



Welcome to Acumen! We are excited to take part in this process with you.

This guide will walk you through the hiring process for Self-Directed Supports (SDS). Please read it carefully and follow the steps. Errors on paperwork are the most common reason for delays in the hiring process.

## **Acumen MO SDS Employee Hiring Guide**

**Follow the helpful tips below to complete the paperwork for each employee:**

- If you need additional blank forms, contact our customer service team at (866) 414-2541 or [enrollment@acumen2.net](mailto:enrollment@acumen2.net), or check out our website at <https://www.acumenfiscalagent.com/missouri/>.
- The employee provides services to the Individual. The Individual is the person receiving services. The employer and/or designated rep (Des. Rep.) will be managing services and time worked. Sometimes the Individual and the employer are the same person. Employers/Des. Reps. are to fill in and sign all sections indicated as “Employer” or “Individual/Employer.” The Individual’s name is placed where just “Individual” is indicated.
- Employee completes and signs where employee information is requested.
- **DO NOT cross out mistakes. A new form will need to be completed if mistakes are made.** DO NOT use white out.
- Write information requested on the line provided for the information (ex: write the city, state and zip on the line provided, not on the street address line).
- You and your employer/Des. Rep. will be notified when all information is received complete and correct.

An overview of the process:

1. Read through this guide carefully and follow the instructions. Errors on paperwork are the most common reason for delays in a new employee starting.
  - a. Use the *New Employee Sample Packet* as a guide to help complete the forms. It can be found on our website at: <https://www.acumenfiscalagent.com/missouri/>
  - b. The Form I-9 is one of the most difficult forms to complete. Use the *I-9 FAQ* to walk you through completing the Form I-9. It can be found on our website at: <https://www.acumenfiscalagent.com/missouri/>
2. Complete the forms as shown in the New Employee Sample Packet.
3. Send the packet back to Acumen by fax (866) 496-4577, email [enrollment@acumen2.net](mailto:enrollment@acumen2.net) or mail 5416 E Baseline Dr, Ste 200, Mesa, AZ 85206.
  - a. Take note of the training certifications and education documentation you are required to provide. There is more information about this on pages 2 & 3 of this guide.
4. Acumen will review your paperwork and submit for your background check. We will get back to you and/or the employer/Des. Rep. with any updates that are needed.
5. Once Acumen has received everything complete and correct, you and the employer/Des. Rep. will receive a “Good to Go” by email.
  - a. Acumen uses secure email to protect your information. Occasionally these emails will show up in your Spam folder, so keep an eye there. You must register with the secure site to read messages from Acumen. For help, please review *How to Access Acumen Secure Emails* on our website at: <https://www.acumenfiscalagent.com/missouri/>



## Understanding each form in the packet:

- **Form USCIS I-9 – Employment Eligibility Verification.** - This form is completed by you and the employer/Des. Rep. together. It is used to determine your eligibility to work in the United States. The employer/Des. Rep. is required to review your identification used on the form. You must also submit a copy of the identification used on the form to Acumen. See [I-9 FAQs](#) and [Employee Sample Packet](#) on our website for detailed instructions on how to complete the Form I-9.
- **Family Care Safety Registry (FCSR) Worker Registration Form.** - This form allows Acumen to submit for the required background screening of all employees.
  - The registration fee listed on the form is paid by Acumen.
  - If you are already registered with the FCSR, you can indicate it on the form. Acumen will still need the form with your signature as authorization to request the background check.
- **Employee Agreement**
  - Employee reviews agreement, signs and dates.
  - Employee enters Individual receiving services' name.
- **Form W-4.** - This form tells Acumen how you want your Federal income tax withheld.
  - On Step 3 a number is required, even if it is zero (0).
  - A person cannot claim Exempt and list information on Steps 3 & 4. If you are filing Exempt, leave Steps 3 & 4 blank.
  - On Step 5, enter at least the employer's name.
  - If this form is not completed and submitted, Acumen will withhold your federal taxes at the highest level.
  - For additional instructions go to <https://www.irs.gov/forms-instructions> and type Form W-4 into the search box.
- **Form MO W-4.** - This form tells Acumen how you want your State income tax withheld.
  - As with the Federal Form W-4, if this form is not completed and submitted, Acumen will withhold your state taxes at the highest level.
  - If the employee lives outside of Missouri, they should complete the Form MO W-4A. This form can be found on the Missouri Dept. of Labor website.
  - For additional instructions on the Form MO W-4, go to <https://dor.mo.gov/forms/> and type MO W-4 into the search box.
- **Employee Rate Form.** - This form tells Acumen what wage to pay the employee for each service.
  - Employer completes this form.
  - Employer: Use the [SDS Pay Rate Calculator](#) on our website to see how each wage will affect your budget and to stay within the rate range available.
- **Employee Information Form**
  - This form tells Acumen if you qualify to work for the Individual based on your age and relationship to the Individual.
  - This form also tells Acumen if you qualify for certain tax exemptions based on your relationship with the employer.
- **Pay Selection Form**
  - This form tells Acumen how you wish to receive your pay.
  - If Acumen does not receive this form or if it is incomplete, Acumen will send you a paper check in the mail until a correct and complete form, along with any required documentation, is received.



Once the forms are completed, review them for accuracy. Attach the required documents that match your employment situation.

- **Abuse and Neglect Training Certificate.** - Provide a copy of the online training certificate from the Relias website.
- **Education Requirement.** - Provide any of the following: High School Diploma, High School Transcript with Graduation Date, GED Certificate, College/University Transcript that shows attendance, or Educational Waiver from Regional Office. Any one of these documents is sufficient. (We cannot accept any other type of documentation as proof of education.)
- **Proof of current training required by the employer/Des. Rep.** - Trainings cannot be expired and must be from a certified training source. This requirement includes trainings such as CPR, First Aid, Medication Administration, etc.
- **Copies of the IDs used for the Form I-9**

Send the packet with the supporting documents, such as certifications or trainings (be sure to include all pages) to Acumen. When emailing, scan the packet and attachments as one document and attach to the email. Sending the forms within the packet as separate files or emails can cause delays and confusion when processing corrections. There are three (3) ways to submit the information.

- Fax 866-496-4577
- Scan and email to [enrollment@acumen2.net](mailto:enrollment@acumen2.net)
- Mail to 5416 E Baseline Rd, Ste 200, Mesa, AZ 85206

Acumen will process paperwork one (1) to three (3) business days from receipt. All complete and correct paperwork and information will be entered into our system. **The employer/Des. Rep. will be notified by secure email of any issues or corrections needed. Please watch your email and respond quickly.** Your dedicated Acumen agent or our customer service team can help with any questions you may have.

Remember: it can take up to seven (7) days for the background screening to be complete. You may contact our office at any time to request the status of paperwork.

When documents are received complete and correct, the employer/Des. Rep. and employee will receive a “Good-to-Go” letter via email or mail indicating the “Good-to-Go” (start date) for the employee. The employee is not to start working until the “Good-to-Go” date. Any work done prior to this date cannot be paid by Acumen. Refer to the Employer and Employee Agreements. If you have not received a notification of issues/concerns or a “Good to Go” letter within three (3) to seven (7) days of submitting paperwork, contact our customer service team or your dedicated Acumen agent to check the new hire status.

## PROGRAM REQUIREMENTS

Under the rules of Missouri Self-Directed Support program, workers **may not begin providing services and will not be paid for providing services** until **all** of the following are complete:

- You correctly complete all required paperwork, which is provided to you in this packet.
- You have successfully cleared the background screening, completed the Abuse and Neglect Training and all other required trainings.
- Your employer receives the emailed “Good to Go” notification from Acumen.

Once you are approved to work, you and your employer will receive notice of “Good-to-Go”. Within this notification, you will receive instructions on how to submit your time and when.



## **PAYROLL INFORMATION**

Employees can receive their pay through direct deposit into a checking or savings account, deposit onto a paycard or by paper check. The payment option is selected in the enrollment packet. Direct deposit or paycard payments may take 1-2 pay cycles to go into effect; during this setup period you will receive a paper check.

When an employee requests a pay card, Money Network will send an information kit to the employee along with the card. The paycard does not indicate anything about the SDS Program, Acumen or DMH/DDD in the mailing or on the paycard. Once received, the employee must activate the card with Money Network **AND** with Acumen.

## **ACUMEN CONTACT INFORMATION**

### *Acumen's Missouri Webpage*

Our webpage is available 24 hours a day 7 days per week. You can find paperwork and forms, guides and tools, as well as information on being an employer. Visit us at:

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

### *Customer Service*

Employees are encouraged to work with their employer/Des. Rep. regarding questions around employment. If additional help is needed, you can contact our customer service team at (866) 414-2541 or [customerservice@acumen2.net](mailto:customerservice@acumen2.net). Our customer service team is available 24 hours a day 7 days per week, excluding holidays. When contacting customer service, be prepared to provide a few identifying pieces of information.

### *Dedicated Acumen Agent*

Each individual with Acumen has a dedicated agent. The employer/Des. Rep. is encouraged to contact their agent with any issues or concerns. Agents are available during regular business hours and by appointment after hours.