



9881 Maryland Drive,  
Richmond, VA 23233

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## **FAQ Document**

### **Consumer Direct Care Network Virginia for F/EA Services with Aetna Better Health of Virginia members**

#### **Where will Aetna Better Health of Virginia offer member choice for F/EA Services?**

Beginning in November 2019, Aetna Better Health of Virginia will utilize a new F/EA vendor (Consumer Direct Care Network). This option will be limited to new Consumer Directed members who have never used an F/EA vendor in the past AND are living in Roanoke and the Southwest regions (as outlined in the counties below). In addition, Aetna Better Health of Virginia members currently enrolled with CDCN under FFS will be able to choose to remain with CDCN for services. During this initial pilot, existing members using PPL for F/EA vendor services WILL NOT be able to transition to CDCN.

#### **What counties are included in the Roanoke and Southwest regions?**

Alleghany	Floyd	Montgomery	Salem
Bath	Franklin Co.	Norton	Scott
Bedford Bland	Galax	Patrick	Smyth
Botetourt	Giles	Pulaski	Tazewell
Bristol	Grayson	Radford	Washington
Buena Vista	Henry	Roanoke City	Wise
Buchanan	Highland	Roanoke Co.	Wythe
Carroll	Lee	Rockbridge	
Covington Craig	Lexington	Russell	
Dickenson	Martinsville		

#### **I am a current Aetna Better Health of Virginia member using PPL and I want to switch to the new vendor. Can I do this?**

No, you are unable to switch F/EA vendors at this time.

#### **I am a member recently assigned to Aetna Better Health of Virginia and my F/EA vendor was CDCN under DMAS/FFS. Can I stay with CDCN?**

Yes, members serviced by CDCN under DMAS/FFS can make a choice to remain with CDCN.

**How are NEW Roanoke and Southwest members and attendants enrolled with CDCN?**

CDCN has the capability of enrolling new members and attendants through phone, fax, and mail.

**Can we call CDCN with questions about the enrollment of members and our attendants?**

CDCN has a toll-free Customer Service number at **1-888-444-8182**. CDCN Customer service center is available Monday through Friday, 8am-6pm, ET. The Customer Service center is closed Saturdays, Sundays, and on federal holidays

**Is there a website to get more information and to print off needed forms?**

Yes: [www.consumerdirectva.com](http://www.consumerdirectva.com)

**Will the attendants continue to have a choice of direct deposit or debit card?**

Yes. The attendant will have the option of receiving their pay through direct deposit or a debit card.

**Will there be trainings for Services Facilitators to learn about CDCN and their program including portal access?**

Yes. We will coordinate with CDCN and providers to offer regularly scheduled meetings and trainings to address questions or concerns.

For additional information, please email [AetnaConsumerDirection@aetna.com](mailto:AetnaConsumerDirection@aetna.com).