

Acumen Fiscal Agent

# Roles and Responsibilities in Self-Direction

Training for Employers working with  
**CAP Self-Directed Services** and **Acumen Fiscal Agent**

# Welcome to Acumen!

Dear Employer,

Welcome to Acumen Fiscal Agent, and congratulations on enrolling as an employer of record! We are excited to be your fiscal agent, and look forward to working with you and your employees.

Being an employer of record may be a new concept, so we have developed training tools to help you navigate through some of the processes. This information is provided for informational purposes only. Any recommendations are provided as a courtesy by Acumen.

If you have any questions please call us. We look forward to getting to know you!



# Course Objectives

By the end of this **Roles and Responsibilities in Self-Direction** training you will be able to answer the following questions:

- ✓ Who are the key players in my self-directed program?
- ✓ What are the responsibilities of each key player?
- ✓ How can I learn more about being a successful employer?
- ✓ Who should I contact when I need assistance?



# Key Players



There are four key players involved in your waiver :

- ✓ NC Medicaid and your Case Manager/Worker
- ✓ Employer (You)/ Medicaid Waiver Recipient (client, participant, member)
- ✓ Employee(s)
- ✓ Acumen Fiscal Agent

It is important that you, as the employer of record, are clear about your role and the role of the other key players indicated above.

# Learning the Lingo

First, let's learn some of the terms you will be hearing throughout your experience as an employer.

- ✓ **Medicaid Waiver Recipient:** This is the person receiving services. Other terms that may be used for the Medicaid Recipient include client, participant, and member.
- ✓ **Case Manager/Worker:** This is the person you have been working with to become approved to participate in the program and receive services.
- ✓ **Plan of Care:** This is the plan you create with your Case Manager that shows how you plan to use your services throughout the year. This is based on the assessed needs of the Medicaid Recipient.
- ✓ **Program Administrator:** This is the organization that manages the program and waiver funding
- ✓ **Authorization/Service Authorization:** This is the documentation that is provided to Acumen to show the service codes, dates, and dollar or unit limits for each Medicaid Recipient. This indicates what Acumen is authorized to pay on your behalf, according to program rules. Your Service Authorization is developed by your Case Manager, is approved by the Program Administrator, and uses your Plan of Care as its foundation.

# Learning the Lingo

First, let's learn some of the terms you will be hearing throughout your experience as an employer.

- ✓ **Unit:** A unit equals 15 minutes; Authorizations on the CAP program are issued in units.
- ✓ **DCI:** This stands for “Direct Care Innovations”, this is the time keeping/payroll software Acumen has Employee’s and Employer’s use.
- ✓ **EVV:** This stands for Electronic Visit Verification; CAP program rules require employees to clock in and out using an EVV compliant method. Our DCI Mobile APP is EVV compliant and is recommended for time entry
- ✓ **FMS:** This stand for Fiscal Management Services – this is what Acumen does!
- ✓ **CAP:** This stand for “Community Alternatives Program”, Medicaid Recipients will be on either the adult (CAP/DA) or child (CAP/C) version of the CAP waiver depending on age

# Case Manager

- ✓ Creates the Plan of Care\*
- ✓ Uses the Plan of Care to determine what services the Medicaid Recipient is eligible for - and how many units or dollars\*
- ✓ Develops the Service Authorization based on the Plan of Care, and sends this to NC Medicaid for processing/approval\*
- ✓ Conducts reassessments to evaluate changing needs\*
- ✓ Assists in obtaining services outside of the self-directed program
- ✓ Makes revisions to the Service Authorization as needed\*
- ✓ Meets with the Employer and Medicaid Recipient as needed
- ✓ Monitors and audits task sheets

# Medicaid Recipient/ Employer

The **Medicaid Recipient** (also may be called the **participant, client, or member**), is the center of the self- directed program. This person will have a Plan of Care designed and approved especially for him/her by a Case Manager. *The Medicaid recipient can be the employer, but does not have to be.*

The **Employer** is the person who will represent the Medicaid Recipient by handling the day-to-day business matters. *The employer can be the Medicaid Recipient or a designated individual such as the Medicaid Recipient's parent or legal guardian.*

As an employer, you will be recognized by the IRS as a person who employs workers and pays wages. Being an employer comes with legal responsibilities, including paying and reporting employer taxes.



Acumen, as your Fiscal Agent, we will help you perform the financial management aspects of being an employer so you can focus on your other employer responsibilities.



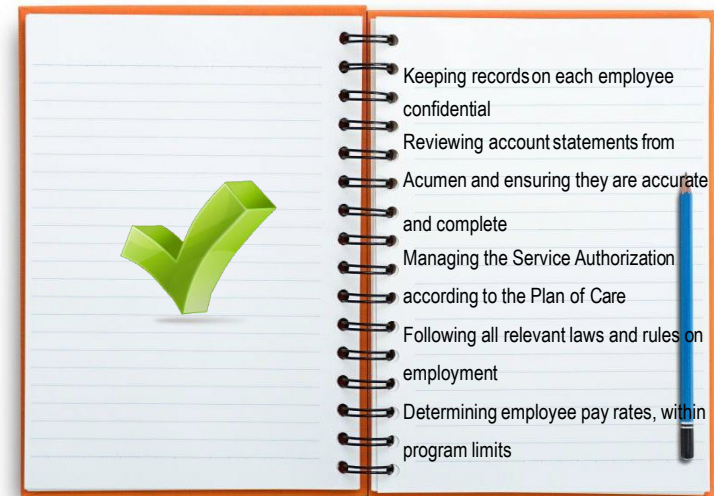
# Employer Responsibilities

## Employers (you) are responsible for:

- ✓ Meeting with the Case Manager
- ✓ Finding, hiring, and terminating employees
- ✓ Scheduling, training, and supervising employees
- ✓ Providing a safe working environment
- ✓ Completing all necessary forms for enrollment with Acumen
- ✓ Ensuring time entries are complete, accurate, approved and entered with an Electronic Visit Verification (EVV) compliant method

# Employer Responsibilities (cont'd)

- ✓ Keeping records on each employee confidential
- ✓ Reviewing account statements from Acumen and ensuring they are accurate and complete
- ✓ Managing the Service Authorization according to the Plan of Care
- ✓ Following all relevant laws and rules on employment
- ✓ Determining employee pay rates, within program limits
- ✓ Following all program and Medicaid rules
- ✓ Complying with Department of Labor laws  
(see next slide for further details)



# Employer Responsibilities (cont'd)

## Complying with Department of Labor laws:

- ✓ Civil Rights Act of 1974
- ✓ Americans with Disabilities Act (ADA)
- ✓ Family Medical Leave Act
- ✓ Fair Labor Standards
- ✓ Age Discrimination in Employment Act

## What does this mean?

- ✓ Do not discriminate when hiring
- ✓ Pay employees at least minimum wage
- ✓ Maintain a safe and harassment-free workplace
- ✓ Only hire individuals who are authorized to work in the U.S.
- ✓ Display employer "Employee Resource" posters \*\*

\*\*All employers are required by law to display certain posters in the workplace that notify employees of their rights and resources available to them. It is your responsibility as the employer to visit the NC Department of Labor (DOL) website to find out which posters must be displayed.

<https://www.labor.nc.gov/safety-and-health/publications/state-and-federal-workplace-poster-requirements>



# Employer Responsibilities – Program Rules

## Following Program and Medicaid Rules

- ✓ It is important that you, as the employer, are aware of the program rules. Failure to comply may result in your having to pay for services out of your own pocket or no longer being eligible for self-direction.
- ✓ If you do work your employees over your authorized service amounts, you are legally responsible for ensuring that your employee is paid for the time worked. Look to your Plan of Care to find out how many hours you can use each week.

**Contact your Case Manager for a list of program rules or find out more information from NC Medicaid's Website below:**

**CAP Adults - <https://medicaid.ncdhhs.gov/beneficiaries/get-started/find-programs-and-services/community-alternatives-program-disabled-adults>**

**CAP Children - <https://medicaid.ncdhhs.gov/capc>**

# Reporting Medicaid Fraud & Abuse

- ✓ Any misuse of Medicaid funding is considered fraud. This would include submitting hours or requests for vendor payments for services that were not provided. If you approve something for payment that you know is not accurate, it might be considered Medicaid fraud or fiscal abuse. The penalty for this could be removal from the program, prosecution, and/or repayment of funds.
- ✓ Abuse can mean neglect, causing physical harm, or exploitation. If you suspect that a Service Recipient or employee is a victim of abuse, you are legally responsible to report this to child welfare, adult protective services, or your local police department.
- ✓ NC Medicaid Fraud Line: 1-877-362-8471

# Employee Responsibilities

The **Employee** is the individual hired to perform approved services. The employee may also be known as the Personal Care attendant or Pediatric Nurse Aide.

## **The Employee is responsible for:**

- ✓ Providing the necessary information for enrollment with Acumen, including completing new hire and enrollment paperwork and agreeing to all required background screenings
- ✓ Arriving to the work site on time and providing the service as instructed by the employer (you!)
- ✓ Using an Electronic Visit Verification (EVV) compliant method for clocking in and out in real time
- ✓ Following all program rules and training requirements as directed by you
- ✓ Communicating with Acumen should his/her address or name change, tax information change, or if the employee would like to change how pay is received (direct deposit, pay card)

# Acumen Fiscal Agent



We've got you covered.

**Acumen Fiscal Agent** (Acumen) is the company contracted to manage your employer-related fiscal (financial) responsibilities.

## **Enrollment**

Acumen will help enroll the medicaid recipient, employer, and employee(s) in the Acumen system by collecting all of the required paperwork and establishing the proper tax reporting relationships with the IRS, state taxing authorities, and the Department of Labor.

Acumen will also process and track employee background checks and CPR certifications.

## **Training**

Employer training and ongoing support for the employer, employees, program staff and case managers can be found here on our website: <https://acumenfiscalagent.zendesk.com/hc/en-us/sections/115001414508-Outreach-Training-Materials?>

# Acumen's Responsibilities

## Employee Payroll

Once you and your employee have enrolled, Acumen will process your employee payroll. Acumen will process the payments according to what was submitted and approved by you in accordance with your Service Authorization.

Acumen will pay your employees and bill the program (NC Medicaid) for reimbursement of those funds.

## Tax Payments

Acumen will comply with all employer and employee tax withholding and reporting requirements on your behalf. This includes:

- ✓ Employee payroll tax deductions
- ✓ Calculate and process employer and employee tax payments to state and federal taxing authorities
- ✓ Pay taxes and deductions and bill the program (funding source) for reimbursement of those funds



# Acumen's Responsibilities (cont'd)



## End of Year Tax Reports (employee W-2s)

- ✓ Acumen will prepare and distribute W-2s to your employees in January of each year. These tax documents are a record of the money that was paid to your employees throughout the prior calendar year and are necessary for your employees to file their personal income taxes.

*\*You as an employer do not need to do anything with taxes after you fill out the enrollment paperwork with Acumen. You assign Acumen this responsibility and we take care of it all on your behalf!*

# Acumen's Responsibilities (cont'd)

## **Spending Reports and Tracking**

Acumen tracks and provides reports to you (the employer) and the program regarding your spending. You will have access to a web portal (DCI) where you can track your employee's time entries in real time. Acumen will also send you an account statement each month. Please review your web portal and account statement to ensure your employees have been paid as you intended. These can help you manage your employees as well.

## **Workers' Compensation**

Acumen obtains a workers' compensation policy on your behalf. If your employee is ever injured on the job, have your employee seek medical attention, and then contact Acumen as soon as possible to begin the claim process.

# Acumen's Responsibilities (cont'd)

## **Dedicated Local Agent**

Acumen has a local personal agent available to answer any questions or concerns you may have, whether they be about enrollment, payroll, or your account statement. We have a dedicated team knowledgeable about CAP Self-Directed Services available for you!

## **Acumen does not “hold” your funds at any time**

Acumen uses our own funds to pay your employees. We then bill the program for reimbursement based on what we already paid on your behalf. Acumen does not receive any of the Service Recipient's funding in advance.

## **Billing the Program**

Acumen tracks all the payments we make on your behalf and then bills the funding source for reimbursement. It is very important that payments follow the program guidelines, as you may be liable for funds spent incorrectly.

# Summary

- ✓ The “**Case Manager**” is the program representative approving and communicating approved services and budget allotments to Acumen.
- ✓ The “**Medicaid Recipient**” also known as the “Client” ,“Participant”, or “Member” is the center of the self-directed program. This person will have a “Plan of Care” designed and approved especially for him/her by their program Case Manager.
- ✓ The “**Employer**” is the person who will be handling the day to day business matters. The employer may be the Medicaid Recipient or a designated representative such as the participant’s parent or legal guardian.
- ✓ The “**Employee**” is the individual hired to provide the services needed by the Service Recipient.
- ✓ **Acumen Fiscal Agent (Acumen)** is the company contracted to manage your employer related fiscal management responsibilities.

# Contacting Acumen



Phone: 877-901-5827



Fax: 866-463-7589



Mail: 8408 Six Forks Rd, Raleigh NC 27615



Email:  
Outreach.NC@OutreachFiscalAgent.com



Website: <https://www.acumenfiscalagent.com/state/north-carolina-cap/>

# Congratulations!

You have completed Acumen's employer training on  
**“Roles and Responsibilities in Self-Direction”**

We hope you now have a better understanding of the key players,  
Responsibilities, and resources available to you.

**Welcome to self-direction.  
Welcome to Acumen!**