



CONSUMER DIRECTION QUESTIONS

WHO DO I CALL?

<p>Call Customer Service at 1-888-419-7753</p>	<p>Call your Support Broker, _____ at _____</p>	<p>Call your MCO Support Coordinator</p>
<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 or Time4Care™ username or password for either members or providers • Identify timesheet payment amount(s), assist with review in Time4Care • 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 • General EVV questions • Report issues with Time4Care or BetterOnline™ portal 	<ul style="list-style-type: none"> • Directly assist workers to enroll in the Employment and Community First (ECF) CHOICES Program • Provide instruction and training on EVV timesheets to Members and Employees • Provide instruction and training on the Time4Care mobile application • Explain what timesheet pend messages are and what they mean • Answer questions about the ECF CHOICES Program rules or how the ECF CHOICES Program works • Explain the PCSP, authorizations, and budget • Check on the status of an employee’s enrollment packet • Schedule or ask about home visits to provide further assistance • Schedule a worker training if standard trainings times will not meet the employee’s schedule • Report changes in the choice of Managed Care Organization • 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 • Enroll a new employee • Report status changes, including the beginning or end of hospitalizations or vacations that are out of state and exceed 30 days or more • Change employee payment preferences • Inquire about any technical issues preventing a timesheet from being submitted via Time4Care 	<ul style="list-style-type: none"> • Ask general questions about ECF CHOICES • To make changes to your PCSP • Changes in your Medicaid Status • Changes in program eligibility • Change in Member address • Change Authorized Representatives