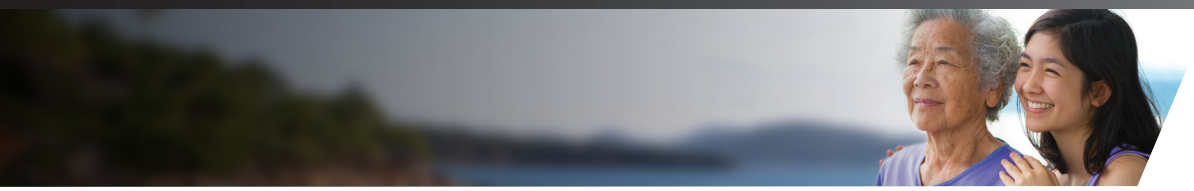

CONSUMER DIRECT CARE NETWORK WASHINGTON

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	• DirectMyCare web portal registration or login assistance • Hiring a new IP • Report a concern of fraud • Background check questions • Character, Competence, & Suitability (CC&S) reviews • Client Responsibility (how to pay) • Allocation of IP hours	CONSUMER DIRECT CARE NETWORK WASHINGTON • **InfoCDWA@ConsumerDirectCare.com** • **Call 866.214.9899** (To reach your Assigned Service Coordinator, **press 5** and enter your CDWA Person ID or ProviderOne ID) • **Text 877.532.8568** • **ConsumerDirectWA.com** • **DirectMyCare.com**
Contact Information	• Update address, phone number, or email	**Case Manager** • Contact your AAA, DDA, or HCS Case Manager
Change in Condition, Health, or Safety	• Need to report a change in your need or condition • Need to report that you have been or were hospitalized • You are being harmed or concerned for your safety	**Case Manager** • Contact your AAA, DDA, or HCS Case Manager • Report any change in condition to your Case Manager **Adult Protective Services** • **Call 866.363.4276**
Client Responsibility	• Understanding the CARE assessment process • Authorized services and care plans • Authorization errors • Client functional and financial eligibility	**Case Manager** • Contact your AAA, DDA, or HCS Case Manager • Contact info is on your Client Authorization letter
Find Individual Providers	• Search for an IP or post your own job through Carina	**Carina** • Carina.org/HomeCare-Options
	• Need support to create a Carina user profile and connect with IPs	**CDWA** • **InfoCDWA@ConsumerDirectCare.com** • **Call 866.214.9899** (To reach your Assigned Service Coordinator, **press 2** and enter your CDWA Person ID or ProviderOne ID) • **Text 877.532.8568**

Individual Provider (IP)

Topic	Example(s)	Who can help
Time, Mileage, Paid Time Off, or Training Time Entry	• Electronic Visit Verification (EVV) mobile app help • EVV alternatives • DirectMyCare web portal assistance • Update address, phone number, or email • Understanding time entered for services provided • Background checks • Overtime and Work Week Limits (WWL) • Character, Competence & Suitability (CC&S) reviews • Payment issues or questions • Personal protective equipment (PPE) questions	CONSUMER DIRECT CARE NETWORK WASHINGTON • **InfoCDWA@ConsumerDirectCare.com** • **Call 866.214.9899** (To reach your Assigned Service Coordinator, **press 2** and enter your CDWA Person ID or ProviderOne ID) • **Text 877.532.8568** • **ConsumerDirectWA.com** • **DirectMyCare.com**
Harassment, Abuse, and Discrimination (HAD) or Injury on the job	• IP experiences harassment, abuse, discrimination, or other inappropriate behavior by their Client, or someone else in their Client's household, while performing caregiving duties • IP injured while serving Client	**CDWA Injury and HAD Reporting** • **Call 877.532.8542** (**press 1** for HAD or **press 2** for injury)
Client Change in Condition, Health, or Safety	• IP needs to report a change in Client's need or condition • IP needs to report that their Client has been hospitalized • IP concerned Client is being harmed	**Case Manager** • Report change in Client condition to Client's Case Manager **Adult Protective Services** • **Call 866.363.4276**
Union Questions	• Union dues or membership • Questions about Union Contract • All other questions about SEIU 775	**SEIU 775** • **Call 866.371.3200** • **MRC@SEIU775.org**
Health, Training, and Retirement Benefits Questions	• Caregiver training and career advancement • Questions about health benefits payroll deductions • Healthcare coverage and other benefits • Retirement questions • Peer Mentors, for HCA certification and free skills tutoring help	**SEIU 775 Benefits Group** • **Call 866.371.3200, press 1** for training, **3** for health, and **4** for retirement • For training only, **mrc@myseiubenefits.org** • Peer Mentors - **myseiu.be/peer-cdwa**
Home Care Aide (HCA) Certification	• HCA testing • Getting started with a caregiver certification program	**Prometric** • **Call 800.324.4689** • **WAHCA@Prometric.com** • **Prometric.com/Test-Takers/Search/WADOH**
Can't Work a Shift	• IP needs to change their schedule • IP can't work due to illness	**Client** • IPs need to call their Client directly
Find More Clients	• Find Clients through a job-matching website	**Carina** • **Carina.org/ProvideCare** to find more Clients
Verification of Employment	• Need to verify employment	**The Work Number Client Service Center** • **Call 800.367.5690** CDWA's employer code is **29876** **For CPS, Housing Authority or Stop Work forms** • Send completed request to CDWAHumanResources@ConsumerDirectCare.com
Pay Prior to CDWA	• Questions about payments prior to CDWA	**Email** HCLAIPwageverifications@dshs.wa.gov