Please reference the NC Medicaid [Direct Care Worker One-Time Bonus and Wage Increase Initiative webpage](#) for resources and materials including provider bulletins, FAQs, links and webinar materials to support providers in the submission process.

NC Medicaid appreciates the attention Providers have given to the HCBS Direct Care Worker initiatives. Providers should consider this document as NC Medicaid's first batch of formal responses to provider frequently asked questions (FAQs) for the ICF-IID direct care worker wage increase. NC Medicaid is continuing to address FAQs and will update this sheet with new FAQs and responses as frequently as necessary.

Note: NPI numbers and location codes for eligible providers are available on the [NC Medicaid website](#).

Submitting new FAQs: NC Medicaid requests that providers review the published FAQ responses prior to submitting any new inquiries. For the most timely response, providers should submit all new inquiries to Medicaid.DCW.HelpDesk@dhhs.nc.gov with the following direct care worker initiative identification tags in the **subject line** of their email:

- For Bonus: [DCWBONUS]
- For ICF-IID Wage Increase: [DCWICFIID]
- For HCBS Wage Increase: [DCWHCBS]
- For portal registration: [DCWPORTAL]

ICF-IID Direct Care Worker Wage Increase FAQs:

Topic 1: ICF-IID Baseline Template:

Q1: Where is the ICF-IID Baseline Wage Template located?

A: The ICF-IID Baseline Wage Template is available in the "Relevant Documents" section of the [Direct Care Worker Eligibility Portal](#), **and** on the [NC Medicaid Website.](#)

Q2: Do we need to list vacant positions in our baseline data sheet?

A: Vacant positions do not need to be listed. SL2021-180, Section 9D.15, specified employees as of Oct. 1, 2021.

Q3: On the Baseline Wage Template are we to account for the benefits and insurance provided to the DCW?

A: The Baseline Template requests only gross payroll information for employees.

Topic 2: Direct Care Worker Eligibility:

Q4: Do wage increases apply to employees hired after Oct. 1, 2021?

A: The reference to Oct. 1, 2021, in legislation is not a criterion to determine eligibility for ICF-IID direct care worker wage increases. The stated intent of the legislation and funding is to assist in increasing the hourly wages of direct care workers toward a minimum of $15 per hour. The

reference to Oct. 1, 2021, is intended to verify that wage increases given are in *addition* to the rate of pay for employees as of Oct. 1, 2021.

Q5: Does the ICF-IID wage increase apply to direct care workers who service Medicaid clients only?

A: No. Payer source is not a criterion of eligibility for the direct care workers. Please reference eligible ICF-IID worker criteria in Medicaid SPECIAL BULLETIN COVID -19 #213.

Q6: Are direct care workers currently making more than $15 per hour excluded from this initiative?

A: An employee's current pay rate is not a criterion for eligibility. The intent of the legislation and the funding is to increase the rate of pay to direct care workers who meet the criteria. The stated goal of the legislation is to assist in increasing hourly wages toward a minimum of $15 per hour.

Topic 3: Direct Care Worker Eligibility Portal:

Q7: What are the deadlines for submission of the attestation and the Baseline Wage Template?

A: The ICF-IID attestation was due Jan. 31, 2022. The ICF-IID Baseline Wage Template is due on March 4, 2022.

Q8: Regarding multiple providers registration, can an authorized user register for multiple providers that do not share a corporate name? Is there a requirement for an EIN to link the NPIs being requested for registration?

A: An EIN is not required for registration. Authorized users should register using one NPI and parent location code as the registration code. Then, authorized users can request to submit for multiple NPIs by emailing Medicaid.DCW.HelpDesk@dhhs.nc.gov with the registration username, registration email, all NPIs submitting for and corporate name(s). **DCW NPI numbers and location codes for eligible providers are available on the NC Medicaid website.**

Q9: How do authorized users access the portal?

A: Please see COVID-19 Bulletin #218 regarding the DCW Eligibility Portal with registration link.

Q10: What should authorized users do if they cannot register with the NPI and location code?

A: Authorized users should register using one NPI and parent location code as the registration code. **NPI numbers and location codes for eligible providers are available on the NC Medicaid website.** Users can reference COVID-19 Bulletin #212 for additional registration information.

Q11: What should authorized users do if they haven't received a portal username and password after registering?

A: To receive a username and password please register for the portal using the link found in COVID-19 Bulletin #218. Instructions for registration codes can be found in COVID-19 Bulletin #212. **NPI numbers and location codes for eligible providers are available on the NC Medicaid website.** If the authorized user cannot register using the correct NPI and location code combination, or a username and password did not appear in their inbox or spam/junk folders

after registration, please email Medicaid.DCW.HelpDesk@dhhs.nc.gov and include the subject line header [DCWPORTAL].

Q12: What is the estimated time to complete the ICF-IID attestation?

A: With the baseline template completed, the estimated time to complete a submission of the ICF-IID wage increase attestation and the baseline template is 5-15 minutes. NC Medicaid recommends completing the wage increase prior to beginning a submission.