



CDS VENDOR PACKET

Step-by-step instructions for using UInteract.

**MISSOURI
DEPARTMENT OF LABOR
& INDUSTRIAL RELATIONS**

INFORMATION ON USING UINTERACT

The Missouri Department of Employment Security (DES) is responsible for administering the unemployment insurance (UI) benefit and tax programs. In Missouri, unemployment benefits are paid entirely by employers that are determined to be liable under Missouri Employment Security Law. The unemployment tax is not a withholding tax; therefore, no deductions should be made from the workers' wages.

The Consumer-Directed Services (CDS) program is authorized by the MO Department of Health and Senior Services/Division of Senior and Disability Services (DHSS) / (DSDS).

Providers of services to MO HealthNet participants must comply with all laws, policies, and regulations of Missouri and the MO HealthNet Division, as well as policies, regulations, and laws of the federal government. A provider must also comply with the standards and ethics of his or her business or profession to qualify as a participant in the program. The Missouri Medicaid Audit and Compliance Unit may terminate or suspend providers or otherwise apply sanctions of administrative actions against providers who are in violation of MO HealthNet Program requirements. Authority to take such action is contained in 13 CSR 70-3.030.

In Missouri, per 19 CSR 15-8.400 **the attendant(s) are always the employee of the consumer**. They are **NEVER** the employee of the provider, DHSS, or the State of Missouri. Additionally, you are responsible for ensuring all payroll, employment, and other taxes are paid timely and you shall be liable to the consumer for any garnishment action occurring as a result of your failure to timely pay payroll, employment, or other taxes on behalf of the consumer.

Failure to report wages and/or pay contributions in a timely manner, on any consumer account or your own account, will result in you being reported to Missouri Medicaid Audit and Compliance for non-compliance.

See the "[State of Missouri Personal Care Manual](#)" for additional information regarding the Consumer-Directed Services (CDS) program.

The following document contains **step by step** information to assist you with using UInteract and state unemployment tax accounts for your consumers. You should read the entire document as it will answer many of the questions you may have.

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All questions should be emailed to cdstax@labor.mo.gov.

REGISTERING AS A CDS VENDOR IN UINTERACT:

In order to register new consumers, report attendant wages, view consumer account information, etc. **you** must first complete the “Reporting Service Signup (CDS Vendor, Third Party, Payroll Service)” and create a third-party log in. You will not be able to do anything relating to consumer accounts until you do so.

THIS IS NOT WHERE YOU REGISTER CONSUMERS.

Completing the Reporting Service Signup:

1. Begin by going to <https://uinteract.labor.mo.gov>
2. Click on “CREATE ACCOUNT”
3. Select “I am a Reporting Service (CDS Vendor, Third Party, Payroll Service)”. Click “Next”.
4. “Reporting Service Type” select “CDS Vendor”.
5. “Reporting Service Federal Identification Number (FEIN)”: Enter the **CDS vendor’s** Federal Tax ID.
6. “Reporting Service Name”: Enter the legal entity name, as registered with the MO SOS, of the CDS vendor.
7. “Trade Name or Doing Business As”: Enter if the business operates under a name other than the legal entity name.
8. “Mailing Address”: Enter the mailing address of the business. **All** correspondence will be sent to this address.
10. “Contact Number”: Enter the phone number for the CDS vendor.
11. “E-mail Address”: Enter the email address for the CDS vendor.
12. “Fax Number”: Enter the fax number for the CDS vendor.
13. **“Contact Person Name”: Enter the name of the contact person for the CDS vendor.**
14. “Are you associated with another reporting service for tax and/or claims mailing purposes?”
 - Only select “Yes” if the business uses a payroll service (ADP, Paychex, CPA, etc.) and provide information on the payroll service being used, otherwise select “No”.
15. Select the box next “I’m not a robot” to continue. (You may be prompted to take additional steps before you are allowed to continue.)
16. Click “Next”.
17. You will now be prompted to create a user ID, password and security questions. (Click the “?” to view the password criteria.)

AT NO TIME SHOULD YOU GIVE YOUR USER ID AND PASSWORD TO ANYONE OUTSIDE YOUR BUSINESS.


18. Once you have created a user ID and password you will then be able to log into UInteract.

REGISTERING NEW CONSUMERS:

- New Consumers are those consumers that **have not** previously been with another vendor.
- They *must* be registered through UInteract only after they have issued a payroll to their attendant. **DO NOT submit the Unemployment Tax Registration form.**
- In order to get an account number a consumer must have paid a minimum of \$1000 in a single quarter. They cannot get a liable account number until they have done so.
- When registered in UInteract, the consumer will be associated to you as their CDS vendor during this process.
- **ONLY THE CDS VENDOR SHOULD BE REGISTERING CONSUMERS. NOT THIRD PARTIES.**

Registering a NEW consumer in UInteract:

Log into UInteract using the User ID and Password created when you completed the Reporting Service Signup. Once logged in:

1. Click on  Employer Registration
2. Next click on "Register Employer"
3. Enter *your* information as the person submitting the information. Click "Next".

You will now enter THE CONSUMER'S information:

General Information

1. Enter the CONSUMER'S Federal Tax Identification Number.
2. "Type of Organization" - Select "Individual Ownership." Click "Next".

Employer Entity Information

1. Enter the consumer's "First Name", "Middle Initial" and "Last Name".
2. "Trade Name or Doing Business As (DBA)" Leave Blank.
3. "Has this business paid employees for work performed in Missouri?": Select "Yes"

Note: If the consumer has not paid wages, you will not be able to complete the registration.

- "If yes, provide the first worker date" (The first date the consumer had an attendant.)
 - "If yes, provide the first payroll date" (The first date the consumer paid an attendant.)
4. "Does this business consist of agricultural work?": Select "No".
 5. "Does this business employ housekeepers, sitters or other domestic employment?": Select "Yes".
 6. "Is this a general business?": Select "No"

7. "Is this business Religious Employer?": Select "No"
8. "Is this business a Federally Recognized Indian Tribe?": Select "No".
9. "Did this business pay unemployment insurance in another state (FUTA) for the current or proceeding year?": Select "No".
10. "Is this organization a Lessor/Professional Employment Organization?": Select "No".
11. "Are you leasing employees from another business?": Select "No".
12. "Does this business have business locations in Missouri?": Select "Yes" and then click "Continue".

Add Business Location/Headquarters

1. "Number of Missouri employees at this location": Enter the number of attendants.
2. "Physical Address of Location or Headquarters Address": Enter the CONSUMER'S home address.
3. "County": Select the county in which the consumer lives.
4. "Describe in detail the nature of your business": Enter "CDS Consumer" as the nature of business.
5. "Principal Business Activity in Missouri":
 - In the first dropdown box select "Health Care and Social Assistance"
 - In the second dropdown box select "Social Assistance"
 - In the third dropdown box select "Services for the Elderly and Persons with Disabilities"
6. "Is this the primary business activity?": Select "Yes" and click "Continue".
7. Verify the business location address and click "Continue" again.

Employer Contact Details

1. "Unemployment Tax Mailing Address": Enter the CONSUMER'S home address.
2. "Telephone Number": Enter "000-000-0000". (The consumer will never be contacted.)
3. "Fax Number": Leave blank.
4. "Unemployment Claims Mailing Address is": Select "Same as Unemployment Tax Mailing Address".
5. "Address where Payroll Records are Maintained is": Select "Same as Unemployment Tax Mailing Address".
6. "Contact Person for Unemployment Tax": Enter your information. Click "Continue".

Add Individual Ownership Details (**CONSUMER'S** information)

1. "Type of Individual Owner": Select "Individual".

2. "Enter Details if the owner is an individual": Enter the consumer's details.
 - a. "SSN": Enter the consumer's social security number (Required).
 - b. Enter the consumer's name.
 - f. "Job Title": Select "Owner"
 - g. "Term Begin Date" - Leave blank.
 - h. "Term End Date" - Leave blank.
 - i. "Residential Address": Enter the CONSUMER'S home address.
 - j. "Residential Telephone Number": Leave blank.
 - k. "Email": Leave blank.
 - J. "Deceased": If deceased, select "Yes" and provide the date of death, otherwise, select "No".
 - k. Click "Continue".
3. Verify the owner/consumer's information and click "Continue" again.

Wage History Details: Enter the gross wages paid to the attendant(s) for each quarter shown. Click "Continue".

NOTE: If the consumer has not paid at least \$1000 in a single quarter you will not get an account number.

Employment History Details: Enter the number of attendants that worked during each week. Click "Continue".

Business Acquisition: "Did you acquire (purchase, inherit, etc.) this business. Select "No". Click "Continue".

Prior Registration Information: Has (CONSUMER) previously been registered with Missouri?" Select "NO". Click "Continue".

Upload Documents: Does not apply. Click "Continue".

Tax and Wage Reports Received: Does not apply. Click "Continue".

Statement of Acknowledgement:

You must **read this statement**. You are acknowledging that the information entered is true, correct and complete. Once you have read the statement and agree to it, click "I accept" and then click "Submit".

Employer Registration Confirmation

This statement will contain the Missouri State Unemployment Tax Account Number (EAN) and contribution rate for the consumer's account. A letter containing this information and any contribution and wage reports needing to be filed will be mailed the following business day. Additionally, this information can be viewed by logging into UInteract using your third-party log in. (See [Page 12](#))

At any time during the registration process, if you are unable to complete it and need finish at a later time, click "Finish Later" to save the information, otherwise, any information entered will be lost and you will have to start the registration process again.

REGISTERING TRANSFERRED CONSUMERS:

If you are not aware if the consumer was previously with another CDS vendor, you should try registering the consumers in UInteract first and if at that time you get an error message, then submit the Transferred Consumer Registration form.

- Transferred Consumers are those consumers that were previously with another vendor before they began using your services.

NOTE: Keep in mind that a consumer may not have an account if they never paid at least \$1000 in a quarter when with a previous CDS vendor.

- Transferred consumers must be registered using the "[Transferred Consumer Registration](#)" (MODES-5083).
- The form should be submitted only after the consumer has first pay wages to an attendant since beginning the use of your services. The form cannot be processed based on a future date.
- **ONLY THE CDS VENDOR SHOULD BE REGISTERING CONSUMERS. NOT THIRD PARTIES**
- You will need to provide the following required information: Forms received without the required information will not be accepted and returned.

- **Required** information:

- The CDS vendor's name
- The CDS vendor's Federal Tax Identification Number
- Consumer Information:
 - The consumer's Federal Tax Identification Number (Required)
 - The consumer's Social Security Number (Required)
 - The first date the consumer paid wages since beginning the use of your services. This **cannot** be a future date. (Required)
 - The CDS vendor the consumer was with prior to using your services. (Required)

If you are unsure of the previous vendor, you should review FUSION.

- If you do not have the consumer's account number, **leave the field blank**.
- Once completed email the form to cdstax@labor.mo.gov. DO NOT FAX OR MAIL THE FORM.

REINSTATE AN ACCOUNT/UNIT:



If a consumer has previously ceased using your services and has now began using your services again, you will need to do the following:

- Submit the "[Transferred Consumer Registration](#)" (MODES-5083) to the cdstax@labor.mo.gov email address. The form will be processed the same day it is received.
- Submit the [Quarterly Contribution and Wage Report \(MODES-4\)](#) (Keep in mind that wage reports are not received by the unit that will reinstate the account/unit, therefore, the account may not be reinstated in a timely manner.)

NOTE: Review the consumer's account. If the account has been closed 4 or more years you will need to log into UInteract and register the consumer for a new account once they have paid at least \$1000 in a single quarter.

HOW TO SEE ASSOCIATED CONSUMER ACCOUNT NUMBERS:

In order to see a list of all the consumer accounts that have ever been associated to you, as their CDS vendor, you will need to log into UInteract using your third-party log in. Once logged in:

1. Click  Inquiry
2. Click  Tax Inquiry
3. Click “Client List Details”.
4. You will then see a list of all the consumers that have ever been associated to the CDS vendor. They cannot/will never be removed from the list.


EAN	Entity Name	Address Type	Association Status	Association Start Date	Association End Date
10-63887-0-00	JANE TEST	BOTH	ACTIVE	11/19/2024	

- **EAN** – The consumer’s account number.
 - **Entity Name** – The consumer’s name as shown on the account.
 - **Address Type** – Indicates the addresses that are associated to the CDS vendor, Tax and Claims addresses. This will always show “Both”.
 - **Association Status** – The status of the CDS vendor’s association to the consumer. This will always be “Active”. This **is not** the status of the account, or the unit you are associated too. You will need to log into UInteract and view the consumers account to verify if the account/unit has been closed.
 - **Association Start Date** – The date you were associated to the consumer as their CDS vendor.
 - **Association End Date** – The date the association was terminated. A date will only be in the field if an association was made in error.
5. To see the status of a consumer’s account, proceed to [Page 12](#) for instructions on viewing a consumer’s detailed account information.

HOW TO VIEW CORRESPONDENCE:

Log into UInteract using your third party log in. Once logged in:

NOTE: You will only see correspondence for the consumer since they began using your services.

1. Click on  View Correspondence
2. Select the consumer's account number from the drop down box. Click "Continue"
3. All correspondence sent to you, the CDS vendor, will be listed. Click the corresponding hyperlink under "Correspondence Type" to view the document.

EMAIL – NOTIFICATION – CORRESPONDENCE SIGN UP:

If you wish to receive notifications via Email from the Division that there is new correspondence to view, you will need to complete the Email Notification – Correspondence Sign Up.

Please note that once you complete the email signup, paper copies of correspondence will no longer be sent.

To complete the  **Email SignUp**, log into UInteract using your third-party log in. Once logged in:

1. Click on Manage Alerts/Email Signup.
2. Click on Manage Alerts/Email Signup. This will take you to the "EMAIL NOTIFICATION – CORRESPONDENCE SIGN UP" page.
2. Under "Preferred Method of Contact" select E-Mail. Enter your email address and then enter your email address again to confirm it is correct.
3. "Do you want to sign up for email alerts and reminders?", select "Yes".
4. READ THE EMAIL ACKNOWLEDGEMENT and check the box indicating YOU AGREE to the terms and conditions of DES regarding electronic notifications.

To complete the SMS alerts and reminders signup:

1. "Do you want to sign up for SMS alerts and reminders?", If you wish to receive text messages, select "Yes".
2. Enter you cell phone number.

Select you preferred language for UInteract alerts and correspondence.



1. Click on the down arrow to see a list of available languages.
2. Click "Continue"

Once Submit is clicked, all the future notifications will be sent via the preferred method of contact. Verify the information provided/selected is correct.

Click "Submit"

HOW TO VIEW A CONSUMER ACCOUNT INFORMATION:

Log into UInteract using your third party log in. Once logged in:

1. Click  Inquiry
2. Next click  Tax Inquiry
3. Then click "Employer Account"
4. Enter the first seven digits of consumer's account number and click "Continue".

From here you will see the consumer's account information including the account status, contribution rate information, address information, account details, etc.

If the consumer's account number end in -01, -02, -03, etc. you will need to click on "Details" on the bottom right corner to see the status of the unit.

- If "Status" shows "Removed" then the unit is closed. This is not the status of the account, only the specific unit.
- The "Status Effective Date" will be the effective date the unit was closed.

Employer Account Number	Employer Name	Trade Name/Client name	Status	Status Effective Date	Third Party Agent	CDS Vendor
10-62927-0-00	JANE TEST		Active	10/01/2024		JOHN TEST CDS 1
10-62927-0-01	JANE TEST		Removed	12/31/2024		JOHN TEST CDS INC


REPORTING OF WAGES

- If you are not using a payroll service (ADP, Paychex, etc.) wages should be reported using UIInteract.
- Wages for the attendant(s) are to be reported under the consumer's account, **not** the CDS vendor's.
- Wages paid to a parent, as the attendant of their child, are not reportable for unemployment tax purposes and should not be reported under any circumstance.
- If you choose to pay contributions by check rather than paying in UIInteract, you must send a separate check for each consumer account. Payments **cannot** be combined into one payment.
- Wages are to be reported on a quarterly basis and are due as follows:

QUARTER		SUBMISSION PERIOD	DELINQUENT	1 ST PENALTY	2 ND PENALTY
			Delinquent if wages haven't been reported on:	An additional 10% of tax due or \$100, whichever is greater, for each month delinquent. Maximum penalty per report is 20% or \$200.	
1 ST	January February March	Due by April 30	May 1	June 1	July 1
2 ND	April May June	Due by July 30	August 1	September 1	October 1
3 RD	July August September	Due by October 31	November 1	December 1	January 1
4 TH	October November December	Due by January 31	February 1	March 1	April 1

REMINDER: WHEN MAKING A PAYMENT BY CHECK, YOU MUST SEND A SEPARATE CHECK FOR EACH CONSUMER'S ACCOUNT. DO NOT SEND ONE CHECK FOR ALL OF YOUR CONSUMER'S ACCOUNTS.

Filing Contribution and Wage Reports

1. Log into UInteract using your third party log in. Once logged in:
2. Click on  "Contribution and Wage Report".
3. Next click on "File Contribution and Wage Report".
4. Enter the account number of the consumer that you are filing a report(s) for. Click "Search".
5. You will see the name of the consumer, the CDS vendor associated to the account and any reports needing to be filed.

Note: The "Report Due Date" is the date the report should be filed by. The "Effective Start Date" and "Effective End Date" are the beginning and ending dates of the quarter due.

6. Select the **oldest** report first that you will be filing. Click "Continue".
7. "Information Submitted By" - Enter your information as the person submitting the report. Click "Continue".
8. The address on the next page will be the address of the consumer, not the CDS vendor. No correspondence is sent to this address. Click "Continue".

9. File Contribution and Wage Report - Account Questions:

1. "Did you pay wages to any employee(s) during the Quarter/Year, (quarter due)?"
 - Select "Yes" if the consumer had an attendant in the quarter due.
 - Select "No" if the consumer did not have an attendant in the quarter due.
2. "Do you anticipate having employees in the future?"
 - Select "Yes" if the consumer will continue to employ an attendant.
 - If they have ceased using your services and will not have wages in the future, select "No" provide the last date of payroll (The last date the consumer paid wages to an attendant).

NOTE: If a consumer has cease using your services you must complete the "Request to Close Account" ([How to inform the Division when a consumer has ceased using your services.](#)).

4. Select Reason "Other" and provide an explanation.
3. "Have you sold your business or changed your business type?" Select "No".
10. Click "Continue".
11. Enter the number of attendants the consumer had during each month of the quarter.
12. "Do you want to file the detailed employee wage report at this time?" Select "Yes".

13. Reporting Method - You should select "Method A".

NOTE: Method B is only for those (APD, Paychex, etc.) who have been approved as a bulk filer. For more information on being approved as a bulk filer call 573-751-2271.

14. Provide Employee Wage Detail

a. If the consumer previously had an attendant(s), their information will be prefilled. You will proceed to enter the wage information.

b. If the consumer did not previously have an attendant or they have a new attendant:

1) Enter the attendant's social security number, name and *gross* wages paid in the quarter.

2) If additional attendant wages need to be entered click "Add Blank Rows".

3) Once all wage information has been entered go to the bottom of the page and click "All Wages Complete/Next".

NOTE: If you are not able to complete entering the information within a short period of time, click "Save page" to retain the information already entered. If you need to complete it at a later time, click "Save and Quit".



14. An acknowledgement message will pop up. Select "Yes".

15. You will now verify the information previously entered is correct. If the information is correct click "Submit".

16. The last page is confirming that the report has been filed. Here you will have the opportunity to print a copy of the report for your files.



17. If you need to file another report click "File Another Tax/Wage Report". If you want to make a payment, click "Make Online Payment", otherwise click "Home" to go back to the main page.

VIEW WHAT REPORTS ARE DUE:

1. Click  Inquiry
2. Next click  Tax Inquiry
3. Click “Employer Contribution and Wage Reports”
4. “Employer Account Number (EAN)” - Enter a consumer’s account number you want to see what reports are due for.
5. Click on “Current Account Balance”.
6. At the bottom of the page click on “Reports Due”. If any reports are due, you will see a list of the reports due.

Quarter/Year	Report Type	Report Due Date	Effective Start Date	Effective End Date
1/2024	Original	12/18/2024	01/01/2024	03/31/2024
2/2024	Original	12/18/2024	04/01/2024	06/30/2024


VIEW IF ANY AMOUNT IS DUE:


1. Click Inquiry
2. Next  click Tax Inquiry
3. Click  “Employer Contribution and Wage Reports”
4. “Employer Account Number (EAN)” - Enter a consumer’s account number. If there is amount due you will see it listed under “Debts” by quarter.

Debts						
Qtr/ Yr	Description	Contributions / Charges (\$)	Interest (\$)	Penalty (\$)	Other (\$)	Total (\$)
3/2024	Original	26.14	0.85	0.00		26.99

If you received a monthly statement there is something due, ether money or reports. You need to **READ THE ENTIRE STATEMENT.**

HOW TO SUBMIT A PAYMENT:

1. Click Payment Options 
2. Next click "Online Payment"
3. Enter your information as the person submitting the information.
4. Enter the consumer's account number at "Employer Account Number". Click "Continue".


MAKE PAYMENT - INFORMATION SUBMITTED BY TWR-255 

* **First Name** **Middle Initial** **Last Name** * Required Information

Suffix **Job Title** **Contact Number** **Ext**

E-mail Address **Employer Account Number**

5. Verify the consumer's address. Click "Modify" if the consumer's address needs to be updated, otherwise, click "Continue" again.
6. Select all quarters being paid, individually, or by clicking the "select all quarters for Payment" box.
7. Select the payment type and click "Continue".

PAYMENT TWR-027 

Employer Account Number **Employer Name**

CDS Vendor Name **Trade Name/Client Name**

The following table displays the outstanding balances due as of today. Any payment made within the last 3 business days may not be reflected here.

Pay	Quarter/ Year	Description	Due Date	Contributions/ Charges (\$)	Interest(\$)	Penalty (\$)	Other (\$)	Total (\$)
<input type="checkbox"/>	3/2017	Original	10/31/2017	68.05	22.77	200.00	0.00	0.00
<input type="checkbox"/>	4/2017	Original	01/31/2018	23.30	7.68	200.00	0.00	0.00
<input type="checkbox"/>	1/2018	Original	04/30/2018	87.71	34.41	200.00	0.00	0.00
<input type="checkbox"/>	2/2018	Original	07/31/2018	91.79	34.20	200.00	0.00	0.00
Credit (\$)								\$0.00
<input type="checkbox"/>	Select all quarters for Payment			Total Selected To Pay				\$0.00

* **Select your method of payment:**

ACH Debit - Checking Account

ACH Debit - Saving Account

ACH Credit

Credit Card - If you select to pay credit card, another browser window will open.

Payment By Mail

Interest accrues on a monthly basis.
 Notice to Employer:
 If there is an outstanding amount for the Interest Assessment, the payment will be applied to this amount first or in accordance with Division procedures.


To discontinue the payment process, select **Exit**.

8. Enter/select all appropriate information based on the payment method.
9. Verify the payment details. “By entering the banking information, you are authorizing the Missouri Division of Employment Security to withdraw funds from the bank account(s). The 'Total Payment Amount' displayed below will be charged to your bank account(s) on the 'Payment Date'.” If the information is correct, click “Submit”.

CONSUMER CEASES USING YOUR SERVICES:

When a consumer stops using your services, for any reason, you will need to log into UInteract and complete the "Request to Close Account". **DO NOT SUBMIT THE EMPLOYER CHANGE REQUEST.**

Steps to complete the Request to Close Account:

1. Log into  UInteract using your third party log in.
2. Click on Account Maintenance
3. Click on "Request to Close Account"
4. Enter the account number of the consumer who ceased services. Click "Continue".
5. You will then see the account number and name of the owner. You will also see question "Would you like to close this account?" Select "Yes" and then Click "Continue".
6. "Information submitted by": Enter your information since you are providing the information.
7. "Have you sold your business?" - Select "No".
8. "Do you have employees working in Missouri?" - Select "No".
 - a. Last date of payroll - Enter the last date wages were paid to an attendant.
 - b. Reason – Select the reason why the consumer ceased using your services. You should select only:
 - Death of Owner, or
 - Other. (You will be required to provide a brief explanation.)

NOTE: If you select "Death of Owner" you will need to enter the date of death at "Last date employment occurred".
9. "Last date employment occurred" - Enter the last date an attendant was employed by the consumer.
10. "Remarks": Provide a detailed explanation of why the consumer has ceased using your services.
11. Click "Submit". Will see confirmation statement "The request to close the account for unit has been submitted."
Once submitted, the information will be reviewed and the account or unit will be closed.
12. Click "Home" to go back to the main page.

USE OF THIRD PARTIES:

If you use a third party (CPA, bookkeeper, etc.) to report wages for your consumers, and they for some reason need to be able to access your consumers' accounts you must do the following:

- The Third Party and CDS vendor must sign an "Information Only" [Power of Attorney \(MODES-4444\)](#).
- The POA should be emailed to cdstax@labor.mo.gov only.
- Once the POA is received and then processed, the third party will be associated to the Vendor's account.
- The Division will add the Third Party as a Sub-User under the CDS vendors third party CDS Program vendor log-in.
- The Division will create the user id/password the Third Party will use. The user id/password will be provided to the Third Party by the Division.
- The Third Party should update the password after they first log in. The use ID cannot be changed.

The Division reserves the right to deny access to a Third Party.

NOTE: A Power of Attorney is not needed if the preparer (APD, Paychex, Paycor, etc.) will submit reports via a bulk filing.

If the third party or payroll company used, submits wage reports without any indication of who the CDS vendor is, the account/unit will be setup or added with all correspondence being sent to the consumer. It is your responsibility to contact your payroll company to verify if that information is provided on the wage reports they submit.

NOTES:

- Make sure that you are reviewing **all** correspondence received from the Division as important information is contained in this correspondence.
- See [Page 11](#) if you wish to receive Email notification of correspondence for a consumer's account.
- All correspondence is viewable in UInteract (See [How to view correspondence](#)).
- If your business address changes, you are responsible for notifying the Division at cdstax@labor.mo.gov and Missouri Medicaid Audit and Compliance. If you have not notified the Division of the change, all correspondence will continue to be mailed to the address on file and you will still be responsible for any action needing to be taken.
- If the Division attempts to contact you, without success, you may be reported to Missouri Medicaid Audit and Compliance. **Additionally, if you fail report wages and/or pay contributions on any consumer account or your own account, you will be reported to Missouri Medicaid Audit and Compliance for non-compliance.**
- Wages paid to a parent, as the attendant of their child, **are never reportable** for unemployment tax purposes and should **never** be reported under any circumstances.
- **YOU SHOULD NEVER, UNDER ANY CIRCUMSTANCES, CREATE A USER ID AND PASSWORD FOR YOUR CONSUMER(S).**
- No one outside of your business should be given your user ID and password. Only you, as a CDS vendor approved by Medicaid, are approved to access and make changes to a consumer's account.
- Request for refunds should be sent to refunds@labor.mo.gov. Refunds are processed in the order in which they are received, therefore, a timeframe for a refund to be completed cannot be given.

**DIVISION OF EMPLOYMENT SECURITY
CDS PROGRAM CONTACT INFORMATION**

The following people should be contacted if you have any questions regarding a consumer's account:

For questions regarding consumer accounts, UInteract or the submitting of forms call or email:

Phone: 573-751-1995 Select option 1

Email: cdstax@labor.mo.gov

Christopher Matzke, Benefit Program Supervisor- Collections

Phone: 573-751-1867

Email: christopher.matzke@labor.mo.gov

Contact for the following types of information:

- Monthly Statements
 - Delinquent in reporting wages
 - Penalties
 - Debt owed
-

Kristie Riedmann, Benefit Program Senior Specialist - Employer Accounts

Phone: 573-751-1995 Ext. 4105

Email: kristi.riedmann@labor.mo.gov

Contact for the following types of information:

- Reporting wages in UInteract
- Adjustments/amendments to wages reported
- Refunds
- Contribution Rates

USEFUL LINKS:

UInteract -	https://uinteract.labor.mo.gov
Transferred Consumer Registration* -	https://labor.mo.gov/media/22536/download
Power of Attorney form*	https://labor.mo.gov/sites/labor/files/pubs_forms/MODES-4444-AI.pdf
19 CSR 15-8.400* -	http://www.sos.mo.gov/cmsimages/adrules/csr/current/19csr/19c15-8.pdf
Section 208.903.1* -	http://www.moga.mo.gov/mostatutes/stathtml/20800009031.html
Employers' Rights and Responsibilities* -	https://labor.mo.gov/sites/labor/files/pubs_forms/M-INF-151-AI.pdf
State of Missouri Personal Care Manual* -	Personal Care Manual mydss.mo.gov

* PDF files. You will need Adobe Reader in order to use/view.