

FAQ Document

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

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

Beginning on 1/1/19, Aetna Better Health of Virginia will add a new F/EA vendor limited to newly enrolled members that are living in Roanoke and the Southwest regions. The new vendor is Consumer Direct Care Network Virginia (CDCN). If a member in these areas is interested in enrollment with CDCN, the member must reside in one of the counties included in these two regions.

******The option to use CDCN for new members will be delayed until after April 2019******

2. What counties are included in the Roanoke and Southwest regions?

ALLEGHANY	DICKENSON	MONTGOMERY	SMYTH
BATH	FLOYD	NORTON	TAZEWELL
BEDFORD	FRANKLIN CO.	PATRICK	WASHINGTON
BLAND	GALAX	PULASKI	WISE
BOTETOURT	GILES	RADFORD	WYTHE
BRISTOL	GRAYSON	ROANOKE CITY	
BUENA VISTA	HENRY	ROANOKE CO.	
BUCHANAN	HIGHLAND	ROCKBRIDGE	
CARROLL	LEE	RUSSELL	
COVINGTON	LEXINGTON	SALEM	
CRAIG	MARTINSVILLE	SCOTT	

3. I am a current 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.

4. How are members and attendants enrolled with CDCN?

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

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

CDCN has a toll-free Customer Service number and we will provide it as soon as it is available. CDCN Customer service center is available Monday through Friday, 8am-6pm, Eastern Time. The Customer Service center is closed Saturdays and Sundays, and on federal holidays

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

Yes. The website is currently in progress. We will provide you the link as soon as it is available for use. <https://www.consumerdirectva.com/>

7. 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.

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

Yes. We are in the process of scheduling upcoming trainings for Service Facilitators that work in Roanoke and Southwest Regions.

For additional information, please email AetnaConsumerDirection@aetna.com