



North Dakota Self-Directed Supports Waiver Programs Acumen Fiscal Agent

**Presented by
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North Dakota Self-Direction DD Traditional and ASD Waiver

Enrollment Options with Acumen

- Employer – Intent to manage staff to provide In Home Supports and vendor services.
- Authorized Representative – Intent to only manage vendor services.





Self Direction Packet Options

Employer & Vendor Packet

- Employer Section – Includes paperwork required to enroll as an employer and establish Acumen as your fiscal agent.
- Employee Section – Includes paperwork to enroll an employee
- Paying Your Supports Section – Includes document necessary to submit timesheets and payment requests and timelines.

Vendor Only Packet

- Authorized Rep. Section- Includes paperwork required to enroll as an authorized representative with Acumen.
- Paying Your Supports Section – Includes documents necessary to submit payment requests and timelines.



DD Program Managers

- Provide the Participant with the Acumen start up packet
- Provide the Program Participant Agreement Forms to the Participant and family.
- Program Manager generates the service authorization for services.
- They provide communication regarding updates and requirements for the waiver program.



The Authorization for Service

WHAT ACUMEN NEEDS TO KNOW ABOUT SERVICES..
....the Authorization will tell us.....



WHAT SERVICES ARE ALLOWABLE IN THE PLAN



WHAT IS THE TOTAL AMOUNT OF DOLLARS
ARE AVAILABLE PER SERVICE



WHAT IS THE DATE RANGE FOR THE SERVICE



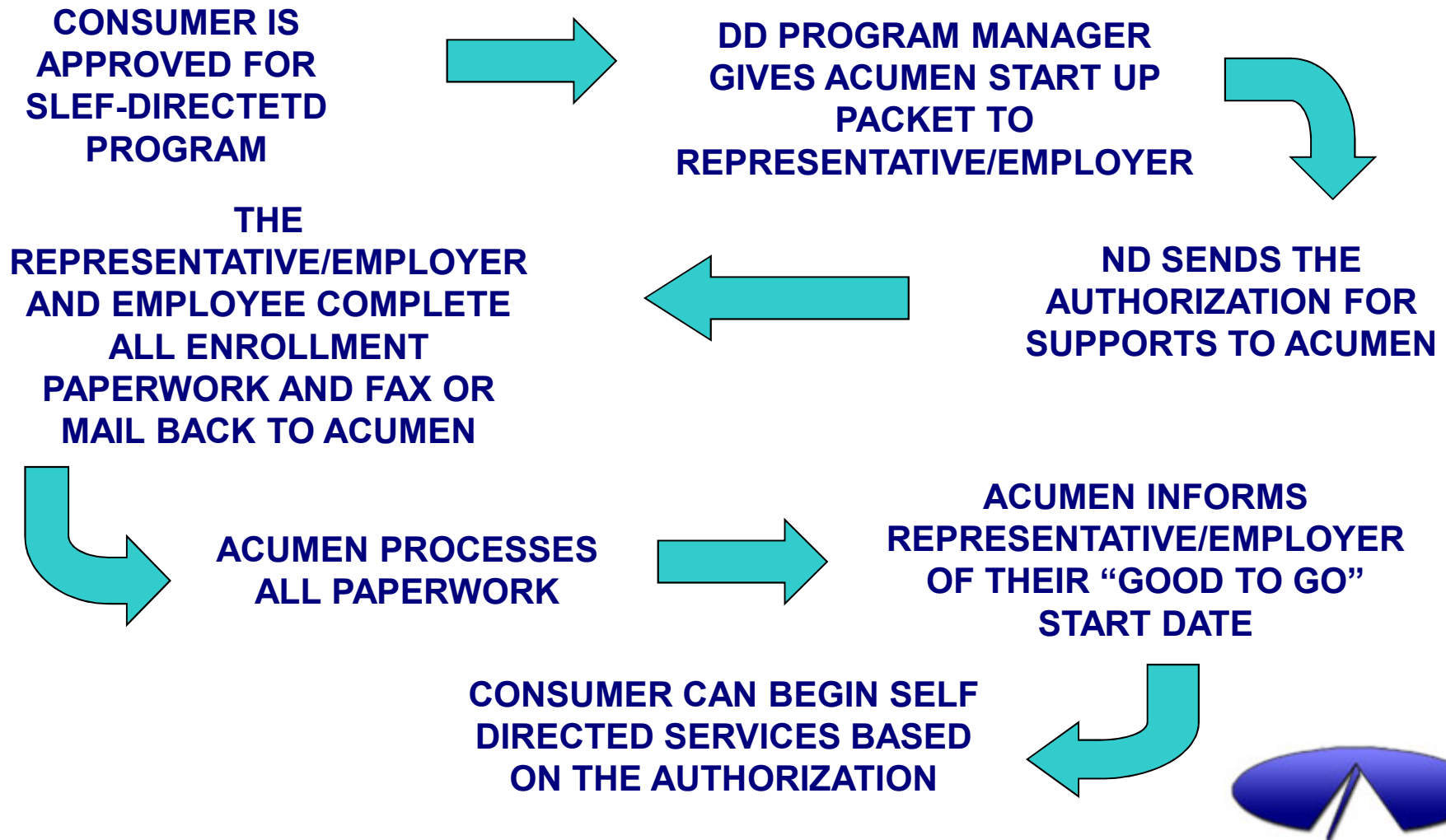
What Acumen Provides



- Collects required enrollment and program forms
- Sets up all employees and vendors for payroll
- Criminal background checks
- Process time sheets/vendor requests submitted via fax or web
- Pays employees and vendors
- Manages payroll tax liability and workers compensation
- Generates and distributes W2's and 1099's
- Garnishments, tax liens, and payroll reporting



HIGH LEVEL - GENERAL PROCESS OVERVIEW



When Can Services Begin?

Acumen must first provide a
“Good to Go”



What is required?

- Authorization for services is received by Acumen
- All completed enrollment documents for Authorized representative or employer and employee have been received by Acumen.
- Authorized Representative/Employer & Employee has received the Good to Go/start date letter from Acumen.



PAYMENT SCHEDULE

Any requests received by Acumen after the Payment Schedule due date will be paid on the next pay date. Make sure to get verification from the fax machine that your fax was successfully sent. **If you should have any questions or concerns, contact our Customer Call Center at 1-800-323-3614.**

FAXING REQUESTS WILL HELP ENSURE IT GETS TO OUR OFFICES BY THE DUE DATE.

Fax: 1-800-323-6055



Note: When you signed the document authorizing supports you agreed to submit all billings by the date specified for each contract period (July-Sept by Oct 31, Oct-Dec by Jan 31, Jan-March by April 30, April-June by July 10). Requests submitted after those dates can only be paid in exception circumstance that are approved by the Regional DD Program Administrator.

MONTH	Pay Period Start Date	Pay Period End Date	Submissions Due NO Later Than	PAYDATE	PAYDAY
JULY	7/1/2011	7/15/2011	7/21/2011	07/29/11	Friday
	7/16/2011	7/31/2011	8/4/2011	08/15/11	Monday
AUGUST	8/1/2011	8/15/2011	8/19/2011	08/30/11	Tuesday
	8/16/2011	8/31/2011	9/7/2011	09/15/11	Thursday
SEPTEMBER	9/1/2011	9/15/2011	9/21/2011	09/30/11	Friday
	9/16/2011	9/30/2011	10/6/2011	10/14/11	Friday
OCTOBER	10/1/2011	10/15/2011	10/20/2011	10/31/11	Monday
	10/16/2011	10/31/2011	11/4/2011	11/15/11	Tuesday
NOVEMBER	11/1/2011	11/15/2011	11/21/2011	11/30/11	Wednesday
	11/16/2011	11/30/2011	12/6/2011	12/15/11	Thursday
DECEMBER	12/1/2011	12/15/2011	12/21/2011	12/30/11	Friday
	12/16/2011	12/31/2011	1/6/2012	01/17/12	Tuesday
JANUARY	1/1/2012	1/15/2012	1/20/2012	01/30/12	Monday
	1/16/2012	1/31/2012	2/6/2012	02/15/12	Wednesday
FEBRUARY	2/1/2012	2/15/2012	2/22/2012	02/29/12	Wednesday
	2/16/2012	2/29/2012	3/6/2012	03/15/12	Thursday
MARCH	3/1/2012	3/15/2012	3/21/2012	03/30/12	Friday
	3/16/2012	3/31/2012	4/5/2012	04/16/12	Monday
APRIL	4/1/2012	4/15/2012	4/19/2012	04/30/12	Monday
	4/16/2012	4/30/2012	5/4/2012	05/15/12	Tuesday
MAY	5/1/2012	5/15/2012	5/21/2012	05/30/12	Wednesday
	5/16/2012	5/31/2012	6/6/2012	06/15/12	Friday
JUNE	6/1/2012	6/15/2012	6/21/2012	06/29/12	Friday
	6/16/2012	6/30/2012	7/6/2012	07/16/12	Monday

You may also mail your time card to:
Acumen Fiscal Agent, LLC, 4542 E Inverness Ave, Suite 210, Mesa, AZ 85206



ND 11-12





Vendor Requirements

- ND now requires that Acumen confirm that all vendors are registered with the state prior to receiving any payments through your waiver.

For more information go to:

<http://www.nd.gov/sos/businessserv/registrations/vendor.html>

- All Vendors are required to submit a W9 prior to receiving any payments
- At the end of the year a 1099 will be sent to all individuals and vendors who have received any nonemployee payments.

Please contact your personal tax consultant regarding the necessity to file the information received on your 1099



REPORTS



- Account Statement

Who, When, What, Where....

user friendly

check book style



Account Statement Example



Acumen Fiscal Agent Account Statement
Activity 09/01/2009 to 10/09/2009
Prepared For
WILSON, CARVIN
NOW

AMBER JONES
123 MAIN ST
GILBERT, AZ 85296

Account Information

Account	Total Deposits	Period Spending	Total Spending	Balance
ACUMEN FEE 07/01/09 - 12/31/09	\$450.00	\$0.00	\$0.00	\$450.00
COMMUNITY ACCESS INDV. 07/01/09 - 12/31/09	\$5,227.20	\$0.00	\$4,649.22	\$1,100.98
COMMUNITY LIVING SUPPORT 07/01/09 - 12/31/09	\$11,460.80	\$0.00	\$8,655.37	\$2,805.44
GOODS/SERVICES 07/01/09 - 12/31/09	\$750.00	\$0.00	\$0.00	\$750.00
RESPIRE CARE	\$5,000.00	\$0.00	\$0.00	\$5,000.00
RESPIRE OVERNIGHT 07/01/09 - 12/31/09	\$576.00	\$0.00	\$0.00	\$576.00
SPECIALIZED SUPPLIES 07/01/09 - 12/31/09	\$867.00	\$0.00	\$0.00	\$867.00
	\$24,331.00	\$0.00	\$12,701.59	\$11,629.42

Employee Information

Last Name	First Name	Pay Type	Status	Employee #	First Aid Expire	Hire Date	CPR Expire
AUER	RANDY	Check	Active	3524	02/02/2010	03/22/2009	02/02/2010
BOWN	MARILYN	Check	Active	2955	08/17/2010	10/28/2008	08/17/2010
HOLMAN	LAURA	Direct Deposit	Active	3526	08/01/2010	04/20/2009	08/01/2010
MURPHY	GREG	Check	Active	2968	03/21/2009	11/08/2008	03/21/2009
TEPPER	KAREN	Direct Deposit	Active	4068	07/31/2011	07/13/2009	07/31/2011

Payroll Summary YTD

Last Name	First Name	Gross	FICA	Medicare	FUTA	SUTA	Comp	Local
AUER	RANDY	\$300.42	\$18.63	\$4.36	\$2.40	\$8.11	\$30.04	\$0.00
BOWN	MARILYN	\$4,539.37	\$281.46	\$65.83	\$36.32	\$122.57	\$453.93	\$0.00
HOLMAN	LAURA	\$1,598.85	\$99.13	\$23.19	\$12.79	\$43.18	\$159.88	\$0.00
		\$6,438.64	\$399.22	\$93.38	\$51.51	\$173.86	\$643.85	\$0.00

Vendor Summary YTD

Vendor	Amount
BREA'S PLAY AND LEARN	\$187.50
PERSPECTIVES PSYCHOLOGICAL AND BEHAVIORAL SVCS	\$1,000.00
PROMED	\$206.00
SPECIAL EQUESTRIANS OF GEORGIA, INC.	\$174.00
THERABEAT, INC	\$493.00
	\$2,060.50

Code and Rate Information

Last Name	First Name	Code	Description	Start Date	End Date	Rate
AUER	RANDY	CLH	Community Living Support Self-Dir. - 15 minutes	04/01/2009	06/30/2009	\$12.54
AUER	RANDY	CAI	Community Access Services Individual Self-Directed	04/01/2009	06/30/2009	\$15.00
AUER	RANDY	CLH	Community Living Support Self-Dir. - 15 minutes	07/01/2009	12/31/2009	\$12.54
AUER	RANDY	RSO	Respite Services - Overnight Self-Directed	07/01/2009	12/31/2009	\$79.24
AUER	RANDY	RSO	Respite Services - Overnight Self-Directed	04/01/2009	06/30/2009	\$79.24
AUER	RANDY	RSO	Respite Services Self-Directed - 15 minutes	04/01/2009	06/30/2009	\$8.90
BOWN	MARILYN	RSO	Respite Services - Overnight Self-Directed	07/01/2009	12/31/2009	\$79.24
BOWN	MARILYN	CLH	Community Living Support Self-Dir. - 15 minutes	04/01/2009	06/30/2009	\$12.54






Web Time Entry



- Employees can enter their time worked on the web.
- Employers can review timesheets and submit time to payroll.
- Employers can pull up utilization reports.



Registration

**WEB TIME ENTRY**

[Home](#) [Contact Us](#) [Forms](#) [Sign In](#) [Register](#) [Help](#) [Forgot Password?](#)

Create New User Account

Are You a Client/Employer?:

Account #:

First Name:

Last Name:

E-mail:


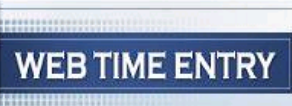

Confirm E-mail:

Set Password: Minimum Six Characters

Confirm Password Minimum Six Characters

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Home



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How does web time entry help you, the participant?

- It eliminates the need for faxing
- It allows YOU to check and see if Acumen Fiscal Agent has received your time
- It is secure, confidential and can be accessed 24 hours a day, 365 days a year
- It allows you to access statements and reports when you want them
- It eliminates wasted paper and is therefore better for the environment

NOTE: Mileage and vendor requests cannot be submitted via web time entry.

Web time entry improves your services from Acumen Fiscal Agent because it eliminates many of the errors commonly found on time sheets. For example:


- Missed AM/PM
- Illegible numbers
- Incorrect service codes, names and numbers being entered on the timesheet

By eliminating these errors, our payroll processors spend less time fixing issues and more time working with participants/employers.


Take a look at some exciting new features!

- [E-mail Notification](#) - Receive e-mail notification any time hours are entered or changed
- [Account Statement](#) - Use our new online statement to quickly gain important information about your account
- [Hours Detail Report](#) - Get detailed hours information for any payroll check
- [Authorization Report](#) - Quickly view your account balances and what services you are authorized to use

About Us



Incomplete Checklist Items

**WEB TIME ENTRY**

[Home](#) [Hours](#) [Employees](#) [Account](#) [Reports](#) [Contact Us](#) [Sign Out](#) [Forms](#) [Help](#) [Forgot Password?](#)

Employee Information


Action	Employee	Status	Emp #	Phone	City	State
View	Test, Employee	Active	2508		THERMOPOLIS	WY
View	TESTER, TEST	Active	1950		SHELL	WY
View	Testing, Test	Active	2507		MAMMOTH HOT SPRINGS	WY

Incomplete Checklist Items

Action	Item
Employee: Test, Employee (Count=3)	
View Note	W-4
View Note	I9
View Note	Background Check
Employee: Testing, Test (Count=3)	
View Note	Background Check
View Note	I9
View Note	W-4

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Client/Employer Add Record



WEB TIME ENTRY

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Manage Hours

I certify, under penalty of removal from the program, prosecution and repayment of funds, that this is an accurate record of the services this employee has provided.

Employee:

Service Code:

Service Date:

Check In Time: : ☒ AM ☐ PM

Check Out Time: : ☒ AM ☐ PM

Comments/Notes:

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Client/Employer Manage Hours

**WEB TIME ENTRY**

HomeHoursEmployeesAccountReportsContact UsSign OutFormsHelpForgot Password?

Manage Hours

I certify, under penalty of removal from the program, prosecution and repayment of funds, that this is an accurate record of the services this employee has provided.

Group By: Employee Expand All Collapse All

Action	Code	Date	Hours	Status
Employee: TEST, EMPLOYEEA (Sum=4.5)				
Employee: TEST, EMPLOYEEB (Sum=22)				
Edit	ERP	12/1/2008	12.00	Approved
Edit	CO1	3/2/2009	10.00	Not Approved
Employee: TEST, EMPLOYEEC (Sum=8)				
Sum=34.5				


Add Record

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Reports

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[Home](#) [Hours](#) [Employees](#) [Account](#) [Reports](#) [Contact Us](#) [Sign Out](#) [Forms](#) [Help](#) [Forgot Password?](#)

Reports

ReportName:

Start Date:

End Date:

Employee:

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Acumen Authorization Report

Acumen Authorization Report

Description: COMM. ACCESS INDV. 07/01/09 - 09/30/09

Acumen Auth #: 13655

Balance: \$231.10

Calculated On: Monday, March 29, 2010 5:27 PM

The above authorization is allowed to use the below services.

Code	Description
T2025 UB/UC	Community Access Services Individual Self-Directed

Description: COMM. LIVING SUPP .15 MIN 07/01/09 - 09/30/09

Acumen Auth #: 13656

Balance: \$1428.39

Calculated On: Monday, March 29, 2010 5:27 PM

The above authorization is allowed to use the below services.

Code	Description
T2025 U5/UC	Community Living Support Self-Dir. - 15 minutes





Hours Detail

Hours Detail Report

Check #: 00008309
Check Date: 01/09/2008
Net Pay: \$1169.79

Client: GREEN JR, ROGER
Employee: GENTRY, MARY
Batch #: 1202

Work Date	Hours	Rate	Type	Code	Description
12/16/2007	10.00	\$21.00	Regular	T2025	ICWP Personal Support Services
12/21/2007	10.00	\$21.00	Regular	T2025	ICWP Personal Support Services
12/22/2007	10.00	\$21.00	Regular	T2025	ICWP Personal Support Services
12/24/2007	10.00	\$21.00	Regular	T2025	ICWP Personal Support Services
12/28/2007	10.00	\$21.00	Regular	T2025	ICWP Personal Support Services
12/31/2007	22.00	\$21.00	Regular	T2025	ICWP Personal Support Services
72.00					





CUSTOMER SERVICE



9am to 5pm EST

- Toll free PA specific phone & fax
- Dedicated PA Team
- Personal email
 - Web site contact
 - Customer service email
- Bi-lingual staff
 - Translation services
 - Alternative formats
- Friendly, Patient, Knowledgeable Staff.....Guaranteed!

Toll Free Phone: 1-800-323-3614

We have come to learn..... we are really a customer service company that does payroll





Process of Communication with Acumen

1. Contact Customer Service FIRST for all issues and concerns.
 - ☐ Wait 48hrs. prior to contacting Acumen regarding the receipt of the fax. You truly want to know if the form has been received and processed not just received.
2. You can request to put through to a specific department if you feel your question has not been answered sufficiently.
3. If you still feel your concern has not been resolved appropriately you can request to be forwarded to the State Director (Kay Mikalic)

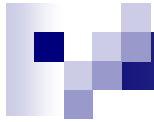




Coming in December

- Assisted Enrollment for new Employers and Employees
 - ☐ Call in with Demographic information
 - ☐ Receive prefilled forms
 - ☐ Set up a one on one follow up call to walk through the completion of your paperwork
- Online Enrollment for new Employers and Employees.
 - ☐ Complete you demographics online and print out the few forms prefilled that need signatures, send them in and you are done





Thank You

Acumen Fiscal Agent
North Dakota Team
4542 E Inverness Avenue, Suite 210
Mesa, AZ 85206
Toll Free Phone: 1-800-323-3614
Toll Free Fax: 1-800-323-6055
customerservice@acumen2.net
payroll-nd@acumen2.net
www.acumenfiscalagent.com

