory Reporting).
- Report if you talk about wanting to hurt yourself (Suicidal Ideation).
- Help you plan for changes or ending services (Termination Planning).

### Optional Support Services (You can choose to waive these):

- Speak up for you (Client Advocacy).
- Help you get services.
- Make referrals.
- Family support.
- Help during a crisis.
- Connect you to community services, assistive devices, and Medicaid benefits.

## **Section 6: COMPLAINT PROCESS**

# Complaint Process



## Making a Complaint

If you're not happy with our services, please let us know. We want to fix the problem.

You can make a complaint:

- By phone
- In person
- By email, fax, or letter

(See the “Communicating with Us” section of this handbook for our contact information.)

If English is not your preferred language, we can help you make your complaint in another language.

Please try to report your complaint:

- Within **60 days** of when the problem happened, or
- Within **10 days** of when you first noticed the problem

The sooner we hear from you, the better we can help. We will contact you within 2 business days to confirm we received your complaint. Then, we will look into it and try to fix the issue. You will get a response and explanation of our decision within 10 business days.

## Appeals

If you're not satisfied with how your complaint was handled, you can appeal the decision. You may submit your appeal by phone or in writing within 30 days of receiving the response to your complaint.

A supervisor (someone higher up than the person who made the first decision) will review your appeal. If there's a different way to solve the issue, it will be offered. You'll be told the outcome within 30 days of submitting your appeal.

If the issue still isn't resolved, CDWA's Chief Executive Officer (CEO) will review the case and make a final decision. This final decision will be shared with you within 120 days of when we first received your complaint.

For more details, see the **Complaint Resolution Policy**, OP-WA-001 in **Appendix F** of this handbook.

## **Section 7: CORPORATE COMPLIANCE**



# Corporate Compliance

**We are committed to honesty and following the law.** We follow all government rules, many of which are explained in this handbook.

If you think something dishonest or illegal has happened, please contact our office. You can report it to any of the following people:

- Your Service Coordinator
- A Program Manager, State Director, or Regional Director
- A member of Senior Management

One example of breaking the rules is **Medicaid fraud**, which is explained below.

## **MEDICAID FRAUD, WASTE, AND ABUSE**

The CDE Program is paid for using money from Washington State's Medicaid program. It is **against the law** to misuse this money in any way. If an IP, Client, or CDWA is suspected of doing something wrong with Medicaid money, it must be reported.

Here's what each term means:

- **Fraud** means someone lies or gives false information on purpose to get a benefit they shouldn't have.
- **Waste** means using more services than needed, or using them the wrong way, which causes unnecessary costs.
- **Abuse** means doing things that go against good business or medical practices, leading to extra costs for Medicaid.

Here are some examples of things that are not allowed and may be considered fraud, waste, or abuse of Medicaid funds:

### **An IP might:**

- Submit the time for hours they didn't actually work.
- Take an unpaid break, but do not subtract the time from their shift.
- Get paid for work they didn't do.
- Accept money directly from the Client.
- Say they live with the client (when they don't) just to avoid using the Electronic Visit Verification (EVV) system.
- Say they completed a task when they didn't.
- Sign someone else's name on a form.
- Help a Client get services or supplies that are not really needed for their healthcare.

### **A Client might:**

- Make the IP give them part of their paycheck.
- Accept services or supplies that are not medically necessary.

### **An Agency or other provider might:**

- Bill for services that were not provided or medically necessary.
- Bill for the same service more than once.
- Give false information to get paid.
- Not report overpayments.
- Change forms or records to get more money than they should.

## **THE FALSE CLAIMS ACT (31 USC §3729-33)**

**The False Claims Act (FCA)** is a federal law that makes it illegal to make a false record or file a false claim with the government for payment.

Under this law, a person or organization is breaking the law if they knowingly send false information to the government to receive payment. “Knowingly” means they:

- Know the information is false,
- Seek payment while ignoring the truth, or
- Don’t check if the information is true or false and just submit it anyway.

### **Examples of false claims include:**

- Billing for services that were never provided.
- Billing for services that were not medically needed.
- Charging more than once for the same service.
- Lying to get paid for a service.

You can find more details about this law and similar state rules in Appendix G of this handbook.

## **Fraud Prevention**

We follow all federal and state laws, including the False Claims Act, to help stop fraud, waste, and abuse in Medicaid programs.

We have procedures in place to find and prevent fraud. All of our staff and IPs are expected to:

- Follow the law,
- Act ethically, and
- Keep accurate records for any services or items paid for by healthcare programs.

## **Reporting**

If an IP sees or thinks Medicaid fraud has happened, they must report it as soon as possible. Reports can be made to our office or directly to the Washington State Attorney General’s Office.

### **Attorney General Contact Information:**

**Phone:** 360.586.8888     **Email:** MFCUreferrals@atg.wa.gov

We protect all workforce members from retaliation and retribution when they report suspected wrongdoing in good faith. For more information, please see the **Reportable Incidents Policy**, OP-WA-002, **Appendix H** of this handbook.

# Appendices

**Appendix A: Terms of Client Responsibility**

**Appendix B: IP Health and Safety Policy**

**Appendix C: Drug and Alcohol-Free Workplace Policy**

**Appendix D: Privacy Awareness Guide**

**Appendix E: Notice of Privacy Practices**

**Appendix F: Complaint Resolution Policy**

**Appendix G: False Claims Act Summary**

**Appendix H: Reportable Incidents Policy**

**Appendix I: IP Corrective Action Policy**