

## Who Do I Contact?

### Contact Consumer Direct Care Network Tennessee (CDTN) to:

- 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

### Contact your CDTN Supports Broker to:

*If you don't know who is your Supports Broker, contact CDTN at one of the numbers listed below.*

- 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 DIDD Case Manager to:

- 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

### Contact Information:

- [InfoCDTN@ConsumerDirectCare.com](mailto:InfoCDTN@ConsumerDirectCare.com)
- [ConsumerDirectTN.com](http://ConsumerDirectTN.com)
- **CDTN Amerigroup** 888-398-0664
- **CDTN BlueCare Tennessee** 888-450-3240
- **CDTN United HealthCare** 888-444-3109
- **CDTN DIDD** 888-450-3242