



# UNDERSTANDING AGENCY WITH CHOICE

**Financial Management**  
**Services** Agency with Choice

August 2024

# What is Financial Management Services with the Agency with Choice program

Financial Management Services is the fiscal intermediary assisting with self-directed supports

- Is an organization that assists you to implementing your Individual Support Plan (ISP) and managing financial accountability and employer responsibilities.
- Some functions we offer are processing vendor and self-directed employee payments, handling tax requirements, labor law filings, and much more. In the AwC model, Financial Management Services is the employer, and you are a co-employer.

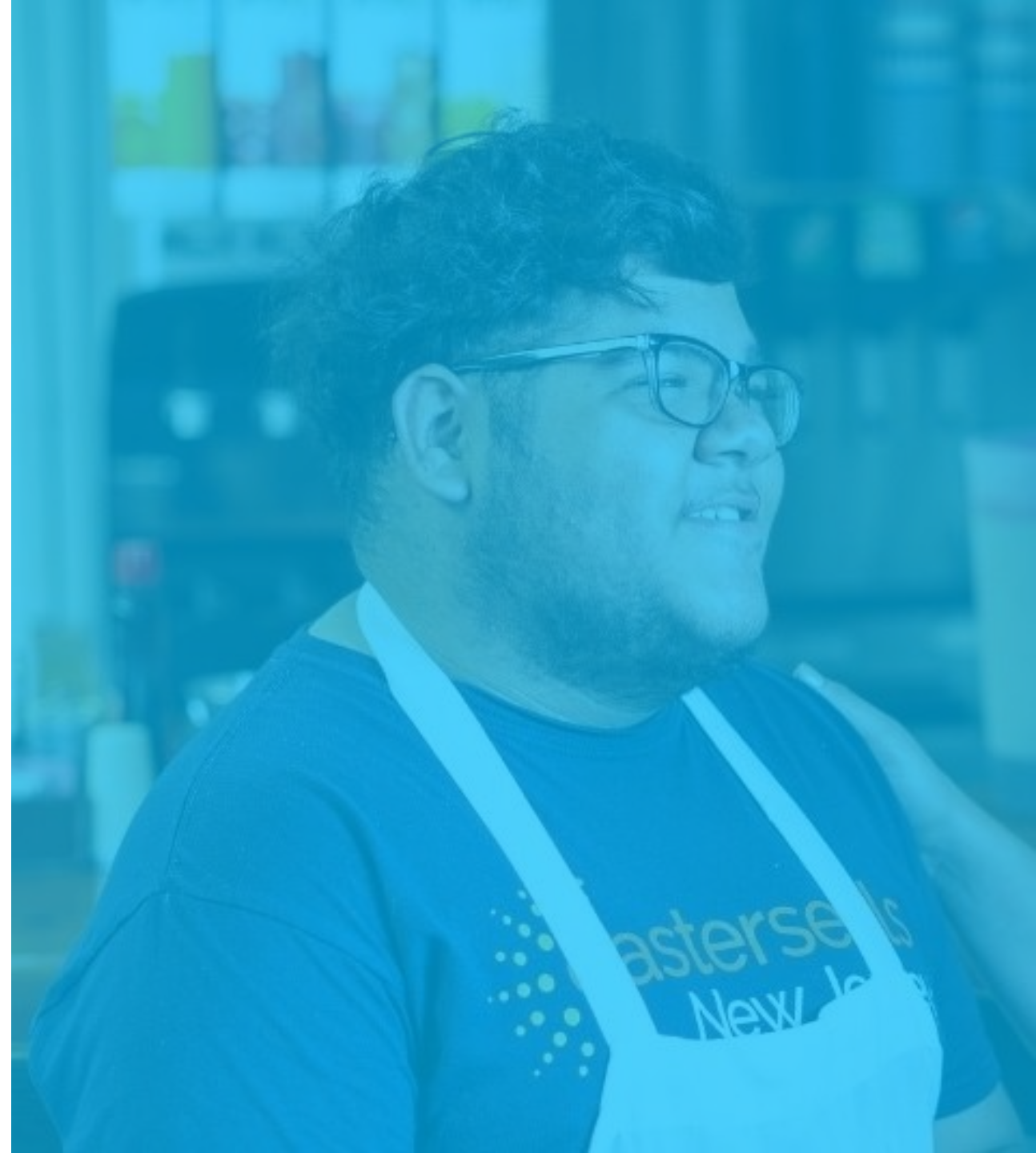


## What is Self-Direction?

Self-Directed Services/Self-Direction is an approach to delivering home and community-based services (HCBS) offering increased choice and authority over how and from whom an individual receives their waiver services. The self-directed service delivery model is an alternative to more traditional provider-managed services. Self-direction provides an opportunity for participants to manage the organization of the supports and services they elect to receive, supported by their Support Coordinator through the person-centered planning process.

# Role of Financial Management Services in AwC

- Ensure self-directed employees (SDEs) complete and submit background checks and drug testing
- Ensure SDEs complete all applicable DDD-mandated trainings within their required timeframes
- Issue payments to SDEs hired by the individual/authorized representative
- Issue payments to community vendors that have provided prior authorized services to the individual
- Ensure appropriate service documentation is submitted by the SDE and, when applicable, the vendor
- Ensure services and service documentation align with the Individualized Service Plan (ISP)





# Dually Enrolled

**No Problem!**

## Financial Management Services: Agency with Choice

- Supports are paid out of your budget
- Rate/Hours are determined by individuals and families, and discussed with the support coordinator
- Referrals are done through I-record and can be sent directly in as a backup
- Co-employer Model

## PPP- Personal Preference Program

- Not funded through the DDD budget.
- Funded through medical insurance
- Hours and rate decided by PCA
- Referral and intake done with NCM



Once Agency with Choice receives the FI referral the Onboarding process is initiated



Warm Welcome Webinar Invites are sent to the Managing Employer (ME)



Each family Enrolled into our program will be assigned to an Enrollment Specialist to fully support them throughout the process



Intake call within 24/48 hours of referral receipt

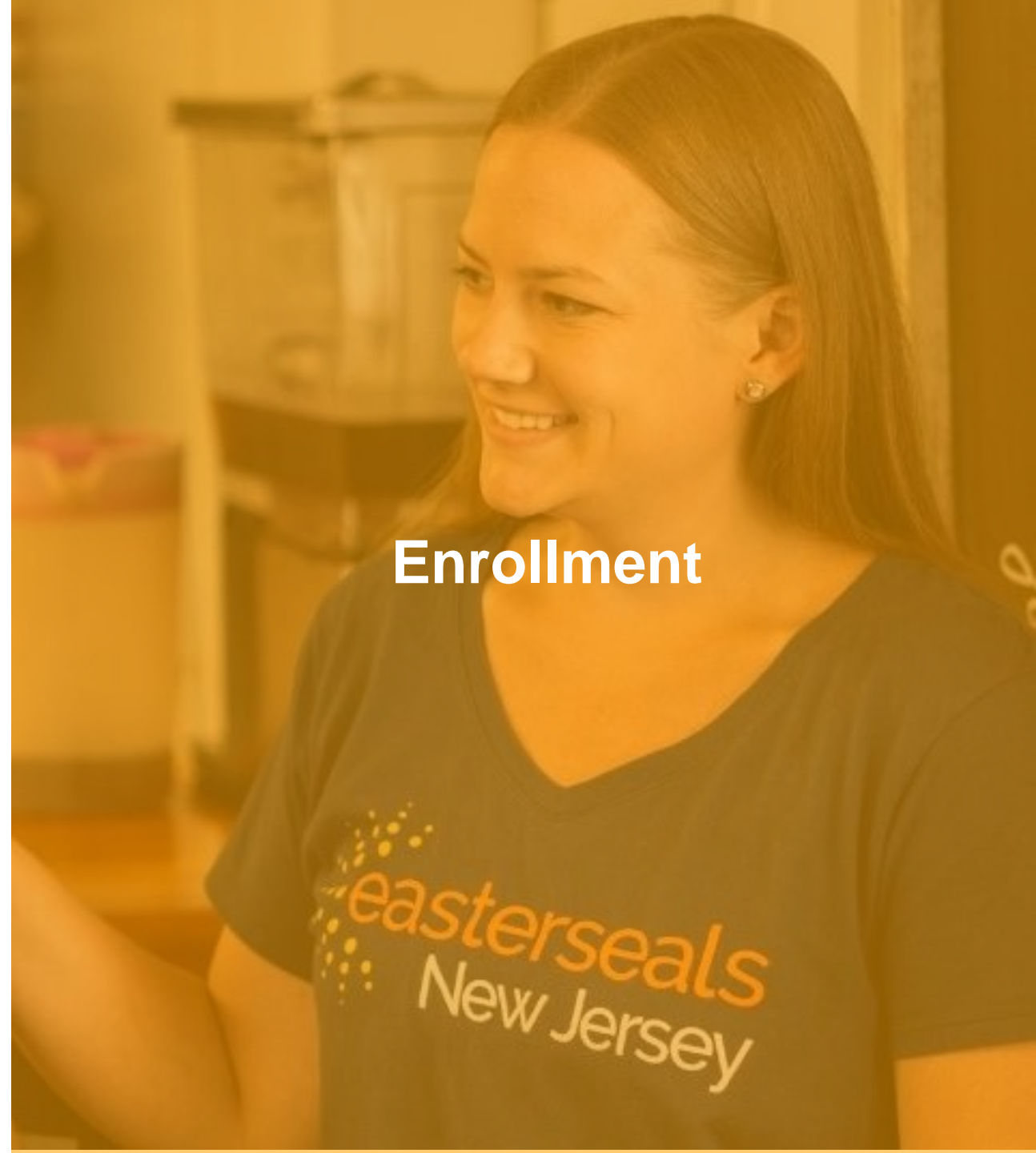


SC and AWC specialist should discuss Vendor transfer etc. prior to billable rate and draft submission.

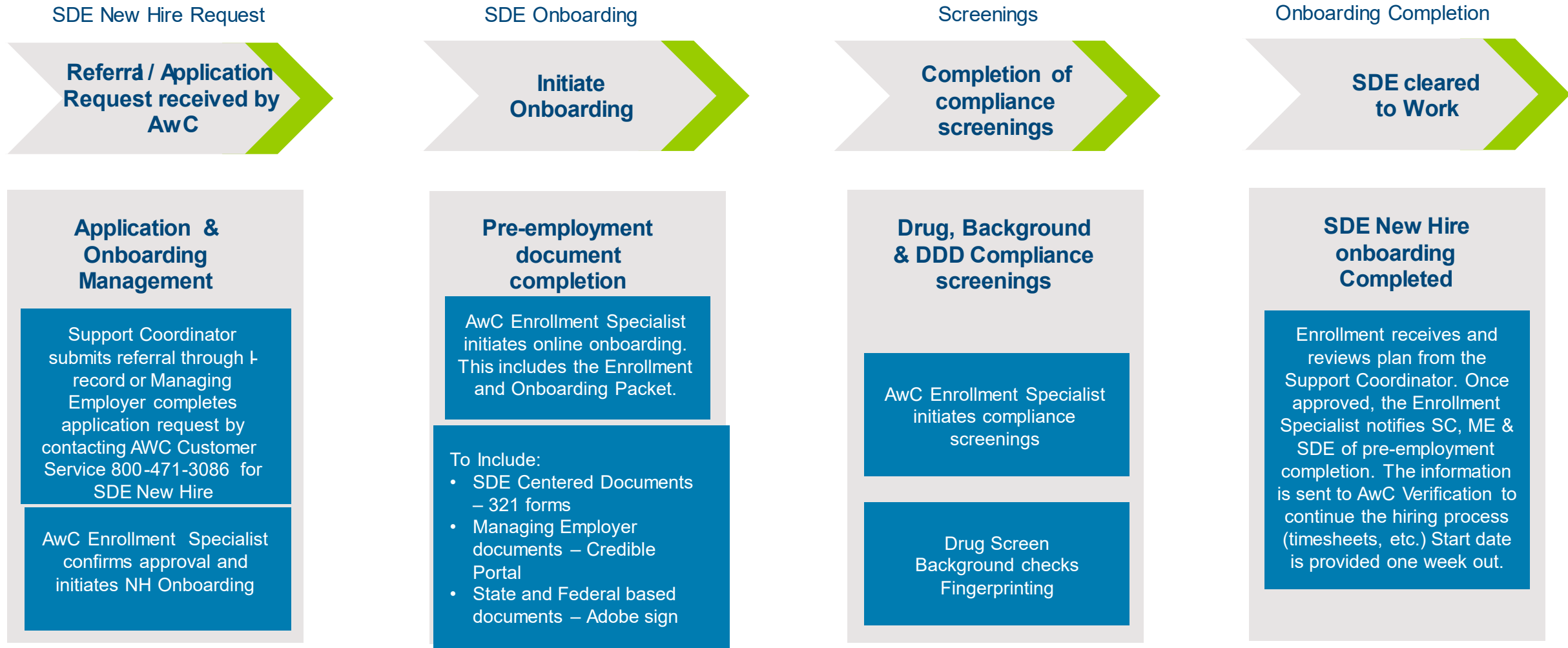


SC to review the budget/hours/rate/PMPM impact on Individualized service plan early in the process. This is to ensure families are aware of budget sustainability and minimize delay for final plan of care submission.

## Enrollment



## Self Directed Employee (SDE) Onboarding Process Flow



# Upcoming Admission Days

- Do you need assistance or have questions with the process for Self- Direction? Do you have questions regarding your referrals, enrollment documents, payroll, and timesheets? If so, come to Financial Management Services Admissions Day. Support will be provided for anyone interested in Self-Direction through the Agency With Choice (AwC) program.
- We will offer in-person assistance for our Managing Employers, Self-Directed Employees and Support Coordinators.
- We will be offering assistance with all of the following and so much more...
  - 321Forms, HireRight
  - Training and Compliance
  - Referral assistance
  - Managing Employer Documents

## Enrollment in person Updates

**Starting September 2024, our department will be increasing onsite support**

Additional information and dates will be updated on our FMS Website





# SDE Benefits in Agency with Choice

- Employer- sponsored health benefits available to SDEs working 30 or more hours per week (averaged across four weeks) for FMS
- Paid time off for all SDEs
- Paid holidays for SDEs
- Ability to participate in 403B retirement plan for SDEs
- Life Insurance for Full time SDEs
- Long Term Disability for full time SDEs after 1 yr. of employment

## **Health Benefits**

- Medical
- Dental
- Vision



# SDE Holiday Schedule

All Self-Directed Employees in the Agency with Choice program will be afforded the following six (6) paid holidays:

New Year’s Day

Memorial Day Observed

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

- If the holiday falls on a day when the SDE does not normally work, there will be no alternate holiday given. For example, if the SDE works Monday through Friday and the holiday is on Saturday, the SDE would not receive the holiday. If the SDE works Monday through Friday and the holiday is on Friday, the SDE would receive the holiday.
- However, any SDE who is normally scheduled to work the holiday and is needed or required to work, will be paid at an overtime/holiday rate of one and a half (1 ½) times their hourly rate. Each year the holiday calendar will be updated and distributed.

## Financial Management Service

Agency with Choice-Fiscal Intermediary Service-Community Based Individual Support  
2024 Holiday Schedule

### Full-Time and Part-Time

Date of Holiday	Date of the Week	Holiday Observed
January 1	Monday	New Year!s Day
May 27	Monday	Memorial Day
July 4	Thursday	Independence Day
September 2	Monday	Labor Day
November 28	Thursday	Thanksgiving Day
December 25	Wednesday	Christmas Day

The above are paid holidays generally afforded to full-time and Part-time employees who are normally scheduled to work on these days.

## Compliance and Training



The SDEs will receive notification reviewing their due dates to complete all trainings that are still outstanding.



Support coordinators and Managing Employers will be included in the 30-day communication.



SDE's who cannot/do not complete trainings by their expected completion date will risk suspension without pay and an interruption of service.



There is no retro payment for self-directed staff or agency staff for the period of time they are out of compliance and suspended without pay. Payment will resume when they have completed their requirements and are reinstated.



One-time lump sum payment once completed. CPR/First aid renewal every two years.



# Compliance and Training

*In person-practicum available at various site locations*

## **Instructions for completing CPR/FA:**

*We are utilizing a blended learning training with two parts to complete, Online & in-person skills.*

- 1. Call [800-471-3086](tel:800-471-3086) to schedule your in-person skills session.*
- 2. Seven days prior to your skills session, you will receive a link from [rclcsfdevteam@redcross.org](mailto:rclcsfdevteam@redcross.org) with instructions to complete the online training.*
  - Please ensure to check your junk & spam inbox.*
  - Prepare to allocate **2.5 hours** to complete the online training.*
- 3. Once you have completed the online portion of CPR/FA, you may proceed with your scheduled in-person training.*

*If you have any questions, please reply to this e-mail or contact customer service at [awccustomerservice@nj.easterseals.com](mailto:awccustomerservice@nj.easterseals.com) or [800-471-3086](tel:800-471-3086).*



# Benefits of AWC Electronic Platforms

## For ME's

- View, Edit Timesheets- PACE
- Sign off and Approve Timesheets- PACE
- View and complete documentation attestation- Credible Participant Portal
- Complete ME Enrollment packet- Credible Participant Portal

## For SDE's

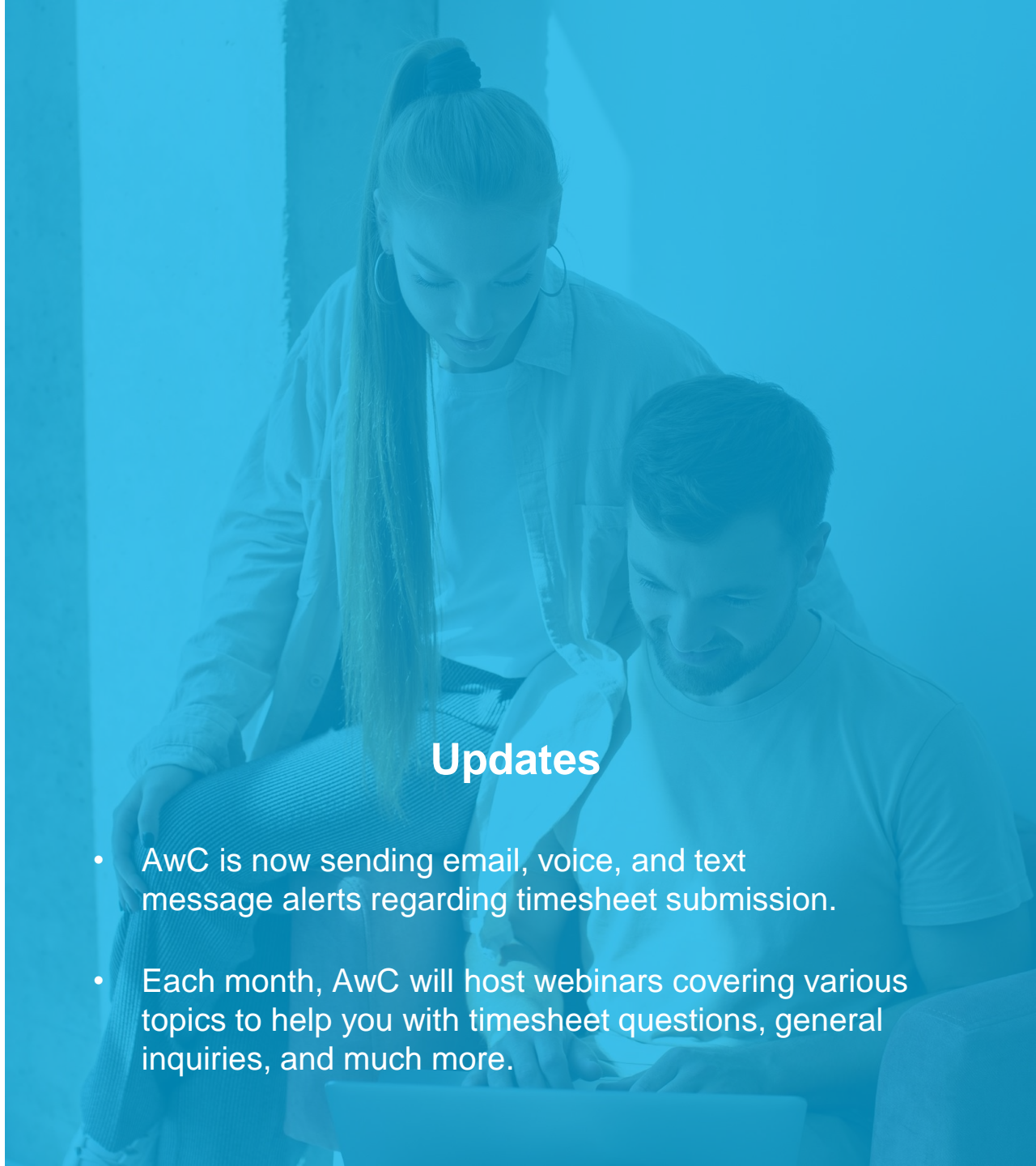
- Allow you to electronically input your timesheet- PACE
- Access and complete your training forms- College of Direct Supports (CDS)
- Enrollment and onboarding form- Credible Participant Portal
- Access and complete your state mandated forms through our website link- 321 forms

## For Vendors- Via attachments

- View billing and payments- Credible Participant Portal
- See if a payment was processed- Credible Participant Portal
- Know who and what the payment is for- Credible Participant Portal

## Updates

- AwC is now sending email, voice, and text message alerts regarding timesheet submission.
- Each month, AwC will host webinars covering various topics to help you with timesheet questions, general inquiries, and much more.



# Per Member Per Month

There is a monthly administrative fee to participate in the AwC model—called the Per Member, Per Month (PMPM) fee.

DDD pays the same amount toward the AwC PMPM fee as it pays for the Fiscal/Employer Agent model. The individual budget funds the remainder of the PMPM fee.

## New Jersey Department of Human Services Division of Developmental Disabilities

### Agency with Choice (AWC) Per-Member, Per Month (PMPM) Cost Table

	PMPM 1	PMPM 2	PMPM 3	PMPM 4
	One or more SDEs working 0-40 hrs. per week for the participant or the employer of record and NOT electing health benefits	One SDE working less than 30 hrs. per week for the participant but 30+hrs. per week for the employer of record AND electing health benefits	One SDE working less than 30+ hrs. per week for the participant AND electing health benefits;-OR-  Two or more SDEs working less than 30 hrs. per week for the participant but 30+ hrs per week for the employer of record AND electing health benefits	Two or more SDEs working 30+ hrs. per week for the participant AND electing health benefits
MONTHLY Cost to Individual Budget*:	\$193.97	\$340.15	\$442.48	\$736.19
ANNUAL Cost to Individual Budget*:	\$2,327.64	\$4,081.80	\$5,309.76	\$8,834.28

\*Include state allowance toward cost

**PLEASE NOTE:** Support Coordinators will need to work with the Agency with Choice Fiscal Intermediary directly to determine which PMPM will be applied.

# Timesheet Process

When completing your timesheet there is a case note requirement for Medicaid billing.

Timesheets Due every Saturday by 11:59pm

No late payrolls or exceptions - all timesheets received after the deadline will be processed during the next payroll cycle.

For individuals signing on as both the ME and SDE – A back up authorizer must be designated to sign off on timesheets

- As a provider of Financial Management Services, Agency with Choice must ensure that all claims are submitted within Medicaid's timely filing limits. In order to properly meet that requirement, effective June 1, 2024, going forward Agency with Choice will be implementing a deadline for timesheets and required documentation to be submitted no later than 300 days from the date a service has been provided.
- Example: An SDE provided Individual Supports on May 17, 2024. SDE's timesheet and required documentation must be submitted to Agency with Choice by March 13, 2025.
- Please note\* When timesheets are submitted outside of the original pay period, it increases the risk for discrepancies to be present, which may cause delays in payments and claim submission. Therefore, it is imperative that timesheets be submitted as soon as possible and no later than 300 days from the date a service has been provided.

- Link to instructional video:  
<https://www.youtube.com/watch?v=GVXcgJxRV30&feature=youtu.be>





# Vendor Enrollment

- Agency with Choice does NOT approve or deny vendors
- We will enroll the vendor that is in the approved plan of care
- If there is a question on which type of vendor services are allowed, it is best to contact SC
- Once AwC receives the authorization from the approved plan of care we will begin outreach to the vendor to start the enrollment process
- A consumer must have one SDE with Agency with Choice to be eligible for AwC to pay community vendors



# Vendor Enrollment (cont.)

- Vendors are sent through adobe sign:
  - W-9
  - Electronic Funds Transfer Letter (EFT)
  - Vendor Request Form
  - Certificate of Liability Insurance (COI)
  - Support Manual service description/ expectations
- Once enrollment is complete the Vendor is sent a voucher or given access to our AwC Pace website to submit for services rendered along with instructions
- AwC Client Portal- EFT payments
- AwC Pace website
- UPDATE: Vendor webinar, coming soon!

ESPAÑOL

## My Client Portal

Username

Password

LOG IN

[Register as a new user](#) | [Forgot your password?](#)

Powered By **CREDIBLE**  
Behavioral Health Software

**Financial Management Services** FMS / AwC  
*Agency with Choice*

### Timesheet and Vendor Entry Pages

- [SDE \(Self Directed Employee\) Timesheet Login](#)
- [M.E. \(Managing Employer\) Login Menu](#)
- [Vendor Login Menu](#)

[Back to FMS Website](#)



# FMS Website

Our website supports DDD program participants under the Supports program and the Community Care Program or CCP, Managing Employers, Self-Directed Employees, Support Coordinators, Community Vendors and Support Brokers.

You can find all forms and resources located on our website visit.

<http://www.financialmanagementservices.org/>

FAQ's and Content

Spanish/English translated content

Direct Link to our electronic payroll system and documentation portal.

Goods and Service List: Approved vendors and contact information.





# Contacts You Need to Know

**AwC Customer Service Phone**  
**Number 1+800-471-3086**

**AwC Time Sheet Submission**  
**Fax 1+888-399-0427**

**AwC Fax Number**  
**1+888-525-0415**

**AwC CSR Email**  
**[awccustomerservice@nj.easterseals.com](mailto:awccustomerservice@nj.easterseals.com)**

**AwC Escalations**  
**[AWCADMIN@nj.Easterseals.com](mailto:AWCADMIN@nj.Easterseals.com)**

**AwC Time Sheet Submission Email**  
**[awcforms@nj.easterseals.com](mailto:awcforms@nj.easterseals.com)**

**Training and Compliance**  
**[Awccompliance@nj.easterseals.com](mailto:Awccompliance@nj.easterseals.com)**

**[awchr@nj.easterseals.com](mailto:awchr@nj.easterseals.com)**  
**[awcenrollment@nj.easterseals.com](mailto:awcenrollment@nj.easterseals.com)**  
**[awcpurchasing@nj.easterseals.com](mailto:awcpurchasing@nj.easterseals.com)**

# THANK YOU

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Services** Agency with Choice

