

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

<p><b>Call Consumer Direct Care Network at</b></p> <hr/> <hr/> <hr/> <hr/> <hr/>	<ul style="list-style-type: none"> <li>• Request check stop payments</li> <li>• Ask about worker Direct Deposit enrollment &amp; status</li> <li>• Change worker payment preferences</li> <li>• Request for paper mailing to be sent (payslips)</li> <li>• Reset a Portal or CareAttend username or password for either members or providers</li> <li>• Identify timesheet payment amount(s), assist with review in CareAttend</li> <li>• Inquire about an “online error” preventing a timesheet from being submitted</li> <li>• Inquire about any technical issues preventing a timesheet from being submitted via CareAttend</li> <li>• W-2 information</li> <li>• Verification of Employment</li> <li>• General EVV questions</li> <li>• Report issues with CareAttend or DirectMyCare web portal</li> </ul>
<p><b>Call your Supports Broker at</b></p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<ul style="list-style-type: none"> <li>• Directly assist workers to enroll in a Self-Directed/Consumer Directed Program</li> <li>• Provide instruction and training on EVV timesheets to members and workers</li> <li>• Provide instruction and training on the CareAttend mobile application</li> <li>• Explain what timesheet pend messages are and what they mean</li> <li>• Answer questions about the Program rules or how the Program works</li> <li>• Explain the PCSP/ISP, authorizations, and budget</li> <li>• Check on the status of a worker’s enrollment packet</li> <li>• Schedule or ask about home visits to provide further assistance</li> <li>• Request guidance in how to locate a new employee</li> <li>• Report an instance or allegation of abuse, neglect, exploitation or fraud</li> <li>• Report a worker termination of employment</li> <li>• Report a change in unpaid care or natural supports, if it impacts personal care needs</li> <li>• Inquire about pay rates</li> <li>• Identify timesheet payment amount(s)</li> <li>• Inquire about the status of submitted timesheets</li> <li>• Enroll a new worker</li> <li>• Report status changes, including the beginning or end of hospitalizations or vacations that are out of state</li> <li>• Change worker payment preferences</li> <li>• Inquire about any technical issues preventing a timesheet from being submitted via CareAttend</li> </ul>
<p><b>Call your MCO Support Coordinator, Care Coordinator, or DIDD Case Manager</b></p>	<ul style="list-style-type: none"> <li>• Ask general questions about the Program</li> <li>• To make changes to your PCSP/ISP</li> <li>• Changes in your Medicaid Status</li> <li>• Changes in program eligibility</li> <li>• Change in member address</li> <li>• Change Authorized Representatives</li> </ul>