INDEPENDENT CHOICES PROGRAM (ICP)
ACUMEN REFERRAL FACT SHEET

Requirement:
Per OAR 411-030-0100(4)(c) If a consumer is unable to manage the ICP cash payment accounting, tax, or payroll responsibilities and does not have a representative, the consumer must arrange and purchase the ongoing services of a fiscal intermediary, such as an accountant, bookkeeper, or equivalent financial services.

Acumen:
Aging and People with Disabilities (APD) has contracted with Acumen, a fiscal intermediary with the intent to assist ICP consumers with their bookkeeping and payroll responsibilities. In addition, Acumen offers Federally compliant Electronic Visit Verification (EVV) time tracking options.

Benefits of Using Acumen:

- Acumen offers full payroll, bookkeeping and time capture services for <u>free</u> for all ICP participants.
    - If you pay someone to help you take care of any of these services, you will no longer have to pay them for their services, leaving you more money to pay your provider(s) wages.
- Acumen will manage your ICP cash benefit, accounting, taxes, wages and payroll responsibilities.
- Acumen provides payroll and tax reports to your case manager, as required for participation in the ICP.
- You will be able to access all of your payroll, time entry and budget reports in one well organized place.
- Acumen will educate consumers as needed on how to manage their budget as it relates to calculating employer taxes.
- You will be assigned an agent with Acumen who will be a resource to you in answering questions and assisting to ensure enrollment is fast and easy.
- Acumen will track funding type (service, Contingency, and Discretionary funds), and will provide case managers/eligibility worker with all required financial information for each review.

- Your provider(s) may be able to access benefits through SEIU.

Acumen Referral Process:

- Case manager must submit each the following information to Enrollment@acumen2.net and the ICP email box at ICP.SPD@dhsoha.state.or.us:
  - ICP Acumen Referral form;
  - SDS 0546IC2Wk the ICP Benefit Calculation 2 Week Authorization form;
  - SDS 0548 the Independent Choices Program Employee Provider(s) Information form; and
  - ICP Service Budget Worksheet form.
- Acumen's Enrollment email address is to be used during the enrollments process only. Staff, participants and providers can contact Acumen with questions using the following contact information once the enrollment process is completed:
  - Email – customerservice@acumen2.net
  - Website – www.acumenfiscalagent.com
  - Toll Free Phone Number – (866) 235-4745
  - Toll Free Fax Number – (844) 343-2590
  - TTY – (888) 853-0010

Additional Information that MUST be reported to the ICP Policy Analyst and Acumen (to ICP.SPD@dhsoha.state.or.us and customerservice@acumen2.net):

- Case updates if:
  - ICP benefit ends;
  - Consumer passes away; or
  - There is a temporary interruption of services when a consumer is absent from the home for longer than 30 days due to illness or medical treatment.
- An updated SDS 0546IC2Wk ICP Benefit Calculation 2 Week Authorization form must be submitted for each of the following situations:
  - All new Acumen referrals;
  - A change in the number of hours or miles being authorized which impacts the totally monthly budget;
  - Anytime there is a contracted hourly rate change per the SEIU CBA; and
  - A change in a consumer's pay-in.

- An updated SDS 0548 Independent Choices Program Employee Provider(s) Information form must be submitted for each of the following situations:
    - All new Acumen referrals;
    - Each time a provider is hired or fired;
    - Anytime there is a change in a provider's hourly rate of pay.
- An updated ICP Service Budget Worksheet must be submitted for each of the following situations:
    - A change in the ICP cash benefit changes (total wages, FICA, FUTA, SUTA, service mileage);
    - A change in approved Contingency/Discretionary funds;
    - A change in consumer's pay-in; and
    - A change in provider wages.

Enrollment Timelines:

- New ICP consumers may be enrolled with Acumen at any time.
- Existing ICP consumers may enroll with Acumen at any time if they agree to not pay their employee quarterly taxes for the quarter their enrollment begins. In this case, Acumen will file taxes for the entire quarter on their behalf. Otherwise, they will need to wait to be enrolled as follows for each tax quarter:
    - Quarter 1: January – March
        - Enrollment completed by December 1st
        - First service dates paid December 16th – December 31st
        - Check date – January 15th
    - Quarter 2: April – June
        - Enrollment completed by March 1st
        - First service dates paid March 16th – March 31st
        - Check date – April 15th
    - Quarter 3: July – September
        - Enrollment completed by June 1st
        - First service dates paid June 16th – June 30th
        - Check date – July 15th
    - Quarter 4: October – December

        - Enrollment completed by September 1st
        - First service dates paid September 16th – September 30th
        - Check date – October 15th

What do Fiscal Agents Provide?

- Click here for the Acumen Trifold brochure
- Enrollment
    - Prepare and update enrollment and education materials in multiple formats.
    - Availability to meet with, enroll, and train consumers in their homes or community.
    - Provide multiple enrollment formats (update each as needed, minimum twice annually).
    - Individually process enrollments: make sure paperwork is complete.
    - Communicate need for corrections, train and assist case manager, consumer-employer and employee on how to complete all forms (IRS, federal, state, program and Acumen forms).

- Electronic Visit Verification Compliant Options
    - **Mobile app** for the provider to punch in and out at the beginning and ending of each shift. Approval is provided by:
        - Consumer entering a password or pin after each log in and log out. A picture is taken with their smart phone through the mobile app and compared to a picture previously submitted.
    - **Telephone landline** (telephonic) for the provider to call in at the beginning and ending of each shift from the consumer's telephone landline.
        - Information is submitted either through voice or number entries.
    - **FOB device** that stays with the consumer for the provider to click to punch in and out at the beginning and ending of each shift.
        - The FOB provides a unique number that is used when entering time.

- Budgeting
    - Process updates as needed, including mass updates.

- Withdraw funds (cash benefit, and as applicable the pay-in) from consumer's ICP checking account to pay provider's wages and taxes.
- Ensure Acumen system matches amount provided by program.
- Track funding type (Provider wages, Contingency & Discretionary funds).
- Inform consumers/representatives when payment cannot be processed due to lack of funding.
- Educate consumers as needed on how to manage their budget as it relates to calculating employer taxes.

- <u>Payroll</u>
  - Process provider time submitted through online portal or mobile app.
  - Ensure all business rules associated with each service code meet billing requirements prior to payment.
  - Process/pay overtime, as appropriate.
  - Notify consumers/representatives when we cannot process pay due to a rule conflict.
  - Run statement reports for each consumer/representative semi-monthly.
  - Schedule paper checks and/or direct deposits for each provider and vendor.

- <u>Taxes</u>
  - Set up each consumer-employer with all tax accounts.
  - Calculate, collect and file individual employer and employee taxes quarterly and annually.
  - Issue W-2's and 1099's annually.
  - Stay up to date on federal and state tax laws and forms and implement any changes necessary.
  - Work with the federal and state tax agencies as necessary if any filing concerns arise.

- <u>Customer Service</u>
  - Handle all incoming calls, emails, faxed communication.

- Provide additional training on any aspect of Acumen services (how to complete enrollment forms, how to submit time and use the time entry system, how to calculate taxes, roles and responsibilities, etc.).
- Follow up with consumers on issues that require research.
- Process mass mailings and email blasts.

- <u>Quality Assurance and Other Duties</u>
  - Reply to federal PERM Audits.
  - Gather information and reply to state audits and requests for information.
  - Fraud/Abuse detection and reporting.
  - Submit reports of suspected fraud and abuse to the appropriate entity and provide follow up documentation as needed.
  - Respond to unemployment requests and wage verifications.
  - Ensure we have appropriate bonding, credentialing, etc. as needed.
  - Satisfaction survey and reporting.

- <u>Program Management</u>
  - Keep up to date with program manuals to determine changes, effect of changes and management of change as it affects internal and external stakeholders.
  - Train consumers/representatives, case managers, internal staff, etc. on program.
  - Communication of program and company updates as it pertains to any aspect of participant-direction.
  - Issue resolution.
  - Keep up to date on federal and state changes as they relate to consumer-direction, to include EVV, DOL, waiver changes, etc.
  - Acumen also offers software/system tools for participant-directing consumers/representatives such as: budget management and utilization, time entry, certification and training management, reporting, etc.