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| **Across**  **3.** Questions regarding union membership, dues or Training should be directed to who?  **9.** The total number of service hours you may work in a work week  **10.** IPs will use this web portal to make sure PTO, email address, phone number and physical address is correct  **12.** This type of abuse is when someone causes emotional pain, distress or anguish to another person by what they say or do  **15.** An IP who refuses to help an elderly person out of bed is an example of what  **16.** A federal law that protects sensitive patient health information from being disclosed without the patient's consent or knowledge  **17.** This term is used for people who do not care for themselves because of physical or mental impairments and because people have the freedom to choose how they want to live this sometimes hard to prove.  **18.** This is the new web portal IPs will use to log, track and update hours  **19.** The President / CEO of Consumer Direct Care Network | **Down**  **1.** Clients that are required by Medicaid rule to pay a monthly amount towards the cost of their Medicaid services depending on their income is called client\_\_\_?  **2.** These will be the first point of contact is an IP has an issue with pay  **4.** The people who provide care for a client  **5.** Since CDWA will no longer issue paper checks, the only way IPs will get paid is from a Wisely Pay card and what?  **6.** Right now CDWA has 3 offices. Lacey, Federal Way and?  **7.** Electronic visit verification or (EVV) is used to keep track of what?  **8.** A written document, based on an assessment of individual needs, that identifies services and tasks to meet these needs.  **11.** What is the database that Clients can search for IPs and IPs can search for Clients  **13.** An attempt to obtain control of or divert the ownership, use, benefit, or possession of money, assets, or property that belongs to an elderly person or person with a disability.  **14.** The managing employer and can select, schedule, manage, supervise and dismiss their IPS |