

Thanks for your willingness to provide services to a Consumer (person receiving services) in Texas' Consumer Directed Services Option. You are helping the State of Texas meet the goal of giving people with disabilities and the elderly more choice and control over their services, and the ability to stay in their home and community.

Introduction

Alamo Consumer Direct LLC, doing business as Consumer Direct Care Network Texas (Consumer Direct) is a Financial Management Services Agency (FMSA) approved by the Texas Health and Human Services Department (HHS). We perform payroll, budget oversight, and accountant functions to a person enrolled in a program administered by HHS – a Consumer. Consumer Direct provides the Consumer with the necessary paperwork to get set up as an employer. We also provide the paperwork for a person to become the Consumer's employee. After the employee's paperwork is processed we are able to pay the employee as directed by their Consumer/Employer.

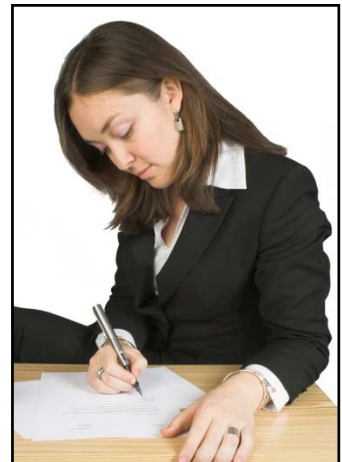
As your employer, the Consumer's role is to:

- Assume the responsibilities of being an employer.
- Recruit, hire, train, manage (supervise), and dismiss employees.
- Determine appropriate work schedules and schedule employees.
- Submit timesheets only for services approved on the Consumer's Plan of Care.
- Approve and submit paper or electronic timesheets.
- Make sure timesheets are submitted to Consumer Direct on time.
- Treat employees consistently and fairly.
- Keep required records and receipts.

Completing the Forms

The purpose of this Packet is to provide all required paperwork to be enrolled as the Consumer's employee. The Packet includes some forms you can fill out by yourself, and some that you and the Consumer must fill out together. There is additional information in these instructions that you will need as an employee.

If you have questions about how to fill out any of the forms, please call (1-877-903-0832) or stop by the Consumer Direct office during business hours Monday - Friday, 8:00 am - 5:00 pm.



After completing all of the forms, please mail or fax them to Consumer Direct at:

Consumer Direct
8701 Shoal Creek Blvd., Suite 303
Austin, Texas 78757-6809

Toll Free Fax: 1-866-409-5389

- ! **Note:** All forms must be reviewed and approved by Consumer Direct prior to an employee starting work. Each new employee will receive written notice of their official employment start date through an **Okay to Work Form**. You cannot start work until you receive this Okay to Work Form from Consumer Direct.

- ! **Note:** All employment forms are submitted to Consumer Direct for review and approval. However, you will become an employee of the Consumer. You will not be an employee of Consumer Direct or the State of Texas.

Instructions/Descriptions of payroll related forms in the packet

1. **Employee Data Form**: This form is designed to gather basic information about you so we can set your file up in Consumer Direct's accounting system. Please:
 - Complete all of the blanks on the form as labeled (for example: name, mailing address, phone and so on).
 - Enter the name of the Consumer you are applying to work for.
 - Sign and date the bottom of the form to indicate all the information is correct.

2. **New Employee Packet Checklist**: This lists all of the forms in the Employee Packet that you need to complete, as well as the certificates and/or licenses you need to provide. Use this checklist to keep track of which forms you have finished.

3. **Employment Relationship Disclosure**: This form is used to determine if the employee's relationship to the employer exempts them from paying certain federal and state payroll taxes on their earnings as described on the form.

When filling in this form:

- Write the name of the employee, the employer, and the consumer in the boxes on the top of the form. The employer is usually the consumer, but not always.
 - In Section 1, check the boxes to indicate the age of the consumer (service recipient), and whether a live-in relationship exists between employee and service recipient.
 - In Section 2, indicate the relationship between employee and employer by checking the appropriate descriptor.
 - Read and familiarize yourself with the information provided in sections 3 and 4.
 - Both employee and employer sign and date the form.
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4. **USCIS I-9 Employment Eligibility Verification**: This form documents that you are authorized to work in the United States. Section 1 of the form is filled out by you, the employee. Section 2 of the form is completed by your employer (usually the Consumer), who must review documents that prove your identity and authorization to work in the United States. Complete I-9 instructions are available on the CDCN Texas website under the Resources tab.

5. IRS Form W-4: The W-4 form needs to be completed so that the correct amount of federal income tax can be withheld from your pay check. The directions are at the top of the form. The “Personal Allowances Worksheet” in the middle of the page will help you determine how many allowances you claim in box 5 on the W-4 form. There are rules to follow in deciding how many allowances you can claim. The smaller the number of allowances you claim, the more taxes will be withheld from your pay check. This means you receive less take home pay. For example, if you claim “0” or “1”, more taxes will be withheld from your income.

6. Pay Selection Form: Consumer Direct wants all employees to be paid in a timely and consistent manner. We offer two pay options: direct deposit to a bank/credit union account or direct deposit to US Bank Focus Visa Card. Pay stubs (a summary of your pay) are sent by first class mail to your address on file. When filling out the form please:

- Choose one of the two pay options by placing a check mark in the box that describes your choice.
- If you choose direct deposit to a bank or credit union account, provide the name of the institution on the line provided, and then check the appropriate box to indicate if it is a checking or savings account. Attach a voided check or other document with exact numbers for processing.
- Sign and date at the bottom of the form.

7. Wage and Benefits Plan Employee Compensation (Form 1730) – This form documents exact hourly pay for the employee and identifies if there are any payroll garnishments or additional withholdings.

8. Employee Health Questionnaire: This Questionnaire helps ensure that employees are able to perform the required tasks without injuring themselves or the Consumer. The information from the Questionnaire is kept confidential. However, if it is necessary to make a determination regarding an applicant’s fitness for work, some information may be disclosed to the Consumer and Consumer Direct’s Risk Manager.

Listing of Health and Human Services forms in the packet

1. New Employee Packet Coversheet (Form 1724)
2. Criminal Conviction History and Registry Checks (Form 1725)
3. Applicant Verification for Employees (Form 1729)
4. Service Provider and Employer Certification of Relationship Status for CDS (Form 1734) – This state form documents your relationship with the consumer and, if applicable, their legal representative to determine if you are eligible to provide services dependent on those relationships. On this form the applicant for employment is the “Service Provider”, and the Consumer is the “Individual Receiving Services”.
5. Liability Acknowledgement (Form 1728)

*Note: Consumer Direct is one of the only providers in Texas that offers Workers Compensation. Workers Compensation pays for medical services if you are hurt on the job and will reimburse you for lost work for an injury. Because Consumer Direct offers workers compensation to all consumer' employees, the bottom section of Form 1728 has been populated with our carrier information. **The employer and employee must each sign the top AND bottom sections of this form.***

6. Acknowledgement of Workers' Compensation Network
7. Employee Work Schedule and Assigned Tasks (Form 1731)
8. Employer and Employee Service Agreement (Form 1737)
9. Service Provider Agreement (Form 1739)
10. Occupational Exposure to Bloodborne Pathogens (Form 1727)
11. Exemption from Nursing Licensure (Form 1733)
12. Management of Service Provider (Form 1732)
13. Acknowledgement of Nursing Requirements (Form 1747, if applicable)
14. Licensed Vocational Nurse Supervision (Form 1747-LVN, if applicable)

All the Consumer Direct and HHS forms in the above lists must be submitted to Consumer Direct for approval.

Occasional use Forms

The following forms are issued to the Consumer in an "Employer Binder" and are available online on Consumer Direct's website at www.consumerdirecttx.com/forms/.

Status Change Form: This form is used to inform Consumer Direct if there is new information about a Consumer or an employee. It is important that you notify Consumer Direct of any changes right away in your name, address or phone number to make sure that you receive your paycheck or other information timely. Please fax, scan or mail the form to the Consumer Direct office.

Feedback Form: Consumer Direct is **always** interested in receiving feedback from you. Your feedback helps us improve our services. We want to hear about what worked well for you (compliments or comments), ideas you have for doing things better and any concerns you have with Consumer Direct services. To give us feedback you can:



- Call the office (toll free 1-877-903-0832). Staff will listen to your feedback and respond to it quickly. We appreciate hearing about what is working well for you, because we want to keep doing these things! We also want to hear your ideas about how to improve things, because this will make our services better.
- Fill out the Feedback Form and mail or fax it to the Consumer Direct office.
- If you have feedback regarding the Service Coordinator you are working with, contact the Program Manager directly (the toll free number is 1-877-903-0832).

If you are unhappy (dissatisfied) about something involving Consumer Direct, PLEASE let us know right away. Don't let a problem become bigger. We will try to work out the problem with you.

Getting Paid

Employees must complete and submit a timesheet before they can be paid. Timesheets are due each week according to the payroll calendar. Employees have two options for submitting timesheets: Electronic (online) or Paper.



Online Timesheets: Consumer Direct strongly recommends the use of our online time cards available through a secure website, MyDirectCare.com. Online time entry and approval provides an efficient and error-minimizing way to enter time into the Consumer Direct payroll system. Through this process, the employee enters work shift information onto an electronic time card. At the end of the payroll cycle when timesheets would normally be due, the Employer will log into the system and approve the employee's time.

Ask your program coordinator for additional information about getting set up for this service. Instructions for online timesheet entry is available from the Consumer Direct website at www.consumerdirecttx.com/forms/.

Paper Timesheets: The Timesheet/Service Log is located in the Employer Binder. They are also available online at Consumer Direct's website at www.consumerdirecttx.com/forms/.

The time sheet will be processed if:

- Service dates are identified
- The employee has dated and signed
- The employer has reviewed, dated and signed
- The service and hours recorded matched authorized hours on the service plan
- The employee writes notes for each service, if applicable
- The hours worked must be for services that are outlined on the Employee Work Schedule and Assigned Tasks.

An example of a completed timesheet and instructions for completing a timesheet are also located in the Employer Binder. Please follow the example and instructions when filling out a timesheet. The example should help you avoid making mistakes. Mistakes on a timesheet can cause your pay to be late.

After the timesheet is finished, it should be returned to Consumer Direct by mail or fax. If you prefer, you can drop off time sheets at the Consumer Direct office Monday - Friday, 8:00 am - 5:00 pm or use our drop box (mail slot) after hours.

Payroll Calendar: The Payroll Calendar shows when timesheets are due (every Monday by midnight) and the date and day of pay. Pay day is every two weeks and is always on a Friday. Employees will be paid by direct deposit. The Payroll Calendar must be displayed, according to State regulations, in the place of work. It is available in the Employer Binder and online at www.consumerdirecttx.com/forms/.

Late timesheets will result in late pay. **Any timesheet received by Consumer Direct after the Payroll Calendar due date will be paid on the next pay date.**

Employee Injury Reporting

Consumer Direct offers workers' compensation and liability insurance to the Consumer's employees. This means, if you are injured on the job your medical costs will be paid and you may be paid for lost work. If you are injured on the job, PLEASE report the injury immediately. Please follow these steps:

1. Get medical help if needed.

- If the injury is serious and life-threatening, someone should call 911.
- If the injury needs medical treatment (but is not life-threatening), you should go to an urgent-care clinic or doctor's office. If you cannot get to a clinic or a doctor's office, go to the emergency room.

2. Call the Consumer Direct Injury Hotline to report the injury/illness immediately. The employee must call as soon as the injury or illness happens, even if it does not seem serious.

- The Injury Hotline number is **1-888-541-1701**.
- Injuries can be reported 24 hours a day, 7 days a week.

3. Please tell the Consumer of the injury or illness before you leave work.

The employee must also report injuries that occur away from the work place to the Injury Hotline. This is for your safety. Consumer Direct wants to make sure that the injury will not worsen by working. If an injury occurs away from work, please call the Hotline.

Abuse, Neglect and Exploitation

Because you are being paid to care for an older Texan or person with a disability you are a mandated reporter of abuse and neglect. If you are concerned about the treatment of an older Texan or someone with a disability, PLEASE call **1-800-458-9858** to contact HHS Consumer Rights and Services.

Consumer Rights and Services employees take complaints about the treatment of people who receive services in long-term care facilities or in their homes. They can also answer your questions about HHS programs and services.

How can I contact Consumer Rights and Services? – The Consumer Rights and Services toll-free line — **1-800-458-9858** — is answered Monday through Friday from 8 a.m. to 5 p.m., Central time. Voice mail is available 24 hours a day, seven days a week. Voice mail messages are monitored between 8 a.m. and 5 p.m., Central time, including weekends and holidays. Calls are returned on or before the next work day.

When leaving a voice mail, please:

- state and spell your name;
- provide a daytime phone number, with area code; and
- leave a brief message.

There is a handout that you will be given by your Employer that gives more information about abuse, neglect and exploitation.

Conclusion and Contact Information

We look forward to enrolling you as the Consumer's employee. **Remember, all employee enrollment forms need to be reviewed and approved by Consumer Direct before you can begin work.** You will receive an Okay to Work Form, providing notice of when you are eligible to begin working.

Please feel free to contact us with any questions you may have regarding the hiring process:

Address:

Consumer Direct
8701 Shoal Creek Blvd., Suite 303
Austin, TX 78757-6809

Phone/Fax:

Toll Free Fax: 1-866-409-5389
Toll Free Phone: 1-877-903-0832

Email:

Infocdtx@consumerdirectcare.com

Web:

www.consumerdirecttx.com/