

**ACUMEN MEET AND GREET**  
**Financial Management Services Frequently Asked Questions**  
**(Note: Additional Q&As will be posted when complete)**

QUESTION #	SUBJECT AREA	COMMENT OR QUESTION	RESPONSE
1.	Payment	How are payments for the Home Based Waiver program, "Home and Community Habilitation" services that are provided by the parents (legal guardians), to be processed and entered in the Individual Service Plan (ISP)?	The requirements and payment processes for the Home and Community Habilitation services are outlined in Appendices C-2-d and C-2-e of the Consolidated and P/FDS Waivers.
2.	Payment	Will the PROMISe modifier send payments back to the AE for payments?	For fiscal year 2008-09, Acumen is billing for waiver services through PROMISe™. The Administrative Entities (AEs) receive a payment file then reimburse Acumen based on the payment file. The same process is used for local VF/EA Financial Management Services (FMS) organizations and Agency with Choice (AWC) FMS Providers. Effective July 1, 2009, Acumen and the local AWC providers will be paid directly through State Treasury based on their billing through PROMISe™.
3.	Payment	Can parents (legal guardians) be paid for services rendered to their child?	Please refer to Appendices C-2-d and C-2-e of the Consolidated and P/FDS Waivers for details on services that may be rendered by legally responsible individuals, relatives, and legal guardians.
4.	Payment	Please clarify billing ability for Service Coordinators (SCs) because a lot of our families cannot complete the Acumen packet without home support. How will <i>payment</i> occur and what are the requirements for the SCs and AEs?	The SC and AE are to provide the Acumen packet to individuals and assist individuals in contacting Acumen if assistance is needed. For SCs, providing this information and assistance is a billable activity under the Consolidated and P/FDS Waivers.

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			Acumen is responsible for assisting the participant or the surrogate in completing the packet. Acumen will contact the employer once an employee's paperwork is complete. The employee is responsible for completing their own timesheet and submitting it to the employer. The employer is responsible for reviewing, approving, and submitting the timesheet to Acumen. Acumen will process the timesheet, consistent with the ISP, and submit claims through PROMISe™. For Fiscal Year 2008-09 the AE will pay Acumen according to the PROMISe™ payment file.
5.	Payment	How will PROMISe know which AE to send the payment file to?	The payment file is sent to the authorizing AE.
6.	Enrollment	An Administrative Entity (AE) has people to enroll by 7/1. Some only need camp next year. Do they need to enroll them now?	If the person is self-directing other services, such as habilitation services, and also receives respite camp, Acumen can make the payments. ODP is currently exploring options for making vendor payments through Acumen for waiver participants who are not self-directing. Once a resolution is reached for one time vendor services, ODP will communicate the decision.
7.	ISP	Are progress notes required for someone who only goes to camp?	Yes, progress notes are required for every Consolidated and Person/Family Directed (P/FDS) Waiver service. For agency-based services, the agency is responsible for completing progress notes.

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8.	ISP	Can the SC Unit receive an example of service details related to "how and when service-related tasks are performed" (i.e. habilitation service); as well as, where in the <i>ISP</i> emergency back up plans for coverage of support service worker hours are established.	<p>Services are to be provided in the FMS models in accordance with ISPs. Employers and managing employers may, however, identify additional details of how and when tasks are performed. For example, the employer may schedule habilitative activities the worker helps the individual participate in. Progress is to be documented by the employer or managing employer and validated by the SC through regular monitoring.</p> <p>The emergency back up plan is to be detailed in a form included in the PA Guide. It is the responsibility of the employer or managing employer to complete this form. The form should be shared with the SC and FMS organization (whether AWC or VF) for their records. Emergency back up plans can incorporate the use of alternative paid staff and/or natural and community supports. This information can be included in the ISP in the "Supervision Care" pages.</p>
9.	Miscellaneous	Do people need to get bids? Ramps for example?	Yes, bids are required. According to the 4300 regulations, which currently apply to both Waiver and base services, supplies and services should be obtained "at the lowest practicable cost", which is established through "a system of competitive bidding or written estimates as required by the applicable

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			County Code (16 P.S. §§ 1802, 5001 and 7377)" [§4300.145(a)]. When a ramp is purchased as a waiver or base funded supply, then the cost of the ramp is subject to the 4300 regulations referenced above.
10.	Miscellaneous	For camps, there is an issue around getting copies of insurance, criminal history, driver's license. Camps have numerous staff that turnover yearly and don't have the staff lined up until very close to the time they open the camp for the summer.	The Office of Developmental Programs (ODP) understands your concerns; however, in order to meet federal requirements, Waiver providers must comply with the qualification criteria in order to render services.
11.	Miscellaneous	Is an Intermediary Service Organization (ISO) really required?	The term ISO is now referred to as Financial Management Service (FMS) agents. An ISO/FMS agent is required if the Waiver provides for certain participant directed opportunities. Since both the Consolidated and P/FDS Waivers allow for these opportunities, an ISO/FMS agent is required for Waiver participants who opt to exercise participant directed opportunities. The Waivers also specify the type of FMS agents are available statewide to participants. The types of FMS agents available for the Consolidated and P/FDS Waivers are the Agency with Choice and Vendor Fiscal/Employer Agent models.
12.	Miscellaneous	Who is responsible for completing the MR-42?	The MR-42 form, Individual Habilitation in Private

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			Home Certification, became obsolete when the Financial Management Service (FMS) policy Bulletin, <a href="#">00-08-14</a> , became effective July 1, 2008.
13.	Miscellaneous	How will counties address health and safety issues if the family feels there are none and want to keep problematic SSWs even though the team has significant concerns?	The SC is expected to communicate staffing concerns with the employer or managing employer as is currently done with agency based staffing concerns. Ongoing SC concerns should be brought to the AE's and ODP's attention.
14.	Miscellaneous	Who is required to train the employee?	In the Vender Fiscal/Employer Agent model, the common law employer trains their own staff. In the Agency with Choice model, the managing Employer trains staff or the AWC can assist the employer with this training if needed or desired.
15.	Miscellaneous	As an employer can I offer health insurance to my employees?	The employer and managing employer is permitted to offer a benefit allowance using the new wage ranges and rates established by the AE for FY 2008-09. Please note: there may be P/FDS budget and service implications depending upon this benefit allowance.
16.	Miscellaneous	How will being the employer impact personal income taxes?	The employer in this program will not receive any income; therefore, their income taxes will not be affected. The VF/EA reports and pays all employee and employer related taxes for the employer under the VF/EA model.
17.	Base Services	Since FDS base does not require an ISO, how do we enter these services in the ISP's? Currently,	FDS Services can be paid by an ISO/FMS agent as indicated by the service definitions. The new HCSIS

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		this service, FSS/CONSUMER PAYMENT is only listed under ISO Service in the services detail listing in HCSIS.	screens only require the service code, total units, and total cost for each service. An offline calculator tool was developed for the SCs and was distributed to the AEs in June 2008 for distribution to their SC organizations. The offline calculator is also posted on the <a href="http://www.odpconsulting.net/">http://www.odpconsulting.net/</a> site for SC organizations to access.
18.	Base Services	Current service definitions require an ISO for payment of the services, FSS voucher payments. Since Acumen is not responsible for making the payments for Base funded services, how are these services to be entered into the ISP and be paid?	Counties should continue to make payments to their local ISO/FMS contractors for base funded ISO/FMS services. Acumen's contract is specific to Waiver services only at this time.
19.	Base Services	Does the Statewide VF only apply to Waiver individuals? What about base consumers and consumers receiving FSS?	See response for question number 18 .
20.	Base Services	FDS/FSS consumer payment service definition currently requires an ISO for processing of payment. Currently, payments are made to the families for reimbursement of expenses (payments they made to the worker). Why would this require payment going through the ISO?	The service definitions allow this service to be paid through ISO/FMS agents; and it is the recommended method to ensure tax implications are identified and addressed. The County can use others methods of paying for these services, as long as those methods are consistent with federal and state tax, insurance, and wage and hour requirements.

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21.	Base Services	What do we do with other base services through PROMISe?	All services were to be billed through PROMISe™ effective July 1, 2008. The only approved offline payment that should not be billed through PROMISe™/HCSIS is the administrative fee that is paid to the FMS. The administrative fee that is paid to the FMS should be billed outside of PROMISe™/HCSIS until further notice.
22.	Base Services	How do we process our FSS payments/Funds?	See response for question number 17.
23.	Contracts and Rates	Regarding SSW wage range and rates. Do wages need to be established for each category, even if the service is not being used?	<p>Yes. For FY 2008-09 the AEs must establish and publish the VF wage ranges/rates for 7 out of the 10 (listed below) PDS service categories for both VF/EA and AWC. They will need to work with the AWC to develop the AWC wage ranges/rates.</p> <ul style="list-style-type: none"> <li>• Home and Community Habilitation (Unlicensed)</li> <li>• Supported Employment</li> <li>• Transitional Work Services</li> <li>• Home Finding</li> <li>• Homemaker/Chore</li> <li>• Unlicensed Respite</li> <li>• Personal Support Services</li> <li>• Environmental Accessibility Adaptations</li> <li>• Adaptive Appliances/Equipment</li> <li>• Transportation (Mile) and Public Transportation</li> </ul>

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			*These services are subject to change when and if the Waivers and corresponding service definitions are amended.
24.	Contracts and Rates	If a family wants to use Acumen for a one time vendor or Independent Contractor, do they have to complete a packet?	Refer to the response for question number 6.
25.	Contracts and Rates	If a family chooses a high-end rate and the budget is depleted, are we to follow the IESF protocol for additional funds?	<p>For PFDS Waiver participants, assessed needs are to be met within the individual cost limit. If an employer negotiates a higher wage, but has been able to obtain services at a lower wage, the SC and AE should discuss the higher wage decision with the individual. Federal rate requirements mandate that they are cost effective. If services were purchasable at the lower rate, there must be rationale for increasing the rate. If such rationale exists, this may result in a reduction of services to remain within the cost limit. AEs should refer to section 2.3.1.2 of the Fiscal Year 2008/09 AE Operating Agreement for their responsibilities related to needs that exceed the P/FDS individual cost limit.</p> <p>Assessed needs are to be met for all Consolidated Waiver participants. If the employer chooses to use a higher wage, but has been able to obtain services at a lower wage, the SC and AE should discuss the higher</p>

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			wage decision with the individual because the federal cost effectiveness requirements apply. There must be rationale for applying the higher wage/rate that directly correlates with a change in the individual's needs. If the individual was able to receive services at a lower rate and chooses to pay at the high end rate, yet their needs have not changed, an IESF request is <u>not justified</u> . An IESF should only be requested when a person's needs change and, as a result, an emergency situation is created that the AE cannot fund. If needs have not changed, an IESF request will be denied. Historically, IESF requests have been denied when an increase in the cost of service has occurred while the individual's needs have not changed.
26.	Contracts and Rates	Contract rate range training is at the end of May, but ODP wants a contract completed by July 1, 2008?	Yes.
27.	Contracts and Rates	Should the rates for an Agency with Choice be a set rate or a rate range?	The AWC FMS and AE establish a wage range for the managing employer to use and one final rate is established for each service.
28.	Contracts and Rates	Will they be available to come to the county to negotiate the contract?	No. The waiver service contract may not be altered. In addition, rates will now be determined by the employer/managing employer and; therefore, are also non-negotiable. Acumen will hold a waiver service contract with each AE for waiver service

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			payments that are made on behalf of waiver participants. They will not hold base contracts for base funded individuals at this time.
29.	Contracts and Rates	For the contracts with Acumen, do the numbers of anticipated units have to be included in the attachment?	Yes. The estimated units should be included in the contract.
30.	Contracts and Rates	Has ODP established wage ranges?	No. For FY 2008-09 the AE is responsible for establishing the wage ranges and rates. An announcement was distributed on Friday, May 16, 2008 which contained instructions and materials for determining rate ranges for FY 2008-09 (to include wages, taxes and worker's compensation). These instructions and materials are posted at <a href="http://www.odpconsulting.net">www.odpconsulting.net</a> . Live sessions were held on May 29 and 30 for those that wanted more assistance or had questions.
31.	Contracts and Rates	Are taxes now to be included in peoples' budgets? What about Workers Compensation costs?	Yes. Taxes and workers compensation must continue to be included in the rate for the service. Once the wage/benefits are negotiated by the employer, the employer's taxes and workers compensation are added to the rate via the guide sheets. The guide sheets are developed by the AEs for the SCs and employers. These guide sheets are required for the VF/EA model. Employer taxes and workers compensation have always been service costs and

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			are a required component of the final VF service rates. For AWC, there are additional components beyond the wage, benefit allowance, taxes and workers compensation that must be included in the final AE/AWC service rates.
32.	Information, Forms, and Packets	Who is distributing the employer and employee packets? Please explain the packets.	The Acumen packet (including <i>Employer, Employee, Vendor</i> and <i>Paying For Your Supports</i> sections) will be distributed to interested waiver participants by the SC or AE. The employer will fill out the Employer packet and return it to Acumen. If they need assistance with completing the packet, they may call Acumen for assistance. The employer will then give the employee the Support Service Worker packet and assist them in completing. Again, Acumen will assist if needed.
33.	Information, Forms, and Packets	Will the PA Guide be going to families as part of the Acumen packet?	No. The PA Guide will be going to the AEs and the AEs will distribute the PA Guide to the SCOs/SCs. Ultimately, the SC is responsible for reviewing the PA Guide with the individual and their family prior to receipt of the Acumen packet so that the individual and their team can make an informed decision on whether VF/FMS is right for them. Until the PA Guide is complete, the SC and AE should explain FMS options and provide an Acumen packet if the Waiver participant requests a packet.
34.	Information,	Are the chapters and sections quoted in the	Yes

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	Forms, and Packets	packet available through Acumen?	
35.	Information, Forms, and Packets	How many packets and mailings are people to track?	Tracking the distribution of Acumen packets is not necessary but active referrals to Acumen should be tracked just like all referrals currently are.
36.	Information, Forms, and Packets	Can we receive a package of forms and materials to review that will need to be completed by the individual/surrogate and their service worker?	The Acumen Start-Up Packet was provided at the Regional Meet and Greets. Acumen will also be mailing out packets to the AEs that can be distributed to interested and eligible waiver participants. For those that are transitioning from local VFs, we will work through the completion of the forms during the transition period. Forms included in the PA Guide, as well as instructions on completion of the forms, will be included in the cover letter when it is distributed. The instructions will state that for those transitioning, forms are to be completed at their next meeting or during the transition period.
37.	Information, Forms, and Packets	Has ODP finalized the draft VF/EA bulletin?	Yes, ODP Bulletin entitled, 00-08-14 "Vendor Fiscal/Employer Agent Financial Management Services" was signed and is effective as of July 1, 2008.
38.	Information, Forms, and Packets	Will ODP provide the SC organizations with "Family Friendly/Reader Friendly" information to review with individuals/surrogates to support individuals/surrogates in making an informed	The PA Guide will be comprised of user-friendly descriptions of the FMS options, including examples. A group of stakeholders, which includes individuals and families, as well as ODP, SC's, AE's and providers,

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		choice of FMS options?	have provided feedback on the Guide.
39.	Legal Concerns (Clearances/Fraud)	When there is a concern that a family (Employer) has a criminal background, but that it will not be a required check for at least a year, can Acumen require the background check regarding concerns about possible fraud? Can it be deducted from a future check?	No. Acumen is not permitted to initiate background checks on employers at this time. If an SC or AE has a concern about the criminal background of an employer, then they should report their concern to ODP.
40.	Legal Concerns (Clearances/Fraud)	What is the procedure should fraud be suspected or discovered? Can roles and responsibilities to be taken be addressed?	The same procedure that has always been used for provider suspected or discovered fraud should be followed. It is expected that you report all cases of suspected or discovered fraud to ODP, regardless of how the service is being managed or by whom it is being managed.
41.	Legal Concerns (Clearances/Fraud)	Can applicants for SSWs be required to provide criminal and child abuse clearances at their own costs as a condition of employment? Can they be required to do the same on an annual basis as a condition of continual employment?	No. The cost of these clearances will be paid through the administrative fee of the statewide VF/EA FMS, local VF/EA FMS and the AWC FMS. There would be no reason to require the SSW to cover these costs.
42.	Legal Concerns (Clearances/Fraud)	Is it accurate to understand that if an individual/surrogate is found to have a criminal record or a child abuse record they may not have employer authority as a common law employer?	A list of prohibitive offenses that would prevent an individual/surrogate from becoming an employer, or a support service worker from becoming an employee, will be included in the PA Guide and will be available from Acumen upon request. Under the VF/EA model this will be by verbal report and

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			employer signature until further notice. Under the AWC model, clearances will be completed on managing employees and the cost must be included by the AWC FMS and AE in the AWC service rate, not the Administrative fee.
43.	Legal Concerns (Clearances/Fraud)	Has ODP determined how clearance costs will be funded?	Clearance costs for the employee will be paid through the FMS administrative fee. Clearance costs for the employers and managing employers is referred to in the response for question number 42 above.
44.	Admin Fees	Are the administrative dollars for ISO/FMS going to counties 08-09 and ongoing to pay for the costs involved in our part of having to support ISOs?	See response to question number 8.
45.	Admin Fees	How will Acumen's administrative fee be calculated?	The Administrative fee will be billed directly to ODP by Acumen on a per participant per month basis. This fee <u>should not be</u> included in the participant's service budget. Local VF/EA and AWC Administrative fees are negotiated by the AE, consistent with the approved Waivers, and approved by ODP for FY 2008-09.
46.	Acumen Questions	Can Time sheets be sent electronically using an electronic signature rather than being mailed or faxed?	Yes. In addition to mail and fax, Acumen has a web time entry option. The web time entry is the preferred method of submitting time.

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47.	Acumen Questions	Who is the Acumen contact in order to negotiate the local contract?	Acumen will hold Waiver service contracts only with AEs. Waiver service contracts can be sent to the attention of Randy Auer.
48.	Acumen Questions	Where is Acumen Located?	Corporate HQ is located in Mesa AZ; however, Jackie Culbertson is located in PA and is responsible for establishing the six PA offices.
49.	Acumen Questions	Where will the local Acumen PA office be located?	The main office will be located outside of Philadelphia, PA.
50.	Acumen Questions	Will someone from Acumen come to my house and complete the paperwork?	Yes. However, most people find their telephone customer service and enrollment team support preferable to scheduling a home visit.
51.	Acumen Questions	How can I reach Acumen?	<ol style="list-style-type: none"> <li>1. Toll free at 866-717-6251</li> <li>2. Fax at 866-571-3682</li> <li>3. <a href="mailto:customerservice@acumen2.net">customerservice@acumen2.net</a></li> <li>4. <a href="http://www.acumenfiscalagent.com">www.acumenfiscalagent.com</a></li> <li>5. <a href="mailto:Jackiec@acumen2.net">Jackiec@acumen2.net</a>; Toll free at 866-717-6251</li> </ol>