



CONSUMER DIRECTION QUESTIONS

WHO DO I CALL?

Call Customer Service at 1-844-880-8705	Call your Support Broker	Call your DIDD Case Manager
<ul style="list-style-type: none"> • Request check stop payments • Ask about employee Direct Deposit enrollment & status • Change employee payment preferences • Request for paper mailing to be sent (paystubs) • Reset a Portal username or password for either Participants or providers • Identify timesheet payment amount(s) • Inquire about the status of submitted timesheets • Inquire about an “online error” preventing a timesheet from being submitted • Inquire about any technical issues preventing a timesheet from being submitted via Time4Care™ • W-2 information • Verification of Employment 	<ul style="list-style-type: none"> • Provide SDWP orientation and training • Directly assist Person Supported to enroll in the SDWP • Provide instruction on EVV timesheets to Person Supported and Employees • Provide instruction on the Time4Care mobile application • Explain what timesheet pend messages are and what they mean • Answer questions about the SDWP Program rules or how the SDWP Program works • Explain the ISP, authorizations and budget • Check on the status of an employee’s enrollment packet • Schedule or ask about home visits to provide assistance • Request guidance in how to locate a new employee • Report an instance or allegation of abuse, neglect, exploitation or fraud • Report an employee 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 • Inquire about an “online error” preventing a timesheet from being submitted • Enroll a new employee • Inquire Background check exemption status • Report status changes, including the beginning or end of hospitalizations • Change employee payment preferences • Reset a Portal username or password for either Participants or providers • Add or change an authorized representative • Assistance with documentation of service provision in daily Notes • Assistance in recruiting and interviewing new staff 	<ul style="list-style-type: none"> • Ask general questions about SDWP, including how to enroll in the program • Changes in your Medicaid Status • Changes in program eligibility • Changes and authorizations for current services, hours and units • Questions regarding other supports outside of SDWP • Coordinating the ISP meeting • Providing a copy of the ISP in the home • Adjustments to ISP outcomes • Atypical events form requests for Respite • Questions regarding information in the body of the ISP • Question regarding the Self-Determination Waiver requirements • Receiving Annual Physical Forms • Changes in the individual budget • Problems implementing activities established in the ISP • Discrepancies in the frequency and duration of services