

Missouri Self-Directed Support (SDS) Employee Handbook



Acumen Fiscal Agent

INTRODUCTION

You have been chosen to be an employee for an individual in the Missouri Self-Directed Supports (SDS) Program. Individuals and their families in this program wish to exercise more choice, control, and authority over their services. As an employee for an individual, you are playing an important role in supporting this choice.

Individual	Employer	Designated Representative

It is important that you carefully read this handbook. You will be required to sign and acknowledge that you have reviewed and understand its contents before you start working. If there is any information that you do not understand, you should talk with your employer/designated representative for clarification before signing the acknowledgement on the Employee Agreement form.

The purpose of this handbook is to provide additional training on the concepts and responsibilities required for you to provide services. It is in everyone's best interest to employ the best and most qualified employees and to make sure they receive training and information on how to be successful. The employer/designated representative you work for is committed to providing a work environment that is fair, free from discrimination, and that adheres to all applicable employment laws and Self-Directed Supports (SDS) program requirements.

This handbook will provide an overview of the Missouri Self-Directed Supports (SDS) program. Each section will walk you through important information that you will need to know as an employee and outlines your role in helping to create and provide quality support services.

Additionally, this handbook will explain the role of Acumen Fiscal Agent (Acumen), the Financial Management Services (FMS) entity. An FMS is the entity that helps perform employer related activities for individuals enrolled in the Missouri Self-Directed Supports (SDS) program. Acumen is responsible for assisting the Employer or Designated Representative with employee enrollment, processing approved time submissions, issuing payments, filing taxes, and many other activities you will find described in this handbook.

All employees are required to receive training prior to working with an individual. This handbook is a tool for your employer/designated representative to meet some of the training requirements. Your employer may have additional expectations related to your employment which are not included in this handbook.

If you have any questions about the information explained in this handbook you should talk to your employer/designated representative.

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SECTION 1: SELF-DIRECTED SUPPORTS

Self-Directed Supports (SDS) is an option for service delivery for persons with developmental disabilities and their families who wish to exercise more choice, control, and authority over their supports. SDS is founded on the principles of self-determination.

A. Guiding Principles of Self-Determination

Self-Determination is a broad concept that means individuals have overall control of their lives and services and are part of the community. It is based on five basic principles:

Freedom	<p>To live a meaningful life in the community and make their own choices. It means having the freedom to decide:</p> <ul style="list-style-type: none">▪ What choices they want to have in their life▪ The kind of services and supports they need and how to best utilize them.
Authority	<p>To have control over the money they use for services and supports. This means having the authority to manage a budget used to provide for the services they need.</p>
Support	<p>To live the life they want. This means they have a circle of supports made up of family, friends, both paid and unpaid supports, and other natural supports. The individual may want or need support/assistance to:</p> <ul style="list-style-type: none">▪ Care for themselves▪ Be active in their community▪ Take care of their home
Responsibility	<p>To use their individual budget wisely, find their own supports and give back to the community. Also to assume responsibility for seeking employment when possible and for developing their own unique gifts and talents.</p>
Confirmation	<p>To be recognized for who they are and what they can contribute as an important part of their community. For example, they may have a leadership role in the design of government and the services used to support all people with developmental disabilities.</p>

Self-Determination is Not an Excuse

As an employee you support the individual you serve to exercise self-determination. Self-determination is not an excuse for leaving someone in an unsafe situation on the grounds that he or she “chose” it. It is not acceptable to offer a choice with either too many restrictions or no support at all. Self-Determination means becoming more creative in helping individuals find ways to learn decision-making and manage their actions.

For more information on **Self-Determination**, visit the Missouri Department Health (DMH), Division of Developmental Disabilities (Division of DD) website: <https://dmh.mo.gov/dev-disabilities/programs/self-directed-supports>

Whatever It Takes

What is the good life? Most individuals with developmental disabilities say it’s about the basics--a pleasant home, a decent job, health, safety, having caring people around them, and feeling good about themselves. The person-centered planning process and self-determination helps to identify the supports that will assist individuals to achieve their vision of the “good life.”

An answer of “No, we can’t” is replaced by “How can we make this happen?”

You, as an employee, are part of a team designed to help the individual reach his or her goals of self-determination.

SECTION 2: ROLES AND FUNCTIONS WITHIN SDS

When an individual chooses to self-direct their services and supports, the person receiving services or their guardian are the employer. They are responsible for managing employees’ day-to-day activities, including making sure services are provided as written in the individual’s plan and to perform other employer related duties. For individuals under the age of 18, their parent or guardian will be the employer. For individuals 18 years or older, the individual is the employer (EIN holder). If the individual/employer is unable to meet some or all of the responsibilities of an employer, they can choose a designated representative who agrees to be responsible for the employer tasks. The individual’s guardian may also choose a designated representative.

When participating in SDS, individuals are supported by a team. Members of the team include:

Support Broker (SB):

A Support Broker is someone who works for an agency and provides the individual/employer or designated representative with information and assistance to

direct and manage supports as written in the Individualized Support Plan (ISP). The Support Broker may also assist the individual/employer or designated representative to manage their employer related responsibilities.

Support Coordinator (SC):

The Support Coordinator assists the individual with identifying needs and supports to increase independence in the home and community. Goals are developed within the Individualized Support Plan (ISP) to ensure health, safety and independence. The Support Coordinator will monitor the services that are defined in the plan to ensure the individual's needs are being met.

Financial Management Services (FMS):

The FMS organization assists the individual/employer or designated representative and employee in completing required enrollment paperwork for Self-Directed Supports. The FMS completes many of the employer related activities on behalf of the individual/employer or their designated representative, such as: background checks for employees, maintaining required service documentation, collecting and maintaining proof of training records, providing notification when the employee may begin to work, processing employee payroll and tax documents, and issuing year end forms.

Additional information regarding roles and responsibilities can be found on the Missouri Department Health (DMH), Division of Developmental Disabilities (Division of DD) website: <https://dmh.mo.gov/dev-disabilities/programs/self-directed-supports>

TIPS AND RESOURCES FACILITATING INDIVIDUALIZED SERVICES AND SUPPORTS		ROLES AND FUNCTIONS WITHIN SELF-DIRECTED SUPPORTS	
<p>Support Coordinator</p> <p>Assists the individual, family, or designated representative in understanding the choice of self-directed supports and transitioning from provider driven services to self-directed services.</p> <p>Completes the Individual Support Plan (ISP) with the required self-directed information and paperwork and submits to the Utilization Review Committee for approval.</p> <p>Amends the ISP based on the needs of the individual.</p> <p>Conducts a 30 day follow up after services begin with the Individual and Designated Representative to ensure the services are being carried out as written in the individual service plan, reviews timesheets, progress notes, monthly summary, and answers any questions.</p> <p>Monitors services and supports face to face no less than quarterly.</p> <p>Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.</p> <p>Participates in "Improvement Plans" in order to amend ISP if needed and provide monitoring to ensure needed changes take place.</p>	<p>Support Broker</p> <p>A Support Broker provides information and assistance (I&A) for the purpose of directing and managing supports as specified in the ISP. SB does not do these activities for the individual/DR but provides I & A to assist in doing their employer related task independently.</p> <p>May include training in:</p> <ul style="list-style-type: none"> Establishing work schedules for the individual's employees based upon their ISP; Helping with managing the budget and employee rate setting; Seeking other supports or resources outlined by the ISP; Defining goals, needs and preferences, identifying and accessing services, supports and resources as part of the person centered planning process which is then gathered by the support coordinator for the ISP; Implementing practical skills training (recruiting, hiring, managing, terminating workers, managing and approving timesheets, problem solving, conflict resolution); Developing an emergency back-up plan; Implementing employee training; Promoting independent advocacy, to assist in filing grievances and complaints when necessary. <p>Assists the Provider Relations team with any follow up that is needed on the self-directed provider reviews.</p>	<p>Fiscal Management Services (FMS)</p> <p>The FMS is a "Fiscal Employer Agent" (F/EA). As authorized under IRS Revenue Procedure 70-6 for the purpose of payroll and payroll reporting services, the F/EA will file quarterly taxes and reports on behalf of the Employer/FEIN Holder.</p> <p>Provides the Employer/Designated Representative (DR) with an Enrollment Packet, Employee Packet(s) and Employee Training Materials.</p> <p>Completes payroll for the Employer/DR's employees and provides the employee with Federal and State tax withholding information on his or her paystub for each pay period and issues the W-2 after year end.</p> <p>Covers all employees with Workers' Compensation insurance.</p> <p>Completes employee background checks.</p> <p>Maintains all employee education and training records.</p> <p>Starting February 2016 maintains all service documentation.</p> <p>Provides Spending Reports to the Employer/DR, Support Broker, Support Coordinator and SDSC.</p>	<p>Division of DD Self-Directed Supports Coordinator (SDSC)</p> <p>Provides technical support and training regarding the policy and procedures related to self-directed supports.</p> <p>Meets with the individual and designated representative within 90 days of services starting to complete an initial review to ensure services have started and are being implemented as written in ISP, the Individual/Designated Representative are meeting SDS program requirements and answer any questions. May review the progress notes, timesheets and monthly summaries.</p> <p>Assists the Provider Relations team with Self-directed Provider Reviews to ensure service delivery is consistent with Medicaid Waiver requirements, State Rules, Division of Developmental Disabilities Policy, and Best Practices.</p> <p>Works with the Fiscal Management Service to coordinate enrollments, budget information, and problem solve issues/concerns, complete paperwork for high school exemptions.</p> <p>Facilitate improvement plan.</p>

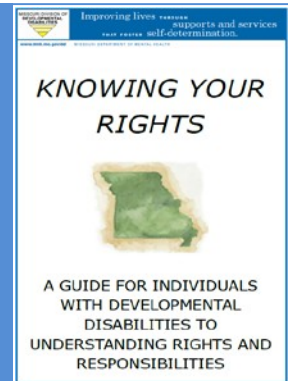
SECTION 3: INDIVIDUAL RIGHTS AND RESPONSIBILITIES

Missouri law gives individuals who receive mental health services the following rights (without limitation):

1. To humane care and treatment;
2. To the extent that the facilities, equipment and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice;
3. To safe and sanitary housing;
4. To not participate in non-therapeutic labor;
5. To attend or not attend religious services;
6. To receive prompt evaluation and care, treatment, habilitation or rehabilitation about which the individual is informed insofar that person is capable of understanding;
7. To be treated with dignity as a human being;
8. To not be the subject of experimental research without prior written and informed consent or that of a parent, if the person is a minor, or guardian; except that no involuntary committed person shall be subject to experimental research, except as provided by statute;
9. To decide not to participate or to withdraw from any research at any time for any reason;
10. To have access to consultation with a private physician at the individual's expense;
11. To be evaluated, treated or habilitated in the least restrictive environment;
12. To not be subjected to any hazardous treatment or surgical procedure unless the individual's parent, if the person is a minor, or guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction;
13. In the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life;
14. To a nourishing, well-balanced and varied diet;
15. To be free from verbal and physical abuse;
16. To wear one's own clothes and to keep and use one's personal possessions*;
17. To keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and small purchases*;
18. To communicate by sealed mail or otherwise with persons, including agencies inside or outside the facility*;
19. To receive visitors of one's own choosing at reasonable times*;
20. To have reasonable access to a telephone booth to make and receive confidential calls*;
21. To have access to one's own mental and medical records*;
22. To have opportunities for physical exercise and outdoor recreation*;
23. To have reasonable, prompt access to current newspapers, magazines and radio and television programming*.

***Missouri law gives individuals who receive mental health services the above listed rights that may be limited for safety or therapeutic reasons:** Any proposed limitation of rights must be reviewed by DMH Regional Office or State Operated Programs Human Rights Committee to ensure that a person’s rights are adequately protected.

For more information, see “Knowing Your Rights: A Guide for Individuals with Developmental Disabilities to Understand Rights and Responsibilities” on the Missouri Department Health (DMH), Division of Developmental Disabilities (Division of DD) website: <https://dmh.mo.gov/media/pdf/knowing-your-rights-guide-individuals-developmental-disabilities-understanding-rights-and-responsibilities>



SECTION 4: INDIVIDUAL SUPPORT PLAN (ISP)

Everyone served by the Missouri Department of Mental Health (DMH), Division of Developmental Disabilities (Division of DD) has an Individualized Support Plan (ISP). The ISP tells you about the individual you are working with, the things they like, the things they do not like, special medical concerns, medications they are receiving, and goals they are working toward achieving. The ISP serves as your guide/training tool to familiarize yourself with the individual you are working with and gives you information to assist you in effectively working with him or her.

The ISP also outlines your responsibilities with assisting in achieving those goals and support needs. Your employer or the individual’s designated representative will provide training on implementing their ISP and will ensure that you have access to a copy. Your employer or the individual’s designated representative will also provide you with on-going training on implementing changes to their ISP to ensure that changes in needs are met.

SECTION 5: INDIVIDUAL BACK-UP PLAN

An emergency back-up plan is required to handle situations when an employee, who is providing essential supports, is unavailable. A back-up plan may include friends, family or other natural supports, trained and qualified employees, or agency providers whom you can call for assistance.

The Individualized Support Plan (ISP) must also address the back-up plan. All members of the individual’s support team need to be educated about the individual’s back-up plan and have information accessible. This form may be used to ensure that essential information is available to employees.

Your employer/designated representative can train on the back-up plan in a number different ways:

- Including it in your ISP training
- As a separate training based on the Emergency Back-up Plan form or other documents your employer/designated representative has created.



SELF-DIRECTED SUPPORTS Back-up Plan & Emergency Contacts

Incident Response System & Crisis Management Training. DMH leads events to ensure your health and safety. The department looks at these events to improve programs and services. Individuals and unpaid family members are not required to report these incidents, but any employee paid to provide Medicaid Waiver services is required to report any events that could impact your health or safety. In case of the following occur, the employee should first ensure your health and safety and then should contact designated representative when applicable, and the support coordinator or the office on-call staff as soon as possible:

1. All events where there is a report, allegation or suspicion that an individual has been subjected to Misuse of Consumer Funds/Property, Neglect, Physical Abuse, Sexual Abuse or Verbal Abuse. (9 CSR 10-4.200)
 - a. All events where there is sexual conduct involving an individual and it is alleged, suspected or reported that one of the parties is not a consenting participant.
 - b. All events where there is any threat or action, verbal or nonverbal, which conveys a signal of imminent harm or injury and results in reasonable concern that such harm will actually be inflicted.
2. Medical emergency, which means the sudden onset of a medical condition or injury that requires emergency medical intervention (emergency room visit) or unplanned hospital admission.
 - a. All events that result in a need for an individual to receive life saving intervention or medical/psychiatric emergency intervention.
3. All events where the consumer ingests a non food item. Non-food item-an item that is not food, water, medication or other commonly ingestible items.
4. Use of any unapproved restraints. restraints time out used by employees to restrict an individual's freedom of movement, physical activity, or normal access while in DMH services. If any of the following restraint types or time out occurs as defined they must be reported on an EMT form.
 - a. **Chemical Restraint:** a medication used to control behavior or to restrict the individual's freedom of movement and is not a standard treatment for the individual's medical or psychiatric condition. A chemical restraint would put an individual to sleep or render them unable to function as a result of the medication. (A pre-med for a dental or medical procedure would not be reported as a chemical restraint.)
 - b. **Manual Restraint:** any physical hold involving a restriction of an individual's voluntary movement. Physically assisting someone who is unsteady, according to prevent injury, etc. or not considered a manual restraint.
 - c. **Mechanical Restraint:** any device, instrument or physical object used to confine or otherwise limit an individual's freedom of movement that he/she cannot easily remove. (The definition does not include the following: Medical protective equipment, Physical equipment or orthopedic appliances, surgical dressings or bandages, or supportive body bands or other restraints necessary for medical treatment, routine physical examinations, or medical tests; Devices used to support Anatomic Body position or proper balance, or to prevent a person from falling out of bed, falling out of a wheelchair, or equipment used for safety during transportation, such as seatbelts or wheelchair tie-downs; Mechanical supports, supportive devices used in normative situations to achieve proper body position and balance; these are not restraints.)
 - d. **Time Out:** removing the individual from one location and requiring them to go to any specified area, where that individual is unable to participate or observe other people. Time-out includes but is not limited to requiring the person to go to a separate room, for a specified period of time, the use of verbal directions, blocking attempts of the individual to leave, or physical barriers such as doors or doors etc. or until specified behaviors are performed by the individual. Locked rooms (using a key lock or lock system not requiring staff directly holding the mechanism) are prohibited.
5. Any incident involving an individual that requires the involvement of law enforcement.
6. All events that result in disruption of services due to fire, theft or natural disaster, resulting in extensive property damage or loss.
7. The death, by any cause, of an individual.
8. Medication errors, which means the individual did not receive their medicine or received it in any manner that varies from the physician's order (i.e. wrong dose, form, route, time, etc.)
9. Incidents of falls the apparet (witnessed, not witnessed or reported) unintentional sudden loss from a normative position for the engaged activity to the ground, floor or object which has not been forcibly assigned by another person.

	Name	Phone Number
Support Coordinator		

Feb 23, 2015



SELF-DIRECTED SUPPORTS Back-up Plan & Emergency Contacts

An emergency back-up plan is required to handle situations when an employee, who is providing essential supports, is unavailable. A back-up plan may include friends, family or other natural supports, trained and qualified employees, or agency providers whom you can call for assistance. If back-up services are to be purchased from an agency provider, the individual/designated representative must consider such costs in the budget. In addition, any employees who are paid to provide back-up services must not be scheduled for over 40 hours per week. The ISP must also address the backup plan. All members of your support team need to be educated about your back-up plan and have information accessible. This form may be used to ensure that essential information is available for your employees.

Back-Up Plan

Please provide detailed steps to handle situations when an employee, who is essential for support, is not available:

Emergency Contacts

(All emergency numbers must be accessible to your employees)

Name of Individual:	Name	Phone Number
Designated Representative		
Other Contact Relationship:		
Other Contact Relationship:		

The Emergency Back-up Plan form can be found on the Missouri Department of Mental Health (DMH), Division of Developmental Disabilities (Division of DD) website: <https://dmh.mo.gov/dev-disabilities/programs/self-directed-supports>

SECTION 6: TYPES OF EMPLOYEES AND THEIR ROLES:

A. Personal Assistant (PA)

An employee who provides personal assistant services can help with any number of daily activities, which may include:

- Bathing
- Toileting
- Transfer and ambulation

- Skin care
- Grooming
- Dressing
- Shopping
- Extension of therapies and exercise
- Care of adaptive equipment
- Meal preparation
- Eating
- Incidental household cleaning and laundry
- Using public transportation
- Banking
- Budgeting
- Social interaction
- Recreation and leisure activities

As a personal assistant you may be at the individual's side while they do these activities, you may teach them how to be more independent in these areas, or you may help them do the things they cannot do for themselves. A personal assistant can also help the individual to be part of their community.

A personal assistant may be authorized for "Team Collaboration" which allows all of the individual's employees to participate in the Individualized Support Plan (ISP) and to meet as a team to ensure consistency in its implementation. A team meeting also can be convened by the individual or their designated representative for the purposes of discussing specific needs of the individual, the individualized progress towards outcomes, and other related concerns.

B. Enhanced Medical PA

An employee who provides enhanced personal assistant services will perform specialized services as detailed in the individual's ISP that require a higher level of training. The training required is very specific to the higher level of supports that are required to ensure the health, welfare and safety of the individual who is receiving the enhanced service.

C. Community Specialist

An employee who provides community specialist has had special training and has knowledge in providing support in a particular area of expertise. They may have been hired to develop specialized supports to assist the individual with medical oversight and delegation, to help train employees and/or to assist the individual in achieving their goals when professional expertise is necessary.

A community specialist's expertise may be needed to assist the individual to achieve outcomes specified in the ISP such as:

- Enhance self-direction
- Independent living skills
- Community integration
- Social, leisure and recreational skills
- Nurse delegation

D. Employment Requirements

All employees must be over the age of 18 and have a high school diploma or GED/ HISET.

There are several exceptions to who may NOT be an employee in SDS. The following persons may NOT be an employee:

- A spouse
- A parent/step-parent, if the individual is a minor (under age 18)
- A legal guardian or anyone with any legal authority over the individual
- A designated representative
- Anyone with a felony or offense that is disqualifying

A **Community Specialist** must have a bachelor's degree plus one-year experience **OR** be a registered nurse **OR** have an associate's degree plus three years of experience.

Family as an Employee*:

An individual's family member(s) is only eligible to provide Personal Assistance services. They must first meet the qualifications listed above. In addition, when individuals hire a family member, their ISP must determine if:

- The individual is not opposed to a family member providing the service;
- The services to be provided are solely to support the individual and not a typical task for the family unit (i.e. family laundry);
- The individual's support team agrees that a family member will best meet the individual's needs;

Family members cannot be hired to provide Support Broker or Community Specialist services.

**A family member is defined as a parent, step parent, sibling, child by blood, adoption, or marriage, spouse, grandparent, or grandchild.*

SECTION 7: EMPLOYEE TRAINING REQUIREMENTS

All employees are required to receive training prior to working with an individual. This handbook is a tool for employees and employers to make sure you have met all initial and on-going training requirements.

All employees must complete the training requirements detailed below and in the enrollment packet. These trainings are required before an employee can begin providing services.

Training Requirements:

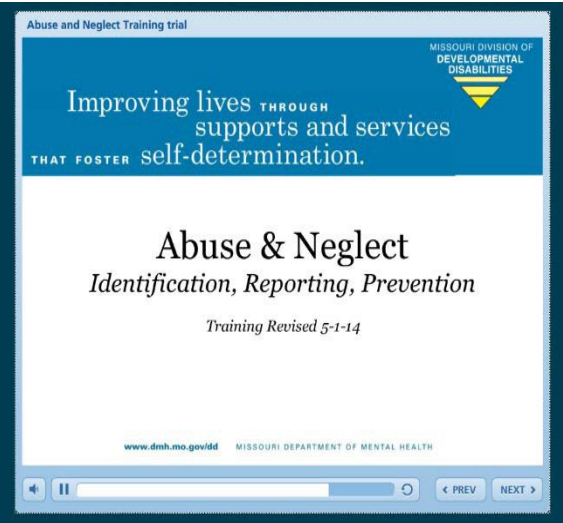
- i. Abuse/Neglect
- ii. CPR and First Aid (if applicable)
 - a. Cannot be exempted for Medical PA
- iii. Medication Administration (if applicable)
 - a. Cannot be exempted for Medical PA employees who are required to provide pass medications as defined by the ISP.
- iv. Behavioral Intervention Crisis Management Training (if applicable)
- v. Behavioral Intervention – Positive Behavior Supports Training (if applicable)
- vi. **Employee Handbook**, training information includes:
 - a. Procedures and expectations related to the waiver service requirements;
 - b. Procedures for reporting an employee injury;
 - c. Rights and responsibilities of the individual to be served;
 - d. Procedures for billing and payment;
 - e. Service documentation;
 - f. Respecting confidentiality;
 - g. Procedures for arranging Back-up when needed;
 - h. Who to contact within the Regional Office in-case of an emergency or unusual event and reporting of these events.
- vii. **Individualized Support Plan (ISP)**
 - a. Your employer/designated representative will provide you with training on implementing the ISP and will ensure that you have access to a copy of the ISP.
 - b. Your employer will also provide you with on-going training on implementing the ISP to ensure that changes in needs are met.

ISP training information should include:

- ✓ Information about the specific condition and needs of the individual receiving supports, including his or her physical, psychological or behavioral challenges, his or her capabilities, and his or her support needs and preferences that relate to that support.
 - ✓ Training in communication skills, in understanding and respecting the individual's choice and direction, cultural and ethnic diversity, personal property and familial and social relationships and in handling conflict and complaints.
 - ✓ Training in assisting with activities of daily living, as needed by the individual and identified by the planning team.

IMPORTANT: By submitting your hours, you are verifying that you have reviewed and received training (initial and on-going) on the individual's ISP. By approving your hours, your employer is verifying this as well.

*Abuse and Neglect is an online based training that you must complete every two years. The link for the online Abuse and Neglect training is: <https://dmh.mo.gov/dev-disabilities/education> then click on Relias Self-Registration Portals for information on how to self register and complete the training.



Additional Training Resources:

To access the training resources, go to: <https://dmh.mo.gov/dev-disabilities/education#ReliasSelfRegistrationPortals>. You can access required trainings such as the Abuse and Neglect Training. Elective trainings are also available on the Relias site.

Where do I send my training renewal information?

The contracted Financial Management Services (FMS) entity, Acumen, will notify employees 90, 60, 30 days in advance of expiring certifications and trainings. Once employees renew their certification and/or trainings, they will return them to Acumen by either email or fax.

Email: Enrollment@Acumen2.net

Fax: 1-816-396-6912

SECTION 8: FINANCIAL MANAGEMENT SERVICES

Everyone who self-directs their supports uses Financial Management Services (FMS). The FMS performs as the *agent* to the employer, assisting in managing some of the financial responsibilities of being an employer.

The Missouri Office of Administration has contracted with Acumen Fiscal Agent, LLC, also referred to as Acumen, to perform Financial Management Services (FMS) on behalf of the Missouri Department of Mental Health (DMH), Division of Developmental Disabilities (Division of DD) and the Self-Directed Services (SDS) program. Acumen is a national leader in Financial Management Services that supports participant direction for over 65 self-directed programs, across 20 states.

To learn more information
about Acumen Fiscal Agent
go to the following website:
www.acumenfiscalagent.com



Acumen Fiscal Agent (Acumen) will perform the following employee related activities on behalf of your employer:

- ✓ Collect and process required enrollment paperwork
- ✓ Conduct a background screening on employee candidates
- ✓ Collect documentation to ensure employees meet and maintain training and certification requirements
- ✓ Notify the employee and employer when the employee is “Good-to-Go” and eligible to provide services
- ✓ Process time submissions
- ✓ Process employees’ payroll and the associated employment taxes
- ✓ Broker Workers’ Compensation
- ✓ Maintain service documentation
- ✓ Maintain a back-up electronic system (Direct Care Innovations) for individuals/designated representative to review, approve or reject time submissions
- ✓ Maintain an electronic system for employers to submit required monthly service documentation

A. Enrollment Information

Acumen’s role is to verify that employment-related paperwork is completed correctly. Acumen is required to follow state and federal guidelines for many of the forms required for employment. If there are any errors which prevent your paperwork from being processed, Acumen will notify your employer of how to make the corrections. When all required forms, training, documentation, and other required information has been submitted, is complete and correct, and entered into the system, you and your employer will be notified of your start date. The start date is called the “Good to Go” date.

An email will be sent to both the employee and the employer notifying them of the “Good-to-Go” date and providing them with additional information. If Acumen does not have an email on file, a letter will be mailed to the address on file. Once an employee is “Good to Go” and the notice has been received, the employee may start providing services to the individual. Please add Enrollment@Acumen2.net to your known sender’s list to ensure these emails are not seen as junk email.

IMPORTANT: No person/applicant/prospective employee may begin working until the FMS notifies the employer/designated representative that their prospective employee has passed their background screening and received a Good-to-Go notification.

B. Payroll Information

PAYROLL SCHEDULE

Acumen’s “Good-to-Go” notification will include important payroll related information that you will need when beginning to provide services. You will be given a payroll schedule that details the start and end dates for the two-week time submission periods, when time submissions are due, and when time submissions will be paid.

Below is a copy of a sample payment schedule:

So that your employees are always paid on time, please make sure your employee's time is entered and approved by the due date, even if it falls on a holiday. These dates are strictly enforced. Any time that is approved after the due date will be processed in the following payment period.

Be sure to have all hours entered and approved by midnight of the "Due NO Later Than" date.

If you would like more information on how to use the Mobile App or Phone EVV visit: <https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360057503092-Missouri-SDS-Training-Materials>

Please share a copy of the pay schedule with your employees, and keep a copy in a safe place for your reference

Payment Period Start Date	Payment Period End Date	Due NO Later Than Date	Direct Deposit/Check Date
Sun, 03/14/21	Sat, 03/27/21	Mon, 03/29/21	Fri, 04/09/21
Sun, 03/28/21	Sat, 04/10/21	Mon, 04/12/21	Fri, 04/23/21
Sun, 04/11/21	Sat, 04/24/21	Mon, 04/26/21	Fri, 05/07/21
Sun, 04/25/21	Sat, 05/08/21	Mon, 05/10/21	Fri, 05/21/21
Sun, 05/09/21	Sat, 05/22/21	Mon, 05/24/21	Fri, 06/04/21
Sun, 05/23/21	Sat, 06/05/21	Mon, 06/07/21	Fri, 06/18/21
Sun, 06/06/21	Sat, 06/19/21	Mon, 06/21/21	Fri, 07/02/21
Sun, 06/20/21	Sat, 07/03/21	Mon, 07/05/21	Fri, 07/16/21

“Due NO Later Than” is the last date that your time can be received and approved for the pay period to be paid on the **Direct Deposit/Check Date**. Be aware that this day may fall on a holiday.

“Direct Deposit/ Check Date” shows the date that payment will be issued. For those payees that have selected direct deposit or pay card, this is also the date that money will be available in their accounts.

ELECTRONIC VISIT VERIFICATION (EVV)

Per the 21st Century Cures Act, services provided in programs such as the Missouri SDS must be electronically verified. This is called Electronic Visit Verification (EVV). For a time submission to be EVV compliant, it must include 6 points of information and must be electronically verified. The 6 points are:

- ✓ Type of service (service code)
- ✓ Individual receiving the service
- ✓ Employee providing the service
- ✓ Date of service
- ✓ Time of service
- ✓ Location of the service

TIME SUBMISSIONS AND SERVICE DOCUMENTATION ENTRY

Time submissions are used to document services provided and submitted in order to pay employees. They are provided by the employee with the individual/employer or designated representative approval. Time submissions are collected by Acumen up to the designated payroll period cut-off. For time submissions to be EVV compliant, they must be submitted via:

- ✓ DCI Mobile App
- ✓ Phone-In EVV
- ✓ FOB

Other non-EVV compliant options for time submissions, unless accompanied by the FOB, are:

- ✓ Direct Care Innovations/Web Time Entry (DCI/WTE)
- ✓ Paper Time Sheets

DCI Mobile App

The DCI Mobile App is available for employees to download from the App Store for iPhones or Google Play Store for Android users. Both versions of the App are free. The employee completes the time submission when they begin and again when they end their shift. The individual/employer or designated representative logs into the web portal and approves the submission prior to the time submission due date. Time entered via the App is pulled into Acumen's system for employer approval as time is entered.

Phone-In EVV

Acumen's Phone-In EVV system is available for employees to use a phone line to call in hours in real time. The system recognizes the primary number on the individual's profile within the system. The primary number can be a land line or VOIP (Voice-Over Internet Protocol) line.

Time submitted via the phone is pulled into Acumen's system for employer approval as it is called in. The phone-in method allows for real time clock in and clock out for the employee. The individual/employer or designated representative logs into the web portal and approves the submission prior to the time submission due date.

FOB

The FOB is used to confirm that the employee was physically with the individual at the times designated on time submission. Approval to use the FOB can only come from the SDS Regional Office. The FOB generates a unique identification number associated with each minute of every day. All numbers generated on the FOB are random and unique to that device. The employee pushes the button on the FOB at the beginning and end of each shift. They record the unique number from the device along with the time of the punch. The hours and unique number can be entered through the web portal by the individual/employer or designated representative and employee. The individual/employer or designated representative logs into the web portal and approves the submission prior to the time submission due date.

Direct Care Innovations (DCI)

The Direct Care Innovations (DCI) web portal is used by individual/employers or designated representatives to review, approve and/or reject time entries. Time submissions entered through the DCI web portal are not considered EVV compliant unless accompanied by the FOB. The time entered via DCI is pulled into Acumen's system for processing on the day after the due date that is listed on the payroll schedule.

Paper Time Sheets

Upon prior approval from the program, paper time sheets may be used to manually document services provided and submit for payment to employees. The employee completes and signs the time sheet. The individual/employer or designated representative reviews and signs the time sheet. The time submitted via paper time sheet is pulled into Acumen's system for processing on the day after the due date that is listed on the payroll schedule. Submitting paper time sheets is the least preferred method due to the potential for errors. Paper time sheets are not considered EVV compliant unless accompanied by the FOB.

The "Good-to-Go" notification will include instructions on the EVV compliant options you can use to submit your time. Acumen provides training videos and user guides on how to use all of the time submission options.

You can use the DCI Web Portal found at <https://acumen.dcisoftware.com/> to review your time and to make adjustments if needed. Acumen encourages you to review all time that you have submitted at the end of each pay period. This will help ensure there are no payment issues on pay day.

Each time submission you provide through the DCI system will require service documentation (daily progress notes*).

**Refer to the "Service Documentation" section in this Employee Handbook for details on the type of information and detail that should be documented in your daily progress notes.*

As an employee you are expected to enter your time and service documentation (progress notes) daily or no later than five (5) days after the day the service was provided. If you are submitting your time through the DCI mobile app, the DCI web portal or on a paper time sheet, you will submit your notes at the time of service. If you are submitting your time through the Phone EVV system, you will submit your notes through the DCI portal after the shift. Your employer will not be able to approve your time until the service documentation is submitted. Enter your service documentation as soon as possible after the shift to avoid delays in payment. You do have the ability to log into the DCI web portal to enter the note after the fact if needed.

All employees are expected to enter time and service documentation (progress notes) electronically, unless your employer has notified you that they are approved for a paper time sheet exception. If your employer has been approved for the use of paper time sheets, they will provide you with the paper forms you will need to document and submit your time and service documentation (daily progress notes).

Acumen's EVV compliant methods for time submission will provide you with real time feedback when entering your time and will alert you when there is an error with your entry. This helps to assure that the time you submitted to your employer/designated representative for review and approval will not be held-up due to errors.

All time that is submitted and approved on-time will be paid according the pay date listed on the payroll schedule. Time that is submitted or approved late will not be guaranteed for on-time payment and may experience a delay to the next pay period. Please review the payroll schedule to ensure your time is submitted on time for your employer to approve.

PAYMENT

Acumen offers three (3) forms of payment. They are direct deposit, pay card and paper check. You will select your method of payment when completing your enrollment forms. For direct deposit, your payments can be deposited into a checking or savings account. Acumen uses Money Network for the pay card option.

If you are selecting direct deposit as your method of payment, it is important that you include a voided check or bank letter with your application. Acumen needs to have a copy of this information on file to ensure the information provided is correct. If you select direct deposit but do not include a voided check or bank letter, Acumen will not be able to process your request. You will automatically be set up for a paper check until the requested information is received and processed by Acumen. You can send Acumen the voided check or bank letter at any time to change your payment type.

Important Information to Remember:

- ✓ Pay Day is every other Friday
- ✓ Payments are issued in accordance to the *Missouri Self-Directed Supports (SDS) Payment Schedule*

- ✓ All first payments will be issued as a paper check and will be mailed on or by the pay date listed on the payroll schedule
- ✓ Direct Deposit or Pay Card payments may take 1-2 pay cycles to go into effect; during this setup period you will receive a paper check
- ✓ Direct Deposit and Pay Card paystubs will be emailed to the email address we have on file for you, the employee. If Acumen does not have an email address for you, the paystub will be mailed to the address on file.

Acumen sends the necessary direct deposit payment information to all financial institutions in advance of the scheduled payment date to ensure that funds are available in your account or on your pay card on the *Pay Day* listed on the payroll schedule. If funds are not available in your account or on your pay card on the scheduled pay day, please confirm the status of your payment in the DCI system. Once you have confirmed that your time was submitted and approved on-time and processed for payment according to the payroll schedule, you should contact your bank or Money Network to check the status of your payment and when funds will be made available in your account.

C. Tax Information

All employees are required to comply with federal, state, and local tax requirements. The tax withholding and exemption forms included in your enrollment packet ensure that Acumen has the necessary information to withhold taxes and issue you a W-2 at the end of each year. These withholdings will be reflected on your payments and detailed on your paystubs.

Below is a list of taxes that may apply to you:

- ✓ Federal Income Tax
- ✓ State Income Tax
- ✓ Local Taxes (Kansas City or St. Louis, when applicable)
- ✓ Social Security
- ✓ Medicare

Acumen uses the information provided on employee filing forms to setup and correctly withhold taxes. In the event that you need or want to change your filing information you will need to resubmit a new form to Acumen.

The forms needed to change your filing information can be found on Acumen's Missouri program webpage: <https://www.acumenfiscalagent.com/missouri/>

In addition to the filing forms used for withholding purposes, you also complete questionnaires within the employment packet to determine whether you qualify for certain IRS tax exemptions and exclusions.

The IRS recognizes employees with certain relationships to their employer as being exempt from Social Security and Medicare (also known as 'FICA') taxes; this exemption is referred to

as the “Tax Exemption by Relationship” or “IRS Publication 926”. The IRS also recognizes employees who share certain living arrangements with the program individual as being excluded from Federal Income Tax (FIT); this exemption is referred to as the “[Difficulty of Care Income Exclusion](#)” or “IRS Publication 2014-7”.

Every year Acumen will issue W-2s to employees who have been paid in the previous year. A W-2 tax form shows the amount of taxes withheld from your paycheck for the year and is used to file your federal and state taxes. Employee W-2s will be mailed out by the end of January. It is important that employees provide any address changes to Acumen to make sure they have the most up to date address to send your W-2s.

D. Workers’ Compensation

The Missouri Office of Administration requires its contracted Financial Management Services (FMS) entity to provide workers’ compensation for all employers and their employees.

Acumen, as the FMS, provides workers’ compensation coverage for all employers. You can find more information on Acumen’s Workers’ Compensation coverage at <https://www.acumenfiscalagent.com/workers-compensation/>

The individual/employer or designated representative should have a Workers’ Compensation poster displayed in the home of the individual. This poster contains instructions and a number to call if there is a workplace accident or injury. Please report all work-related injuries to Acumen within 24 hours. To report an injury, please call (866) 472-2297.

E. Changing Information

What information do you need to keep up-to-date with Acumen?

If any of the following change, you must inform Acumen by contacting the dedicated agent or Acumen’s customer service team as soon as possible.

- Name
- Mailing Address
- Physical Address
- Email Address
- Telephone Number
- Payment Preferences (i.e. Direct Deposit or Pay Card)
 - Any changes to your payment preferences must be reported to Acumen immediately. If or when you have a change in payment information you will need to complete a new “Pay Selection” form. This form can be found on Acumen’s Missouri SDS program documents page online.
- Tax Filing Information (IRS W-4, MO W-4, etc.)
 - In order to make a change to your filing information you must submit a new withholding form.

Acumen may require you to submit additional documentation regarding any of the above changes. If you change your name, Acumen will need updated supporting documentation of the name change. (i.e. Social Security Card, Driver’s License).

Where to submit change forms?

All forms required to change information must be submitted to Acumen by either email or fax.

Email: Enrollment@Acumen2.net

Toll-Free: 1-866-414-2541

F. Customer Service

Acumen provides toll-free customer service support to all employers and employees. Acumen works in an agent type model. The agent model assigns a dedicated Acumen agent to each individual in the program. The agent is the on-going touchpoint for individuals/employers and designated representatives to address questions about enrollment and payroll, and to provide technical assistance (time submission/service documentation and user account).

Acumen also offers a customer service team that is available 24 hours a day, 7 days per week (excluding federal holidays). Employees with questions regarding services, changes in pay rates, or what to document as progress notes should contact their employer.

When calling or emailing Acumen's customer service team, for security and privacy reasons, employees must be prepared to verify certain personal information. This ensures the correct person is receiving information.

How to contact customer service?

Dedicated Acumen agents are available during normal business hours Monday through Friday; and by appointment outside of these hours. The Acumen customer service team is available 24 hours a day, 7 days per week (excluding federal holidays).

Email: Enrollment@Acumen2.net

Toll-Free: 1-866-414-2541

SECTION 9: EMPLOYMENT “AT WILL”

Missouri is an “at-will” employment state. “At-will” means you do not have a contract that guarantees you a job. An employment relationship exists between you and your employer only as long as you both want it to. It is traditional to provide a two-week notice prior to terminating your employment, however it is not required.

Employees may choose to end their employment with an employer, or vice versa. Within one (1) business day of the last day of employment, the employer must submit an **Employee Separation of Employment Form*** to Acumen. Acumen must receive the final time submission in order to pay according to the Missouri Department of Labor Standards.

*This form can be found on Acumen's Missouri program webpage:

<https://www.acumenfiscalagent.com/missouri/>

SECTION 10: SERVICE DOCUMENTATION

In order to support individuals to live the life they desire, documenting progress towards their goals is crucial. This will assist in planning for future care, in justifying reimbursement, and in monitoring changes. It is also the only defense in legal liability and a requirement to meet state and federal mandates. The support team will use documentation to evaluate progress and will continually review the effectiveness of the ISP.

What to Document in Notes?

- Specific activities. What activity was done? What support was needed? What was the response?
- Answer the questions of who, what, when, where, why, and how.
- Progress toward goals.
- Changes in mood, habits or health.
- New skills or discoveries.

The Basics of Documentation:

- Don't use abbreviations unless they are previously defined in the documentation.
- Documentation must be completed at the time of service or not later than five (5) days after the service is provided.
- Be specific.
- Be objective; just the facts, not opinions.
- Avoid using any derogatory, disrespectful or unprofessional statements.
- Documentation must be sufficient so as to justify the length of service provided.
- Always use ink or type documentation. Never use pencil*.
- Write legibly*.
- Never use whiteout or scratch out errors. Simply draw a line through the error and initial it*.
- All documentation must be dated and signed*.

**These basics only apply to those employees who work for employers who have been granted a paper timesheet exemption*

The Missouri Department of Mental Health (DMH), Division of Developmental Disabilities (Division of DD) “Guide to Documentation” will help you and your employer/designated representative understand documentation requirements. This guide can be found on the DMH Division of DD website:

<https://dmh.mo.gov/dev-disabilities/programs/self-directed-supports>

Guide to Documentation For Individuals Self-Directing Services



Missouri Department of Mental Health
Improving lives through supports and services that foster self-determination.
DATE: 1/20/13

SECTION 11: CONFIDENTIALITY

As an employee, you must comply with the Health Insurance Portability and Accountability Act (HIPAA) and take measures to protect the individual’s health information. The Privacy Rule protects all "individually identifiable health information" held or transmitted by you, in any form or media, whether electronic, paper, or oral. Protected Health Information (PHI) includes any identifiable health information, including demographic data, details that relate to the individual’s past, present or future physical or mental health or condition, the provision of health care or services to the individual, or the past, present, or future payment for the provision of health care to the individual, and any information that could be used to identify the individual. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security number, etc.).

In the course of your employment, be aware of the conversations you have about the individual, the notes you write, or other manners in which you support the individual to ensure you are maintaining their privacy in accordance with HIPAA standards. Make sure you have the individual and guardian’s written permission to share information on their behalf.

SECTION 12: MANDATED REPORTING

Incident Response System & Event Management Tracking

DMH tracks events to ensure the individual’s health and safety. The department looks at these events to improve programs and services. The individual’s unpaid family members are not required to report these incidents, but any employee paid to provide Medicaid waiver services is required to report any events that could impact the individual’s health or safety. If any of the following occur, the employee should first ensure the individual’s health and safety and then should contact the employer or designated representative (if the individual has one), and the individual’s support coordinator or the Regional Office on-call staff as soon as possible:

- i. All events where there is a report, allegation or suspicion that an individual has been subjected to Misuse of Consumer Funds/Property, Neglect, Physical Abuse, Sexual Abuse or Verbal Abuse. (9 CSR 10-5.200)
- ii. All
 - A. Emergency room visits,
 - B. Non-scheduled hospitalizations,
 - C. Deaths of individuals served by DD,
 - D. Med errors that reach an individual,
 - E. Incidents of falls, *the apparent (witnessed, not witnessed or reported) unintentional sudden loss from a normative position for the engaged activity to the ground, floor or object which has not been forcibly instigated by another person.*
 - F. Uses of Emergency Procedures with an individual.

Emergency Procedures- any restraint/time out used by DMH staff or contracted staff to restrict an individuals' freedom of movement, physical activity, or normal access while in DMH services. If any of the following restraint types or time out occurs as defined they must be reported on an EMT form.

- **Chemical Restraint-** a medication used to control behavior or to restrict the individual's freedom of movement and is not a standard treatment for the individual's medical or psychiatric condition. A chemical restraint would put an individual to sleep or render them unable to function as a result of the medication. (A pre-med for a dental or medical procedure would not be reported as a chemical restraint.)
 - **Manual Restraint-** any physical hold involving a restriction of an individual's voluntary movement. Physically assisting someone who is unsteady, blocking to prevent injury, etc. is not considered a manual restraint.
 - **Mechanical Restraints-** any device, instrument or physical object used to confine or otherwise limit an individual's freedom of movement that he/she cannot easily remove. (The definition does not include the following: Medical protective equipment, Physical equipment or orthopedic appliances, surgical dressings or bandages, or supportive body bands or other restraints necessary for medical treatment, routine physical examinations, or medical tests; Devices used to support functional body position or proper balance, or to prevent a person from falling out of bed, falling out of a wheelchair; or Equipment used for safety during transportation, such as seatbelts or wheelchair tie-downs; Mechanical supports, supportive devices used in normative situations to achieve proper body position and balance; these are not restraints.)
 - **Time Out-** removing the individual from one location and requiring them to go to any specified area, where that individual is unable to participate or observe other people. Time out includes but is not limited to requiring the person to go to a separate room, for a specified period of time, the use of verbal directions, blocking attempts of the individual to leave, or physical barriers such as doors or ½ doors, etc. or until specified behaviors are performed by the individual. Locked Rooms (using a key lock or latch system not requiring staff directly holding the mechanism) are prohibited.
- iii. All events where there is Law Enforcement involvement when the DMH consumer is either the victim, alleged perpetrator, or law enforcement is support in the event.

- iv. All events that result in disruption of DMH service due to fire, theft or natural disaster; resulting in extensive property damage or loss.
- v. All events where there is sexual conduct involving an individual and it is alleged, suspected or reported that one of the parties is not a consenting participant.
- vi. All events where there is any threat or action, verbal or nonverbal, which conveys a significant risk of immediate harm or injury and results in reasonable concern that such harm will actually be inflicted.
- vii. All events where the consumer ingests a non-food item. Non-food item-an item that is not food, water, medication or other commonly ingestible items.
- viii. All events that result in a need for an individual to receive lifesaving intervention or medical/psychiatric emergency intervention.

Upon receiving information regarding an incident listed above, the individual's support coordinator will ensure the individual's immediate health and safety needs are met. He or she will then write a report detailing the event. In some cases, the individual's team will meet to talk about what occurred prior to the event and what can be done to prevent a reoccurrence in the future.

Support Coordinator Contact Information:

Regional Office Contact Information: