

# Consumer-Directed Attendant Care (CDAC) Services for Providers

CDAC Services are part of the Home and Community-Based Services (HCBS waiver program in Iowa Medicaid and allow Medicaid members to have help in their own homes. This document is for current CDAC providers and is designed to offer some helpful tips based on common problems some CDAC providers have experienced. This is not an official state-approved document.

## \*\*\*TIPS TO REMEMBER\*\*\*

### Enrollment

CDAC providers **MUST** enroll with Iowa Medicaid **AND** the Managed Care Organization (MCO) that the Medicaid Member they are working with is attributed to, which is either Amerigroup Iowa or Iowa Total Care.

### Payment

CDAC providers **MUST** use the correct form, which is Form #470-2486 - *Claim for Targeted Medical Care*. The form can be found [here](#). There are instructions for completing this form [here](#).

Common mistakes on CDAC provider claims include:

- Forgetting to enroll with the correct MCO when the Medicaid member switches
- Using the wrong claim form
- Entering the amount of the claim incorrectly
  - Example:     \$100 - incorrect
  - \$100.00 - correct

***Please note: MCOs have 30 days to pay claims. Payment instructions will change in January 2020.***

### Address Changes

Address changes **MUST** be directed to Iowa Medicaid Enterprise (IME). Address changes **CANNOT** be completed on the claim form or over the phone. The **Iowa Medicaid Provider Address Change Request form (# 470-4608) MUST** be completed. The request form can be found [here](#). The completed form is then mailed to:

Provider Services  
Iowa Medicaid Enterprise  
P.O. Box 36450  
Des Moines, IA 50315

Iowa Total Care also requires notification of address change and an updated W-9 Tax ID form which can be found [here](#). The updated W-9 form and address change form should be emailed to: [networkmanagement@iowatotalcare.com](mailto:networkmanagement@iowatotalcare.com). Or you can contact your Provider Relations Specialist at the contact information [here](#).

## ***For Payment or Services Issues***

By contract the MCOs have 30 days to pay claims. If reimbursement is denied or not received within 30 days, **the first step is to contact Provider Services at the appropriate MCO.**

- Amerigroup Provider Services (for CDAC providers): **515-221-7500, extension 106-134-5012**
- Iowa Total Care Provider Services: **1-833-404-1061**

If the issue is not resolved by the MCO, CDAC providers can then contact **The Office of the Ombudsman** for assistance.

### **OFFICE OF OMBUDSMAN**

#### **Write or Visit**

Ola Babcock Miller Building  
1112 East Grand  
Des Moines, IA 50319

#### **Email**

[ombudsman@legis.iowa.gov](mailto:ombudsman@legis.iowa.gov)

#### **Telephone**

515.281.3592  
1.888.426.6283 toll-free nationwide

**TTY - 515.242.5065**

**Fax - 515.242.6007**

Members and guardians can contact the **Managed Care Ombudsman** if they need assistance with their MCOs regarding access to services and reduction of services.

### **MANAGED CARE OMBUDSMAN PROGRAM**

#### **Write or Visit**

Jesse Parker Building  
510 East 12<sup>th</sup> Street, Suite 2  
Des Moines, IA 50319

#### **Email**

[managedcareombudsman@iowa.gov](mailto:managedcareombudsman@iowa.gov)

#### **Telephone**

1.866.236.1430 toll-free nationwide

#### **Website**

[www.iowaaging.gov](http://www.iowaaging.gov)

## ***CDAC Billing is Changing!***

Beginning January 1, 2021, CDAC providers will have to submit claims electronically. Providers will be required to use a platform called CareBridge.

**CDAC providers should make sure their addresses are updated in Iowa Medicaid and Managed Care systems. This is VERY important.**

### **RESOURCES FOR CDAC PROVIDERS ON EVV**

While some issues may require a different path for resolution, this general guidance offers a starting point for addressing EVV and CDAC Issues. For the following types of questions, contact:

- **Authorizations, demographics:** Case Manager
- **CareBridge Application** (downloading the app, using the system): CareBridge
- **Claims** (denied claims, late payments): contact your MCO

**DHS EVV website** - Numerous resources can be found at this site, including materials from training sessions, frequently asked questions (FAQs), related Informational Letters (ILs), and other helpful links: [here](#).

#### **CareBridge Resources**

- **CareBridge Member Training** [here](#).
- **CareBridge Help Desk** - [iaevv@carebridgehealth.com](mailto:iaevv@carebridgehealth.com) or (844) 343-3653. Support hours are Monday - Friday, 8:00 am - 5:00 pm CT.
- **CareBridge “Getting Started”** step by step instructions for Individual CDAC providers for downloading the mobile app, instructions for requesting credentials, and frequently asked questions - [here](#).

**Iowa Total Care EVV website** - [here](#)

#### **Amerigroup Contacts for EVV -**

- Internal voicemail - 844-800-9938 #1061345012
- Internal - 515 327 7012 ex 106 122 3039

Link for frequently asked questions: [here](#).