



Frequently Asked Questions

Direct Care Workforce (DCW) Funding Initiative FAQ

What is the Direct Care Workforce (DCW) Funding Initiative?

The DCW Funding Initiative, established by the Wisconsin Department of Health Services (DHS), addresses workforce shortages in the healthcare industry. It provides financial resources to eligible providers to improve wages, offer bonuses, and enhance benefits for direct care workers delivering hands-on care to Family Care and Family Care Partnership members.

Molina Healthcare of Wisconsin partners with DHS to distribute these funds in compliance with regulatory guidelines, supporting providers in recruiting and retaining this critical workforce.

Frequently Asked Questions

1. Who qualifies as a direct care worker?

Direct care workers are employees who:

- Deliver hands-on services, such as:
 - Administering medication
 - Assisting with daily living or instrumental activities of daily living
 - Providing personal care or treatments
 - Supporting vocational and employment efforts
- Work in eligible services, such as:
 - Adult day care
 - Residential care (e.g., adult family homes, CBRFs)
 - Respite care (non-nursing home)
 - Supportive home care

Excluded roles include:

- Licensed nurses (LPNs, RNs, NPs)
- Staff in administrative roles (finance, maintenance, marketing, etc.)
- Employees exclusively engaged in food service, housekeeping, or transportation without direct member interaction.

2. How are DCW payment amounts determined?

Payments are encounter-based and calculated by DHS:

- DHS calculates payments based on encounter data submitted by MCOs for services rendered during the defined claim period.
- Funds are distributed proportionally based on claims submitted.
- Redistribution payments may occur for unclaimed or declined funds.

3. Why didn't I receive a DCW Addendum this round?

You may not qualify for DCW funding if:

- No active authorizations or encounter data exist for the claim period.
- Services were not actively provided to Family Care or Family Care Partnership members.

4. Can closed authorizations qualify for payment?

Yes, claims for services provided before an authorization's closure may still qualify if submitted within the designated timeframe.

5. What happens if overpayments or underpayments occur?

- **Overpayments:** Future payments will be adjusted to recoup the overage.
- **Underpayments:** Additional payments will be distributed in subsequent cycles.

6. When will DCW payments be distributed?

Payments follow DHS schedules. For 2024:

- **First Payment:** December 2024
- **Second Payment:** June 2025

7. What are the provider's obligations for using DCW funds?

Providers must:

- Distribute funds to eligible direct care workers within six months of receipt.
- Use funds exclusively for:
 - Wage increases
 - Bonuses (retention, performance, or sign-on)
 - Additional paid time off
 - Payroll tax adjustments related to these payments
- Complete DHS surveys to report fund usage.
- Retain documentation detailing distributions to direct care workers, aligned with DHS compliance standards.

8. What documentation must providers retain for compliance?

Providers must document how funds were used, including:

- Amounts allocated to wages, bonuses, or paid time off.
- Records showing exact distributions to individual direct care workers.

These records must be retained and available for DHS audits.

9. How should providers handle W-9 discrepancies?

- Submit updated W-9 forms to dcw@molinahealthcare.com.
- Ensure that the legal name and TIN match IRS records.
- For assistance, contact the IRS Business and Specialty Tax Line at 1-800-829-4933.

10. What if there is a change in ownership (CHOW)?

Providers must:

- Submit sale agreements, updated W-9s, and operational details to dcw@molinahealthcare.com.
- DHS will determine payment eligibility based on the responsible provider during the relevant service period.

11. Can providers estimate their payment amounts?

No, payment amounts are determined by DHS using encounter data across all MCOs. Finalized amounts will be communicated to providers once they are available.

Contact Information

- General Inquiries and Support: dcw@molinahealthcare.com
 - W-9 Submissions and Addendum Questions: dcw@molinahealthcare.com
 - Additional Resources: [DHS Workforce Funding FAQ](#)
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