



# I Have a Question!

When you have a question, who do you contact? Consumer Direct Care Network Washington (CDWA) works with many partners. See the chart below to help you know who to contact.

## Clients

Topic	Example(s)	Who can help
Questions	<ul style="list-style-type: none"> <li>• DirectMyCare web portal registration or login assistance</li> <li>• Hiring a new IP</li> <li>• Report a concern of fraud</li> <li>• Background check questions</li> <li>• Character, Competence, &amp; Suitability (CC&amp;S) reviews</li> <li>• Client Responsibility (how to pay)</li> <li>• Allocation of IP hours</li> </ul>	 <ul style="list-style-type: none"> <li>• <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a></li> <li>• <b>Call 866.214.9899</b> (To reach your Assigned Service Coordinator, <b>press 5</b> and enter your CDWA Person ID or ProviderOne ID)</li> <li>• <b>Text 877.532.8568</b></li> <li>• <a href="http://ConsumerDirectWA.com">ConsumerDirectWA.com</a></li> <li>• <a href="http://DirectMyCare.com">DirectMyCare.com</a></li> </ul>
Contact Information	<ul style="list-style-type: none"> <li>• Update address, phone number, or email</li> </ul>	<p><b>Case Manager</b></p> <ul style="list-style-type: none"> <li>• Contact your AAA, DDA, or HCS Case Manager</li> </ul>
Change in Condition, Health, or Safety	<ul style="list-style-type: none"> <li>• Need to report a change in your need or condition</li> <li>• Need to report that you have been or were hospitalized</li> <li>• You are being harmed or concerned for your safety</li> </ul>	<p><b>Case Manager</b></p> <ul style="list-style-type: none"> <li>• Contact your AAA, DDA, or HCS Case Manager</li> <li>• Report any change in condition to your Case Manager</li> </ul> <p><b>Adult Protective Services</b></p> <ul style="list-style-type: none"> <li>• <b>Call 866.363.4276</b></li> </ul>
Client Responsibility	<ul style="list-style-type: none"> <li>• Understanding the CARE assessment process</li> <li>• Authorized services and care plans</li> <li>• Authorization errors</li> <li>• Client functional and financial eligibility</li> </ul>	<p><b>Case Manager</b></p> <ul style="list-style-type: none"> <li>• Contact your AAA, DDA, or HCS Case Manager</li> <li>• Contact info is on your Client Authorization letter</li> </ul>
Find Individual Providers	<ul style="list-style-type: none"> <li>• Search for an IP or post your own job through Carina</li> </ul>	<p><b>Carina</b></p> <ul style="list-style-type: none"> <li>• <a href="http://Carina.org/HomeCare-Options">Carina.org/HomeCare-Options</a></li> </ul>
	<ul style="list-style-type: none"> <li>• Need support to create a Carina user profile and connect with IPs</li> </ul>	<p><b>CDWA</b></p> <ul style="list-style-type: none"> <li>• <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a></li> <li>• <b>Call 866.214.9899</b> (To reach your Assigned Service Coordinator, <b>press 2</b> and enter your CDWA Person ID or ProviderOne ID)</li> <li>• <b>Text 877.532.8568</b></li> </ul>

# Individual Provider (IP)

Topic	Example(s)	Who can help
<b>Time, Mileage, Paid Time Off, or Training Time Entry</b>	<ul style="list-style-type: none"> <li>• Electronic Visit Verification (EVV) mobile app help</li> <li>• EVV alternatives</li> <li>• DirectMyCare web portal assistance</li> <li>• Update address, phone number, or email</li> <li>• Understanding time entered for services provided</li> <li>• Background checks</li> <li>• Overtime and Work Week Limits (WWL)</li> <li>• Character, Competence &amp; Suitability (CC&amp;S) reviews</li> <li>• Payment issues or questions</li> <li>• Personal protective equipment (PPE) questions</li> </ul>	 <ul style="list-style-type: none"> <li>• <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a></li> <li>• <b>Call 866.214.9899</b> (To reach your Assigned Service Coordinator, <b>press 2</b> and enter your CDWA Person ID or ProviderOne ID)</li> <li>• <b>Text 877.532.8568</b></li> <li>• <a href="http://ConsumerDirectWA.com">ConsumerDirectWA.com</a></li> <li>• <a href="http://DirectMyCare.com">DirectMyCare.com</a></li> </ul>
<b>Harassment, Abuse, and Discrimination (HAD) or Injury on the job</b>	<ul style="list-style-type: none"> <li>• IP experiences harassment, abuse, discrimination, or other inappropriate behavior by their Client, or someone else in their Client's household, while performing caregiving duties</li> <li>• IP injured while serving Client</li> </ul>	<b>CDWA Injury and HAD Reporting</b> <ul style="list-style-type: none"> <li>• <b>Call 877.532.8542</b> (<b>press 1</b> for HAD or <b>press 2</b> for injury)</li> </ul>
<b>Client Change in Condition, Health, or Safety</b>	<ul style="list-style-type: none"> <li>• IP needs to report a change in Client's need or condition</li> <li>• IP needs to report that their Client has been hospitalized</li> <li>• IP concerned Client is being harmed</li> </ul>	<b>Case Manager</b> <ul style="list-style-type: none"> <li>• Report change in Client condition to Client's Case Manager</li> </ul> <b>Adult Protective Services</b> <ul style="list-style-type: none"> <li>• <b>Call 866.363.4276</b></li> </ul>
<b>Union Questions</b>	<ul style="list-style-type: none"> <li>• Union dues or membership</li> <li>• Questions about Union Contract</li> <li>• All other questions about SEIU 775</li> </ul>	<b>SEIU 775</b> <ul style="list-style-type: none"> <li>• <b>Call 866.371.3200</b></li> <li>• <a href="mailto:MRC@SEIU775.org">MRC@SEIU775.org</a></li> </ul>
<b>Health, Training, and Retirement Benefits Questions</b>	<ul style="list-style-type: none"> <li>• Caregiver training and career advancement</li> <li>• Questions about health benefits payroll deductions</li> <li>• Healthcare coverage and other benefits</li> <li>• Retirement questions</li> <li>• Peer Mentors, for HCA certification and free skills tutoring help</li> </ul>	<b>SEIU 775 Benefits Group</b> <ul style="list-style-type: none"> <li>• <b>Call 866.371.3200, press 1</b> for training, <b>3</b> for health, and <b>4</b> for retirement</li> <li>• For training only, <a href="mailto:mrc@myseiubenefits.org">mrc@myseiubenefits.org</a></li> <li>• Peer Mentors - <a href="http://myseiu.be/peer-cdwa">myseiu.be/peer-cdwa</a></li> </ul>
<b>Home Care Aide (HCA) Certification</b>	<ul style="list-style-type: none"> <li>• HCA testing</li> <li>• Getting started with a caregiver certification program</li> </ul>	<b>Prometric</b> <ul style="list-style-type: none"> <li>• <b>Call 800.324.4689</b></li> <li>• <a href="mailto:WAHCA@Prometric.com">WAHCA@Prometric.com</a></li> <li>• <a href="http://Prometric.com/Test-Takers/Search/WADOH">Prometric.com/Test-Takers/Search/WADOH</a></li> </ul>
<b>Can't Work a Shift</b>	<ul style="list-style-type: none"> <li>• IP needs to change their schedule</li> <li>• IP can't work due to illness</li> </ul>	<b>Client</b> <ul style="list-style-type: none"> <li>• IPs need to call their Client directly</li> </ul>
<b>Find More Clients</b>	<ul style="list-style-type: none"> <li>• Find Clients through a job-matching website</li> </ul>	<b>Carina</b> <ul style="list-style-type: none"> <li>• <a href="http://Carina.org/ProvideCare">Carina.org/ProvideCare</a> to find more Clients</li> </ul>
<b>Verification of Employment</b>	<ul style="list-style-type: none"> <li>• Need to verify employment</li> </ul>	<b>The Work Number Client Service Center</b> <ul style="list-style-type: none"> <li>• <b>Call 800.367.5690</b> CDWA's employer code is <b>29876</b></li> <li>• <b>For CPS, Housing Authority or Stop Work forms</b></li> <li>• Send completed request to <a href="mailto:CDWAHumanResources@ConsumerDirectCare.com">CDWAHumanResources@ConsumerDirectCare.com</a></li> </ul>
<b>Pay Prior to CDWA</b>	<ul style="list-style-type: none"> <li>• Questions about payments prior to CDWA</li> </ul>	<b>Email</b> <p><a href="mailto:ALTSADDAIPWageVerifications@dshs.wa.gov">ALTSADDAIPWageVerifications@dshs.wa.gov</a></p>