



# Medicaid WA FAQs

**Last updated:** October 11, 2023 by Nancy Tran

## About Carina

### What is Carina?

Founded in 2016, Carina is a technology nonprofit that provides a safe, easy-to-use, online location-based care matching service. We serve individuals and families searching for home care or child care and care professionals who are looking for good jobs. Carina is committed to building community and prioritizing people over profit. Through our partnerships with unions and social service agencies, we build online tools to bring good jobs to care workers, so they can focus on their passion — caring for others.

Our vision is a care economy that strengthens our communities by respecting and supporting workers, individuals and families. We offer a care matching platform where verified care providers can connect with individuals and families who need care.

### Who's who on Carina?

Everyone on Carina has been verified by the Washington State Department of Social and Health Services (DSHS), the SEIU 775 Training Partnership or Consumer Direct Care Network Washington (CDWA). Those registered on Carina include Individual Providers (IPs), home care consumers, CDWA coordinators, case managers and members of the Carina team. To learn more about who you might meet on our website, [click here](#).

### How do I sign up to use Carina?

Individual Providers (IPs) and consumers receiving Medicaid or state-funded in-home care can [register at any time](#). Carina verifies your status, and you can enter the site once verification is complete.



## **How does Carina work?**

Individual Providers (IPs) throughout Washington are welcome to register on Carina, create profiles to showcase their availability and skills and browse and respond to jobs. IPs who are Adult Child Providers or Parent Providers can also post jobs for relief and backup care (if they have the legal authority to act on behalf of their consumer) and have other IPs respond to them directly.

Consumers receiving Medicaid-funded or state-funded in-home care are welcome to post jobs, browse care provider profiles and contact care providers. Consumer Direct Care Network Washington (CDWA) coordinators can also post jobs on behalf of consumers. Once the consumer and care provider have determined they would like to work together, the consumer should contact CDWA for review and authorization. All matches need to be authorized by CDWA before payment can begin.

## **Is Carina a state agency?**

Carina is not a state agency. We are a non-profit organization building an online care matching platform.

## **Is Carina a home care agency?**

Carina is not a home care agency. We do not provide home care services or employ home care aides. Carina is an online platform that helps Individual Providers and consumers receiving Medicaid and state-funded in-home care to find each other.

# **About Consumer Direct Care Network Washington (CDWA)**

## **Who is Consumer Direct Care Network Washington (CDWA)?**

CDWA is the administrative employer for Individual Providers (IPs) in Washington.

CDWA is responsible for assisting consumers and IPs to use Carina to find matches. CDWA staff are available across the state to assist consumers to sign up in the Carina system and help IPs get (re)contracted or hired to work.



## **Is Carina a part of Consumer Direct Care Network Washington (CDWA)?**

No, Carina is not a part of CDWA and is a separate organization from CDWA.

## **How is Carina different from Consumer Direct Care Network Washington (CDWA)?**

Carina is a care matching service that helps care providers, case managers and consumers connect and communicate directly via an online service. Carina is working in partnership with CDWA so those who want more assistance or prefer to work with an in-person referral coordinator can do so. Unlike CDWA, Carina does not recruit or contract new Individual Providers. If you are interested in becoming a Home Care Aide, please contact [CDWA](#).

CDWA is the administrative employer for Individual Providers (IPs) in Washington. CDWA is responsible for assisting consumers and IPs to use Carina to find matches. CDWA staff are available across the state to assist consumers to sign up in the Carina system and help IPs get (re)contracted or hired to work.

## **What should I know about the transition to Consumer Direct Care Network Washington (CDWA)?**

CDWA has replaced the Department of Social and Health Services (DSHS) as the new administrative employer for Individual Providers (IPs) in Washington.

Under the new employment model, CDWA is providing employment support for IPs, and consumers will continue as managing employers, allowing DSHS to resume consumer case management as their primary focus.

Consumers should continue to work with their case manager, who will help create a Plan of Care and access needed services. Once a consumer has decided on an IP to work with, they should complete the CDWA hiring requirements if they have not already done so. **Please do not schedule an IP to work or start work until CDWA has notified you with an Okay to Work.**

Consumers should refer to the Managing Employer Handbook for more details on [CDWA's Consumer Resources](#).

All IPs need to complete the CDWA hiring requirements, and consumers need to have an Okay to Work from CDWA about the IP before care starts. For additional information, IPs should refer to the IP Employment Handbook on [CDWA's IP Resources](#).



CDWA is assisting consumers and IPs to use Carina to find matches. CDWA staff are available across the state to assist consumers to sign up in the Carina system and help IPs get (re)contracted or hired to work.

This transition does not impact your ability to use Carina, which means your account access and experience using our website will not change. You can continue to log into your account at any time.

If you have questions or need more information on CDWA:

- Website: <https://www.consumerdirectwa.com>
- Email: [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com)
- Call: [866-214-9899](tel:866-214-9899)
- Text: 877-532-8568

### **How do I become an Individual Provider (IP) and use Carina? Should I already have a Medicaid consumer who I would like to work with before becoming an IP?**

If you would like to be an Individual Provider (IP) and provide care to Medicaid home care consumers in your community, then you do not need to have a Medicaid consumer who you would like to work with before becoming an IP.

Being an IP can be a good job! These benefits include:

- Starting wage of almost \$20 per hour.
- Paid required training to be an IP.
- Healthcare insurance for yourself and for your children if you work more than 80 hours per month.
- Employer-paid retirement savings.

To become an IP, you will need to work with Consumer Direct Care Network Washington (CDWA) and follow the steps below:

1. Apply to be an IP with CDWA at <https://www.consumerdirectwa.com/careers>.
2. Share your date of birth and complete your background check with CDWA.
3. Complete your fingerprint background check with CDWA after you receive information from CDWA that your background check is complete.



4. Register on Carina after you receive an email from CDWA about your completed fingerprint background check.
5. Begin searching for work on Carina by searching for consumers near you and messaging them.
6. Ask the consumer, their authorized representative or their case manager to contact CDWA to give you the Okay to Work after you have found a consumer to work with.
7. Complete the rest of the steps with CDWA, including any additional forms in Workday, the I-9 on DocuSign, orientation and safety training.

More information can be read on the New Individual Provider Hiring Checklist on [CDWA's IP Hiring Materials](#).

Please note that there is sometimes a delay with CDWA adding a newly registered provider to their database. If you cannot register on Carina, please [contact us](#) or call us at 1-855-796-0605 with your email from CDWA that shows that you passed your fingerprint background check.

## For Providers

### **I am a Family Provider. How does Carina help me?**

Carina is a great resource to find a back-up or second care provider for your loved one. If you are a Parent Provider or an Adult Child Provider and you have legal authority to act on behalf of your consumer (legal guardian, etc.), you can post a job on Carina and receive messages from interested care providers or you can browse care provider profiles and contact them directly.

Please remember that an Okay to Work from Consumer Direct Care Network Washington (CDWA) is required before work can begin.

### **What do I do after a consumer and I have decided to work together?**

How exciting! Your consumer should reach out to Consumer Direct Care Network Washington (CDWA) for review and authorization. Do not start work for the consumer until you have received an Okay to Work from CDWA.

### **Where can I find more information about being an Individual Provider?**

Individual Providers (IPs) can refer to the IP Employment Handbook on [CDWA's IP Resources](#).



### **Do I have to be a certified Home Care Aide (HCA) to join Carina?**

No. You need to be a Washington State Individual Provider (IP) who has had an active employment relationship in the last year or newly contracted IPs who have completed orientation and safety training. You do not need to have a consumer currently to use Carina. Parent Providers, Parent DD Individual Providers, Limited Service Providers, Adult Child Providers and Standard HCAs are eligible to join.

### **What if my IPhone Number is too long?**

In order to register, all you need to enter is the first nine (9) digits of your IPhone number.

## **For Consumers**

### **I am a consumer eligible for or already receiving Medicaid in-home care. How do I join Carina?**

To register, you will need to enter your first and last name, and email address, and either your ProviderOne number (Apple Health number) or the last four digits of your Social Security number and date of birth.

### **Why do you need my personal information to register me for Carina?**

Carina helps protect its members by verifying consumers participating in publicly funded programs and home care providers before they enter the website. To do this, we ask that you provide some information that we can check with DSHS's consumer database. We value your privacy, and we will only use this information to verify that you are eligible for our services.

### **I am not eligible for Medicaid or state-funded in-home care, but I can pay for in-home care with my own funds or with long-term care insurance. Can I use Carina?**

Yes! For individuals and families in King County who can pay privately for their in-home care and would like to use Carina, please click [here](#).

If you are looking for additional information, Washington State has set up a resource guide and network (Community Living Connections) for individuals of all ages, disabilities and income



levels, their care providers, legal representatives and families get the right home and community-based support and services at the right time, in the right place. Please click [here](#) to go to Community Living Connections.

### **I am trying to register as a consumer, but Carina will not recognize me or my information. What should I do?**

Please double check your form entries including the spelling of your name and your ProviderOne number, or last four digits of your social security number and date of birth. Please use the name you have on file with the Department of Social and Health Services (DSHS). Also make sure you have a current or pending assessment with DSHS.

If you are having trouble registering, please [contact us](#) or call us at 1-855-796-0605.

### **The Home Care Referral Registry has been absorbed by Consumer Direct Care Network Washington (CDWA). Who can help me find care on Carina?**

Consumer Direct Care Network Washington (CDWA) has taken over from the Home Care Referral Registry (HCRR). CDWA is responsible for assisting consumers and Individual Providers (IPs) to use Carina to find matches. CDWA staff are available across the state to assist consumers to sign up in the Carina system and help IPs get (re)contracted or hired to work.

### **What are some good interview questions I should ask providers?**

Your approach to the interview is important, you are offering a job to someone who is looking for work. The person you interview may be nervous. Put them at ease, call them by their first name, maintain eye contact and tell them a little about yourself. Read more tips and specific interview questions in our blog: [What to Ask Potential Providers](#).

### **I am ready to hire a home care provider!**

You found an Individual Provider (IP) that you would like to hire? That is exciting! In order for them to start working, contact Consumer Direct Care Network Washington (CDWA) and request authorization. They cannot start work before you have received an Okay to Work from CDWA.

Consumers should continue to work with their case manager, who will help you create a Plan of Care and access needed services. Once you have decided on an IP to work with, they should



complete the CDWA hiring requirements if they have not already done so. Please do not schedule an IP to work until CDWA has notified you an IP is Okay to Work.

You can read the Managing Employer Handbook for more details on [CDWA's Consumer Resources](#).

Check [here](#) to read more tips on how to plan for your care provider's first day.

## Using Carina

### How do I reset my Carina password?

Go to the [Login](#) page and click on [Forgot Password?](#) beneath the login section. You will receive an email to reset your password.

### Where can I send feedback about Carina's design and features?

We would love your feedback! Please [contact us](#) or call us at 1-855-796-0605.

### I am an Individual Provider and connected with someone who is hiring through Carina. Now what?

You need to follow the same process you normally would when meeting a new consumer. It is the consumer's responsibility to screen and choose who they want to hire. Receiving an Okay to Work from Consumer Direct Care Network Washington (CDWA) is required before you can receive payment for services provided. Please work with CDWA to obtain the necessary authorization before you start work.

For more information on Individual Provider employment guidelines, learn more [here](#).

### I am an Individual Provider. How do I edit my profile?

Go to [carina.org/login](https://carina.org/login). Log in using your email and password. On the welcome page, either select "My Profile" from the menu or scroll down and select "View" in the "My Profile" section.

Once you are on your profile, select "Edit Profile" and edit various sections of your profile. Then click on "Save" at the bottom. Your new updated profile will publish immediately.





## **Can I delete a job I posted once I found a match?**

Yes! Go to “My Jobs” from the menu, select “View Job” on the job post that you would like to delete, and select “Delete.”

On the next page, please select whether your job was filled using Carina, select who you matched with, and tell us what happened. Once you select “Delete,” your job post will be deleted and can be seen in your list of deleted jobs.

## **How do you protect my privacy?**

Carina protects privacy through the design of the service and the architecture of the site through the following features:

- Within Carina, the site does not display last name, email, phone number or ZIP code to Carina users.
- Jobs do not allow for the display of information that would reveal the identity of a home care consumer.
- An anonymous option exists for consumers if they do not want to post a job. Consumers can browse profiles and contact care providers directly.
- Consumer and care provider contact information is not shared by Carina with other site users. Users communicate within Carina until they are ready to disclose their own information and continue their interaction offline.
- All user-entered data is stored and encrypted in a HIPAA compliant security layer in a cloud storage environment.

## **I am a consumer trying to hire a care provider. If I replied to a provider or sent a message, what happens next?**

If the care providers you selected have agreed to receive notifications from Carina, we will automatically send a notification to let them know that they have a message waiting.

If they have not read the message after a while, we will also send a reminder that there is a message waiting for them. When they read the message, they can reply to you directly.

Once you have decided you would like to reach out, consider exchanging phone numbers to discuss the job and care situation over the phone.



Remember, you are in charge of the hiring process, and a care provider must receive an Okay to Work from Consumer Direct Care Network Washington (CDWA) before starting work. If you have questions about whether your care provider has received authorization, call CDWA before starting work.

### **How will I know if I have a message waiting for me on Carina?**

If you have opted in to receive notifications from Carina, you will receive an email notification every time someone writes to you on Carina. You can also sign up for text notifications and be sure to know when you have a message waiting for you on Carina.

### **How do I delete or close my Carina account?**

Sorry to see you go, but if you wish to delete or close your Carina account, please [contact us](#) or call us at 1-855-796-0605 and we can close your account.

### **How do I report inappropriate behavior on Carina?**

Carina is an inclusive and respectful community and we prohibit discriminating language, profanity, obscene behavior and language, violent or threatening behavior, sexual harassment and impersonation of another person.

If you believe someone using the Carina site has violated our terms of service, please let us know by clicking on the “Report User” link at the bottom of the user’s message, profile or job post. We take all reports seriously and will take action if necessary. We reserve the right to remove users who violate our terms of service. You can also request to be contacted regarding the report. Please see our [Terms of Service](#) for more information.

Important: If this is an emergency situation, please dial 911.