

Our objective is to offer a seamless user experience when enrolling in Agency with Choice!



Within this step action guide, our goal is to provide clear insight into the enrollment procedure to ensure Support Coordination Agencies, Managing employers and Self- Directed employees are aware of their next steps when participating in our program.

Referral Process

Referral Submission

- Support Coordinator (SC) submits referral in **iRecord**, selecting **Agency with Choice (AWC)** as the Fiscal Intermediary.
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DDD Review

- The Division of Developmental Disabilities (DDD) reviews and approves the referral.
 - No action needed from SC, Managing Employer (ME), or Self-Directed Employee (SDE) during this stage.
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Referral Import

- Approved referral is imported into the DDD third-party portal.
 - AWC Verification Team checks the portal **daily** (may take up to 48 hours to appear).
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Verification Team Action

- AWC Verification Team sends **New Demographics** to AWC Enrollment and AWC Service Coordination teams.
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Service Coordinator Action

- Service Coordinator schedules a **Meet & Greet** with the Managing Employer (ME) to introduce AWC and explain the enrollment process.

Enrollment Specialist Assignment

Managing Employer Contact

Enrollment Procedure

Intake Meeting

- Verify ME/SDE demographic information (name, phone, email).
 - Provide overview of enrollment process.
 - Collect details on medication, transportation, and timesheet preference (paper/electronic).
 - Explain fingerprinting and drug screening requirements.
 - Determine if the SDE qualifies for Difficulty of Care (DOC).
 - Explain expected emails and required forms.
 - Offer Zoom meeting option to complete up to 80% of onboarding in one session.
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After ME Intake

- Send SDE Status & Hourly Rate Request Form to ME (includes proposed hours and rate).
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Phase I

- Send Welcome Email to ME/SDE.
 - Request:
 - Driver's license/State ID & Social Security card.
 - Voided check or signed bank authorization (for direct deposit).
 - Vehicle insurance (if transportation is provided).
 - Schedule drug screening and fingerprinting during intake, if possible.
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Phase II

- Email Managing Employer documents (next steps).
- Send DocuSign forms to ME/SDE for signature.
- Email PMPM & Billable Rate to Support Coordinator (include proposed start date = 1st day of new pay cycle).
- **Once SDR Draft is received:**
 - Enrollment must be cc'd.
 - Enrollment Specialist reviews for accuracy and collaborates with SC on corrections.
- **When SDR Draft is approved:**
 - Internal completion email sent to Verification, HR, and Compliance.
 - External completion email sent to ME, SDE, and SC.
 - Enrollment provides official start date (aligned with payroll cycle, twice per month)

Post-Enrollment

Post-Enrollment Email:

Enrollment Specialist sends to SDE and ME. A follow-up phone call is recommended to confirm understanding.

Signature Authorization Form:

Sent to SDE, ME, and backup ME (if hybrid) after HR issues the SDE's employee ID.

Electronic Timesheets: (Recommended)

- PACE credentials generated by Team Lead.
- Once tested, credentials are emailed (encrypted, no-reply) to ME, SDE, and backup ME if applicable.

Paper Timesheets: Sent by Verification once the approved plan is received. (Temporary timesheets may be sent in the interim if portal access is unavailable.)

In person Enrollment Days

- Meeting and location will be determined in advance to accommodate the SDE/ME.
- Required documents for the I9 must be brought to the meeting if the enrollment specialist is acting as the authorized representative. (*Documents identified in "Phase 1" communication to SDE*)
- Enrollment process can be completed via paper or electronically with 1-1 assistance.
- Enrollment specialists will assist SDE/ME by addressing any questions as the forms are completed.
- All paper documents must be scanned into the Enrollment Specialist files for record keeping.

Agency with Choice Overview and Resources

- Why Agency with Choice? Website Reference
<https://www.financialmanagementservices.org/why-agency-with-choice/>
- Agency with Choice- YouTube Introductory Link
<https://youtu.be/Z84otaGi44l>
- Agency with Choice – Benefits
<https://www.p3.biz/esnjbenefits#benefit-eligibility>

Enrollment Contact Information

Email: awcenrollment@nj.easterseals.com

Phone: 1-800-471-3086

In the IVR system, please choose from the following key for Enrollment: Key #4

We are looking forward to collaborating with you!

To ensure communication remains fluid, we will be hosting a monthly zoom meeting with all Support Coordination. Feel free to join so we can discuss any questions you may have about using our services.

Managers will provide you with their direct zoom link for their monthly meetings via email.