MONTANA
EMPLOYER GUIDE TO SUCCESS

Acumen Fiscal Agent

Innovation • Opportunity • Freedom

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WELCOME!

Welcome to Self-Direction!

Thank you for choosing Acumen to be your Fiscal Management Service (FMS)!
At Acumen, we firmly believe that self-directed services empower individuals by giving them greater choice and control over the services they receive, when they are provided, and who provides them. By self-directing your services, you have the opportunity to live the life you want to live.

The purpose of this handbook is to help employers and their employees understand their roles and responsibilities, Acumen's policies and procedures, as well as State and Federal rules and regulations for being an employer.

We hope this guide serves as a helpful resource for you and your employees. If you have questions or need additional support, please don't hesitate to reach out to your Montana Agent. You can also contact Acumen's 24/7 customer service team toll-free at 877-824-9356.

WHAT ARE SELF-DIRECTED SERVICES?

Self-directed services originated in the 1970's as individuals with disabilites began transitioning from institutional settings back into community life. This approach was founded on a core belief that the person receiving support is the best expert on their own needs.

Self-direction is rooted in dignity, respect, and the recognition that people with disabilites and the elderly have the right to make choices about how they live, where they live, and who supports them.

Through self-directed services, Individuals have the opportunity to:

- **Exercise choice** in the services they receive.
- **Maintain control** over how those services are delivered.
- **Achieve greater independence** in living the life they choose.

Thank you again for choosing Acumen as your Fiscal Management Service. We look forward to working with you and are committed to supporting you and your family on your path to self-direction.

INVOLVED PARTIES

EMPLOYER/ EMPLOYER OF RECORD

The person responsible for hiring and training employees. The employer is also responsible for reviewing and approving employee time submissions, as well as informing employees of any updates and changes. The Employer of record will be legally registered with the IRS as an employer and will have a Federal Employer Identification Number (FEIN).

PARTICIPANT

The person receiving services. This may be the employer of record. A participant may choose to have a Personal Representative to assist them with employer tasks. The personal representative is not the legal employer and cannot be a paid employee.

EMPLOYEE

The person who provides services to the participant and receives hourly wages for the care they provide. The employee works for the participant/employer, NOT Acumen.

CASE MANAGER

The person that determines the participant's eligibility for services and conducts assessments to determine the participant's service needs. The Case Manager will design a Personal Support Plan with the participant that identifies what goods and services the participant is authorized to receive.

(FMS) FISCAL MANAGEMENT SERVICE – ACUMEN

Acumen contracts with the State of Montana as a Fiscal Management Service (FMS) provider. Acumen sets up the employment, processes payroll for the participant's employee(s), provides reports to monitor service delivery and provides ongoing support with employer tasks. As the FMS, Acumen supports the employer with:

- Processing employee paperwork.
- Determining employee eligibility, including processing background checks.
- Processing time submissions.
- Paying employees for time worked which includes withholding taxes for time worked.
- Providing employer skills training.
- Processing Worker's Compensation.
- Producing monthly spending summaries and spending reports to track use of hours and budgets.
- Providing a platform (DCI) to ensure families meet EVV compliance requirements.

Other duties for each party are discussed throughout this guide and in the Employer and Employee Packets. It is important to remember that the participant does not have to manage their services alone. Participants have a lot of support including their representative, employee(s), Case Manager, and the FMS.

ELECTRONIC VISIT VERIFICATION (EVV)

The Federal 21st Century Cures Act, signed into law December 13th, 2016, and requires State Medicaid Agencies to roll out Electronic Visit Verification **(EVV)** for all Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider/caretaker.

EVV uses electronic devices to verify a caretaker's visit and collect the following data for each visit:

- The date of the service
- The location of the service delivery
- The time the service begins and ends
- The individual receiving the service
- The individual providing the service
- The type of service performed

Full EVV compliance became mandatory in Montana as of July 1, 2024, and applies to **ALL Respite Care** hours worked by employees. The State of Montana has set a compliance goal of 85%, so only a very small number of manual entries or corrections are allowed. Employees should use the DCI Mobile App to enter ALL shifts and only use the DCI Web Portal when absolutely necessary. This will ensure that employees meet the expected EVV compliance goal of 85%.

DCI (DIRECT CARE INNOVATIONS)

DCI is a secure website for participants and employees to manage time entries, review reports, access important forms and materials, and comply with electronic visit verification (EVV).

DCI can be accessed through Acumen's website www.acumenfiscalagent.com/state/montana . Make sure to bookmark this site or save it on your desktop for easy access.

WHAT YOU CAN DO IN DCI

- Employers/Participants: Review and approve employee time entries, monitor budget spending through reports, and monitor expiration dates for certifications.

- Employees: Enter and submit time worked, view timecard status, and review expiration dates for certifications.

Messages and updates are posted on the DCI website. Please check the site regularly for any announcements, reminders and important information about your services. During enrollment, you will receive instructions on how to log in, enter time, and view reports. Directions are also available on the DCI website for ongoing reference.

DCI MOBILE APP

The DCI Mobile App is the easiest and most reliable way to ensure accurate and timely reporting of employee hours and is available to ALL employees.

As stated previously, Electronic Visit verification (E.V.V.) is mandatory for all **RESPITE** hours worked. If your employee provides Respite services, all hours must be submitted using the DCI mobile app, clocking in and out at the beginning and end of each shift.

The DCI mobile app can also be used by the employer to review and approve time; however, employer tasks are limited in the app. The DCI Web Portal will still need to be accessed by employers to manage services for the participant.

To access on-demand training and resources, including how to download and use the DCI Mobile App, go to Acumen's website: www.acumenfiscalagent.com/state/montana and click on the orange Montana EVV Resources link.

To access employer and employee forms, materials, and resources, go to Acumen's website: www.acumenfiscalagent.com/state/montana , scroll down and click the blue SDEO drop down menu.

Make sure that you are pulling new forms from Acumen's website each time you need to submit a form, or by calling your MT Agent to request current forms. Forms are updated regularly, including important tax documents. Submitting outdated forms will require corrections, and may delay onboarding and service delivery.

PARTICIPANT/EMPLOYER RESPONSIBILITIES

The following are the State and Federal employment laws, rules and regulations ALL employers must follow.

ALCOHOL AND DRUG FREE WORKPLACE

(Drug-Free Workplace Act of 1988, 41 U.S.C. 701, et seq.)

It is the Employer's responsibility to ensure a safe workplace for the participant and employee(s). The use of alcohol and drug impairment risks the safety of both the participant and employee. Employees are prohibited from buying, selling, manufacturing, transportation, possession, distribution, consumption, use, or being under the influence of alcohol or illegal drugs while providing services to a participant. Violating this policy can result in termination of the employee.

EMPLOYEE RIGHTS

All employees have basic rights in the workplace. These include the right to privacy, fair compensation, and freedom from discrimination. A job applicant also has certain rights even prior to being hired as an employee. Those rights include the right to be free from discrimination based on age, gender, race, national origin, religion, or sexual orientation during the hiring process. For example, a prospective employer cannot ask a job applicant if they are married during the hiring process. In most states, employees have a right to privacy in the workplace. For example, this right to privacy applies to the employee's personal possessions, including handbags, backpacks, or briefcases.
Other important employee rights include:

- Right to be free from discrimination and harassment of all types.
- Right to a safe workplace free of dangerous conditions, toxic substances, and other potential safety hazards.
- Right to be free from retaliation for filing a claim or complaint against an employer (these are sometimes called 'whistleblower" rights).
- Right to fair wages for work performed.

TREATING EMPLOYEES CONSISTENTLY AND FAIRLY

As an employer, it is important to treat employees consistently and fairly. If an employee believes you are favoring another employee, also known as preferential treatment, it can cause resentment and low morale among employees. Unfair treatment of an employee could possibly result in a lawsuit. This is why it is very important for the employer to understand that treating employees fairly is necessary in the workplace.

As an employer, you pay State and Federal unemployment benefits and taxes for your employee(s) to the state and federal government. An employee can file an unemployment claim if they believe they lost their job unfairly. The employer and the employee will have to complete paperwork that is reviewed by Montana Department of Labor. If the employee's claim is founded, the employee will receive unemployment payments. Unemployment claims can affect your Employer Burden, which will decrease the maximum wage you can pay your employees.

Fair treatment in the workplace begins with building strong relationships. Take time to get to know each employee and understand their individual strengths and needs. Recognize that everyone is different, and a personalized approach fosters trust and respect. It is important to be fair and consistent with all employees, even if they are family members.

Fair treatment consists of:

1. **Setting Clear Expectations**
   Establish clear policies regarding attendance, punctuality, and other workplace standards. If an employee is late more than once, your response should be consistent across all staff. Consistency ensures fairness and reinforces expectations.

2. **Providing Regular Feedback**
   Offer employees constructive feedback regularly – both verbally and in writing. This helps them understand what they are doing well and where improvement is needed. If an issue persists despite verbal feedback, document your expectations in writing. Written documentation is important if termination becomes necessary, especially if the employee applies for unemployment benefits.

3. **Maintaining Transparency**
   Employees should understand that pay rates and task assignments are based on experience, qualifications, and job performance – not favoritism. Transparency in these decisions builds trust and morale.

4. **Showing Appreciation**
   Acknowledge and appreciate your employees' efforts. A simple compliment or thank-you can go a long way in creating a positive and productive work environment.

5. **Addressing Concerns Fairly**
   If an employee raises concerns about possible favoritism or other issues, take their feedback seriously. Listen openly and take appropriate steps to resolve the matter fairly and promptly.

WORKPLACE HARASSMENT

As an employer, you have the responsibility of keeping the workplace free of harassment. Harassment goes against the basic standards of conduct between individuals and is prohibited by Title VII of the Civil Rights of 1964, the Equal Opportunity Commission, and State regulations.

TECHNICAL DEFINITIONS OF HARASSMENT

Harassment

Any verbal, physical or visual conduct or action that belittles or shows hostility or dislike towards any individual because of race, color, religion, gender, national origin, age, disability, physical features, creed, marital status, sexual orientation or status with regard to public assistance and which has the purpose or effect of creating an intimidating, hostile or offensive workplace, interferes with an individual's work performance or otherwise negatively affects an individual's employment opportunities.

Sexual Harassment

Unwelcome sexual advances, requests for sexual favors and/or all other verbal, physical or visual conduct of a sexual or otherwise objectionable nature where submission is made explicitly or implicitly a term or condition of obtaining or continuing employment or is used as the basis for making employment decisions or has the purpose or effect of unreasonably interfering with the individual's work performance, or creates an intimidating, hostile or offensive work environment. Sexual Harassment includes third-party situations in which an individual is offended by the sexual interaction, conduct or communication between others.

Employee Responsibilities

An employee may file a complaint at any time with the Montana Department of Labor, if they believe harassment has occurred. Once a complaint is made, retaliation or intimidation directed towards the employee by the employer will not be tolerated and can result in penalties.

WORKERS COMPENSATION INSURANCE

As the FMS, Acumen is required to establish Workers Compensation benefits to all employees serving SDEO participants. This means the employees' medical costs will be covered if they are injured on the job and may also include the time which they cannot work. If an employee is injured on the job, they MUST report the injury or accident to the participant/employer immediately. Then the employer should call Acumen's Workers' Compensation Representative line **866-472-2297**, as soon as possible.

If the employee/employer waits too long to report the injury, the injury may not be covered by workers compensation. It is important to report all injuries, even if they are small, like a cut finger when preparing a meal. An injury, regardless of size, must be reported.

Acumen provides the participant/employer with employee training materials to promote a safe working environment. Encouraging the use of safety tips could help prevent injury to the participant/employer and employee.

WORKER INJURY REPORTING

Please follow these steps:

1. The employee should get medical help if needed.
    a. If the injury is serious and life-threatening, call 911.
    b. If the injury needs medical treatment (but is not life-threatening), the employee should go to an urgent care clinic or doctor's office. If the employee cannot get to a clinic or doctor's office, the employee should go to the emergency room.
2. The employee must inform the employer within 24 hours of when the accident occurred, even if the injury doesn't seem serious.
3. The employer must call the Acumen Human Resources (HR) Workers' Compensation line at **866-472-2297** and inform them that an employee has been injured on the job **within 24 hours** from when the injury/accident took place.
4. Acumen's HR Workers' Compensation representative will then report the claim to the Workers' Compensation Insurance Carrier.
5. The Insurance Carrier will then assign a claim number and Claims Adjuster to the case.
6. The Claims Adjuster will call the employee to follow up as they may need additional information such as medical records.
7. The employee is required to stay in contact with Acumen's HR Representative to update them with any additional information pertaining to their case such as any restrictions placed upon them by the doctor and when they can return to work.

WORKPLACE SAFETY

The participant/employer and employee are responsible for:

- Maintaining a safe and healthy work environment.
- Following all federal, state, and local health and safety laws and requirements.
- Reading and understanding the employee training materials given to each employer.

Both the participant and employee should:

- Always follow correct practices and procedures so that injury, illness, and damage to property is avoided. Please report any unsafe conditions immediately to the Case Manager, Adult Protective Services, or the authorities, when appropriate.

MEDICAID FRAUD

Participants' services through SDEO are funded by Medicaid using money from both State and Federal government entities. Intentional abuse of Medicaid funds is against the law. If a participant or employee is suspected of Medicaid fraud, it must be reported immediately to both the State of Montana Fraud Hotline at **(800) 201-6308**, as well as Acumen.

Examples of participant (employer) or employee fraud and abuse of Medicaid funds are:

- Recording and billing for tasks or procedures that were not actually performed.
- Logging more hours on a time submission than actually worked.
- Accepting pay for hours not worked.
- Altering another person's time submission or paperwork.
- Forging an employer's, participant's, or employee's signature on documents.
- Performing and recording tasks that are not approved on the participant's plan of care.
- Encouraging or assisting a participant to obtain services or supplies that are not necessary for their disability.
- Providing poor-quality care or failing to deliver services as required in the plan of care and billing for those services.
- Falsifying arrival or departure times on time submissions (e.g., showing up late or leaving early but recording full hours).
- Failing to deduct mealtimes from recorded work hours.

If you realize you have made a mistake on a time submission and are unable to make the correction in the DCI Web Portal, please call Acumen's customer service or your MT Agent right away. Acumen might be able to fix the error before billing Medicaid. If billing has already been submitted, Acumen can correct the error and note that a correction was made. A mistake is not fraud if it is reported right away.

If you suspect that a participant, employee or Acumen has committed fraud, please contact the Montana DPHHS Fraud Hotline at **1-800-201-6308**.

ABUSE, NEGLECT AND EXPLOITATION

Mont. Codes 41-3-102, 45-5-212, 45-5-622 ; 41-3-201, 41-3-203, 41-3-207 ; 52-3-803, 45-6-333

Montana law protects disabled adults of any age from abuse, neglect, and exploitation as stated by the Montana Attorney General. The law protects "vulnerable adults" and children from abuse, neglect, and exploitation. A "vulnerable adult" is an individual aged 18 or over who may require care and support due to various factors such as age, illness, mental or physical disabilities.

TYPES OF ABUSE

- **Physical Abuse** includes hitting, slapping, pinching, kicking and other forms of aggressive behavior. If an employee does something that causes physical pain, it may be physical abuse.
  Example: An employee slaps a participant for spilling his milk while eating.
- **Verbal Abuse** means any time an employee uses spoken words, written words or gestures that are meant to insult, attack, or make the participant feel bad.
  Example: An employee calls a participant "stupid" for forgetting to take their pills.
- **Psychological Abuse** happens if an employee uses actions or makes statements that are meant to humiliate, threaten, or cause emotional harm.
  Example: An employee making the participant fear that they will not receive the food or care they need.
- **Sexual Abuse** includes any unwanted sexual annoyance, touching, fondling or attack. If a participant feels uneasy about a sexual advancement, it may be sexual abuse. *Example: An employee fondles a participant when changing his/her clothes.*

- **Neglect** means an employee is not meeting the participant's basic needs for food, hygiene, clothing, or health maintenance. Neglect includes repeated acts of carelessness. *Example*: *A participant is authorized to receive a bath three times a week and the caregiver has not given them one in two weeks.*

- **Exploitation** happens when the employee lies or scares a participant with intent to take or use property or money for him or herself. *Example: An employee tells the participant that they are taking his/her car for personal arrands or convincing a participant to add an employee to their bank account.*

If you feel like an employee is not treating the participant well or is taking advantage of the participant, it's important to speak with them right away. Let them know what behaviors or actions you are not comfortable with or do not like. Talking about the issue early can help stop the behavior before it gets worse. Let the employee know that if the behavior does not stop right away their employment will be terminated.

DO NOT put up with mistreatment. Safety is the priority, and it is important that the participant is protected. If you feel that the participant is being mistreated, you can make a referral to Montana Adult Protective Services (APS) by calling the APS Hotline at **1-844-277-9300**. It is also important to notify your Case Manager or Acumen right away.

If you feel threatened and feel you may be harmed, call 911.

Here are some things participants can do to protect themselves:

1. **Check Employee References** even if the person seems nice! It is recommended that three (3) references are contacted.
2. **Let applicants know there is a background check** - an abuser may change his/her mind with applying when they know this occurs.
3. **Inform the employee** from the start that abusive or unsafe behavior will not be tolerated. If such behavior occurs, law enforcement WILL be called.
4. **Make sure employee(s) know you are supported** by family and friends.
5. **Solve problems early**. Do not let emotions build.
6. **Do not minimize employee behavior** that you do not like or is uncomfortable.
7. **Tell other people** if you are feeling unsafe or threatened.
8. **Deal with the issue right away**. Do not think the situation will just go away.

HOW TO RECOGNIZE SOME RED FLAGS OF ABUSIVE BEHAVIOR

- ☐ Does the participant have bruises, cuts, burns or other physical injuries that seem unusual or suspicious?
- ☐ Does the employee ignore instructions and requests?
- ☐ Does the employee make mistakes and then blame other people?
- ☐ Does the employee ask personal questions and try to get information unrelated to care, such as your financial situation?
- ☐ Does the employee eat the participant's food without asking?
- ☐ Does the employee make unwanted and critical comments about the participant's appearance, weight, clothing, speech, eating habits, etc.?
- ☐ Is there less money than expected in the participant's wallet, purse or account?
- ☐ Are there unfamiliar charges in the participant's checking or credit card account?
- ☐ Does the employee attempt to control the participant's choices, such as what to wear or eat?

If you answered "YES" to any of these questions, there may be a potential for abuse. All people involved in the life of the participant should be watchful of suspected abuse, neglect, exploitation, or self-neglect. Employers and Employees are Mandated Reporters and are required by law to report any suspected abuse, neglect or exploitation. If the participant tells you of an incident of abuse or neglect, the employee is expected to report the abuse accordingly.

The following acts should be reported to the appropriate authorities immediately:

- Threatening or causing harm to a participant or a member of the participant's household with physical abuse, sexual abuse, mental abuse or coercion.
- Exploiting a participant for financial gain or continuing to allow an employee to work who has exploited a participant for financial gain.
- Theft of medication, money, property, supplies or equipment.
- Failure to report a theft, as described in this section.
- Allowing an employee who is under the influence of alcohol or drugs to work with a participant.
- Working with a participant who is under the influence of alcohol or drugs and the employee is unable to complete the job without jeopardizing participant safety.
- Violating, or knowingly allowing an employee to violate State or Federal laws regulating prescription drugs and controlled substances, including forging prescriptions and unlawful distribution of prescription drugs.

- Performing or allowing an employee to perform tasks beyond the employee's professional training.
- Any violation of HIPAA (Health Insurance Portability and Accountability Act of 1996)
- Discriminating against or allowing an employee to discriminate on the basis of race, religion, color, national origin, ancestry, or sexual orientation in the provision of care to a participant.

WORKING HOURS AND PAYROLL

It is important that employees work all hours as scheduled by the participant/employer. Hours are not always guaranteed because a participant's health condition could change. An employee's position is classified as "temporary" because the work is not guaranteed. The participant/employer will determine tasks that the employee will do based on the participant's current Personal Support Plan.

All employers are required to contribute to Medicare, Federal Unemployment (FUTA), Social Security, State Unemployment (SUTA), and Workers' Compensation. On your behalf, Acumen will calculate your required amount and forward the money to the Workers' Compensation insurance company and the appropriate tax authority. We will also file your employer-related taxes during tax season. Please understand that employer tax is not the same as your personal income tax. You will still be responsible for filing your own personal income tax.

Acumen processes payroll on behalf of participants, paying employees semi-monthly according to the payroll schedule included with the in the Good to Go notification and can also be found on the Montana page of Acumen's website. Payments are made via direct deposit to the employee's bank account or through a pay card. Paper checks are available upon request but are discouraged due to possible delays and unreliability of mail delivery. Please note that employees paid by direct deposit or pay card will not be mailed a paystub.

Employees can access their paystubs by logging into their online DCI account. Additionally, participants/employers can also view pay information in the DCI portal.

W2s are issued to all employees by the Federal date (often January 31) for the previous year. If employees prefer to go paperless and receive their W2 information electronically, they can go to https://www.paperlessemployee.com/afa no later than **January 10th** to create their account. Employees will then follow the steps on the screen to register for electronic delivery of their W2.

Please note: If employees choose to receive their W2 electronically, they will not receive a paper copy through the mail. Their electronic tax statement will be available by January 31st at https://paperlessemployee.com/afa . They will be able to view, download, save, or print their W2 for up to 30 days. Reprints are available for free for the first 30 days. After 30 days, they can obtain a copy for a $12 fee on the website https://www.paperlessemployee.com/afa.

PAYROLL

Accurate and timely payment of employees is essential. Acumen relies on the participant/employer to ensure that all employee hours are submitted and approved on time.

- Pay periods begin on Sunday at 12:00 AM and end on Saturday at 11:59 PM.
- Hours must be submitted and approved according to the pay schedule provided with your Good to Go notice. The pay schedule is also available on the Montana page of Acumen's website: www.acumenfiscalagent.com
- Time may be entered and approved daily via the DCI web portal or on the DCI mobile app, however, all time must be submitted and approved by the deadline listed on the pay schedule.
- Please note that late time submissions may result in late pay for your employee(s).
- If an employee quits, their final paycheck will be processed on the next scheduled payday.
- If an employee is terminated, they will be paid within three (3) business days of when Acumen is notified, not including weekends or holidays.
- If the participant's services with Acumen are terminated, the employee will be paid within three (3) business days of when Acumen is notified of the termination date, not including weekends or holidays.
- Employees will only be paid for hours and tasks that are authorized on the participant's care plan.
- If a participant/employer directs an employee to work unauthorized hours or perform tasks not included in the care plan, the participant/employer may be held financially responsible for those payments.

OVERTIME PAY

Overtime pay may lead to overspending of the participant's budget and may affect the participant's services. Acumen cannot pay higher than the maximum allowable rates as set by DDP. If the overtime wage exceeds the max allowable rate, the excess will not be paid directly by Acumen and the employer will be responsible for paying their employee the balance of the unpaid wages, as well as the taxes on those wages. It is important to closely monitor hours, so the participant is not left without service.

If you believe your employee will ever work more than 40 hours per week, please use the "Show Me the Money" form located in the Employer Packet to calculate the appropriate wage you should be paying your employee(s). The overtime wage should not exceed the max rate you can pay your employee(s) per your specific burden rate. If you need help calculating what you should be paying employees that may work over 40 hours, or need confirmation of your specific burden rate, please contact your MT agent for assistance.

ERRORS IN PAY

If you believe there has been an error in pay, please notify Acumen immediately so we can promptly correct any mistakes.

Please remember that **Acumen is NOT the employer**. The participant or their authorized representative is the employer and is ultimately responsible for managing the participant's budget and employees' pay.

REPORTING REQUIREMENTS

The participant/employer must inform Acumen within one (1) business day of the following:

- Changes to an employee's status that may affect tax exemptions
  - Marriage between the employee and employer
  - Moving in/out of the participant's home
  - Visa Status or Legal Working Status
- Employee Termination
- Employee Resignation
- If the employee is charged with a felony
- If a participant is hospitalized (must include dates)
- Participant loss of Medicaid coverage
- The participant's Personal Representative changes

Participants/employers and employees must notify Acumen as soon as possible but no longer than (5) five days of the following:

- Name change
- Address change
- Phone number change

Acumen is not responsible for sending mail or issuing checks with the wrong name/address if the participant/employer or employee did not inform Acumen of the changes.

CONFIDENTIALITY AND DISCLOSURE

Employees must keep all the information concerning a participant's medical care and the services received confidential. **<u>This is true even if the employee is a family member!</u>** It is a violation of HIPPA (Health Information Privacy and Portability Act) to reveal any protected health information (PHI) about the participant to anyone without the participant's permission. Exceptions to confidentiality are made when reporting concerns of abuse, neglect or exploitation as required. This includes the following situations:

- If an employee is worried that a participant has threatened or poses a threat to the physical safety of another person, with intent the threat may be carried out.
- The employee believes the participant is at risk of immediate harm.
- The employee believes the participant is being abused, neglected, or exploited.

If you believe your employee has violated confidentiality, contact your Case Manager or Acumen immediately to discuss the situation. Immediate termination may be appropriate for this type of violation. Please note that employees are Mandated Reporters and are legally required to report any concerns of abuse, neglect, or exploitation to the appropriate authorities right away.

TERMINATION OF SERVICES

Services may be terminated by Acumen, or the participant/employer as described in this section.

Termination by Acumen
Acumen may terminate the working relationship with a participant if the participant does not follow State and Federal regulations, program processes or if Acumen believes that services are putting the participant's health and safety at risk.

Acumen will not terminate services without offering additional training, encouraging the use of a personal representative and talking with the participant's Case Manager. Acumen will provide advance written notice of termination to the participant based on FMS policies and procedures.

Termination by the Participant/Employer

The participant may decide that self-direction is not the right fit and may choose to end services at any time. While not required, providing a 30-day notice is preferred to allow Acumen enough time to process final payments for the participant's employee(s).

Freedom of Choice and FMS Transfers

Acumen is committed to providing excellent customer service. If you are ever unhappy with our services, please let us know right away so we can work to resolve the issue. Participants have the right to choose their FMS provider. If you decide to switch to another provider agency, you can contact your Case Manager to begin the transfer process. Acumen will coordinate with your Case Manager and send all necessary documentation to the new FMS agency.

!! EMERGENCY PLANNING!!

Emergency planning is a good idea for everyone. Having a plan to deal with different types of emergencies, such as medical emergencies, hospitalizations, fires, power outages, severe weather, and other natural disasters helps keep the participant safe and minimize any injury or damage.

THINGS TO CONSIDER WHEN MAKING AN EMERGENCY PLAN

- ✓ Make a list of people to contact for each type of emergency.
- ✓ Make a plan on how to contact family and employees if there is a power outage or natural disaster.
- ✓ Make a list of medications and/or equipment to take if it's necessary to evacuate.
- ✓ Organize medical information, emergency contact information and, if applicable, living will information and place it all together in an easy to access location.
- ✓ Store extra food and water in case of a severe weather emergency or other natural disaster.
- ✓ Make sure to have other items handy such as a flashlight, blankets, etc.
- ✓ Discuss with and include employees in emergency planning. It is helpful to keep emergency information near the telephone. Show the employee this list and talk about an emergency plan during orientation and training.

- ✓ In the event of an emergency review with your employee what they need to do, who they should call, and where they should take the participant.
- ✓ Review and practice evacuation routes/plans with the participant and employee to ensure the correct procedures are followed, and the participant and employee know where to go and who to call.

INFORMATION FOR COMPLETING EMPLOYER TASKS

People who choose to self-direct their care may not have been employers before. This section provides information on how to interview, hire, train and manage employees. If hiring a family member, some of the information may not apply. For example, the participant may not interview a family member or get references because they know them well.

There are other tasks as an employer that you will want to perform if the employee is a family member. As the employer, you still need to treat the family member as an employee. It is sometimes hard to maintain employer boundaries with family members, but it is important. Orienting and training them to do tasks and treating them fairly and consistently is very important.

RECRUITING AND INTERVIEWING

Recruiting employees may be challenging. Finding a good caregiver that you trust is important. Ideas for recruiting or advertising are:

- Create an advertisement on a sheet of paper and hang it at the local employment office/ job service, grocery store, laundromat, church, community college or university, social service agency, and other community locations.
- Advertise on Craig's list, however, make sure to stay safe and use caution when using public sites.
- Advertise on social media like Facebook Groups & Marketplace. Again, make sure to stay safe and use caution when using public sites.
- Create a job post in Indeed. While Indeed does promote paid listings, you can still post a basic job for free.

Call these places first, find out who to talk to and ask about their rules for posting flyers or placing an advertisement. Make sure to protect personal information when advertising. Include a phone number for the interested party to call, but do not include your address. You can give more information about yourself when the interested person calls.

Briefly describe what is needed:

Example:

> Caregiver needed to assist with shopping, preparing meals and other light household tasks. M.W.F 10am-1pm.
>
> CALL 555-555-1212 if interested.

Spread the Word – Telling family, friends and other participants that you are looking for an employee may help identify a worker. Sometimes other participants have employees who want to work more hours or are willing to fill in.

Let your Case Manager know – Your Case Manager may know of another participant's employee who is looking for more hours.

SCREENING JOB APPLICANTS

It is illegal to ask applicants certain questions as the information learned can be used to discriminate against them.

Examples of questions that cannot be asked when screening or interviewing an applicant:

- How old are you?
- What is your native language?
- Are you married?
- Do you have any children?
- Have you ever been arrested?
- What church do you attend?
- What is your religion?
- Do you belong to any clubs or organizations?
- What is your credit rating?
- Do you own or rent your home?
- In what country were you born?
- When were you born?
- Do you have a disability or medical condition?
- Are you a republican or a democrat?
- What are your family members' names?
- What is your race?

It is a good idea to talk with an applicant by phone before you interview them. You can tell them about the position and what you need from them. Letting them know the schedule, number of hours and hourly pay rate may help the applicant decide if the job is right for them. Screening an applicant helps you and the applicant know whether you want to schedule an interview.

Criteria for being an employee:

- Must be 18 years of age
- U.S. citizen or legal alien authorized to work in the United States
- Submit to a background check
- Be able to communicate clearly with you

INTERVIEWING

An interview allows the participant/employer to meet the applicant and decide if they are the right person for the job.

For your safety, it's best to schedule the interview in a public place. If it needs to be at your home, make sure others are present. Consider bringing a trusted person with you to help with the interview. This not only helps keep you safe but also provides a second opinion on hiring an applicant.

Before the interview, prepare a list of questions to ask each applicant. Be sure to ask the same questions to all candidates to ensure fairness and avoid any form of discrimination. Use open-ended questions that encourage detailed responses rather than simple yes or no questions. This approach will give you a better insight into each applicant's qualifications and personality. Taking notes during the interview can also help you remember their responses when it comes time to make a hiring decision.

SAMPLE QUESTIONS:

- What is an accomplishment you have been proud of during the last few years?
- What interests you about this position?
- What are your career goals?
- What are your strengths and weaknesses?
- What are your interests?
- Tell them what tasks you need them to do and ask them if they are comfortable performing these tasks. (Make sure that you are honest with them so there are no surprises when they begin work)
- Ask specific questions related to the skills you are looking for.
    - Example: I need help making meals. On a scale from 1 to 5, how do you rate your cooking skills?

- Make sure they can perform all tasks.
    - While you cannot ask a candidate if they have a disability, you can ask: " Is there anything that keeps you from doing the job I described?"
- For health reasons, I cannot be around cigarette smoke. Are you a smoker?

There are many resources online with sample interview questions if you need ideas. If you have any pets in your home, be sure to let the applicant know in advance. This will give them an opportunity to share any allergies, discomfort, or concerns. Make sure to leave time at the end of the interview for the applicant to ask questions about the position. This can help them better understand your expectations and help them decide whether the position is a good fit for them.

WARNING SIGNS

Sometimes, you may notice behaviors during an interview that make you feel uncomfortable or uncertain. Trust your instincts – these can be strong indicators that the person may not be a good fit for the position. Here are some red flags to look out for:

- The candidate arrives late without an explanation or an apology.
- They avoid eye contact or seem distracted and not fully engaged in the conversation.
- Their appearance is unkempt- Example: Messy hair or dirty, ragged clothing.
- They ask overly personal or inappropriate questions, such as "Do you live alone?" or "What's your address?"
- They use offensive or inappropriate language during the interview.
- They make comments that are disrespectful or make you uncomfortable.

OFFERING THE POSITION

Once the interview is complete and you've selected the candidate who is the best fit for you and your family, it's time to formally offer the position.

Here's how to proceed:

- Extend the Offer – Let the candidate know you'd like to offer them the position and confirm important details such as:
    - Work Schedule
    - Start Date
    - Rate of Pay

- Get Candidate Acceptance – Before sharing your home address or where they should report to work, make sure the candidate accepts the offer and agrees to the terms.

- Schedule Time for Paperwork – Set a time with the employee to complete new hire paperwork and let them know what documents they need to bring to the appointment.
    - **I-9 Documents** - A list of documents needed for the I-9 are included in the enrollment packet. Please review the lists and let your employee(s) know they will need to provide these documents. Do not ask for specific documents, as the employee will choose which documents they will provide from the "List of Acceptable Documents" included with the I-9.
    - **Social Security Card** – Needed for payroll
    - **Voided Check or Bank Letter** - Needed for Direct Deposit

NEW EMPLOYEE HIRING AND PAPERWORK

As the employer, you are responsible for hiring employees and ensuring all required paperwork is completed before any employee begins work. This includes both Federal and State forms, as well as Acumen-specific enrollment documents.

Please read through the entire packet carefully, as some forms require your signature as the employer. Acumen is available to assist you, so please don't hesitate to reach out if you need support.

Training Requirements

Depending on the services being provided, employees must complete specific trainings before they are eligible to begin working. Required training is located on the "Services Provided" form in the Employee Packet. Training may include:

- CPR Certification
- First Aid Certification
- College of Direct Supports (CDS) Trainings

All completed training documents must be submitted to Acumen for processing.

Background Checks and Approval to Begin Work

Employers may choose to waive criminal background checks for employees who ONLY provide respite services. The Self-Directed Employer Option (SDEO) program requires all other workers to have a criminal background check completed through the Montana Department of Justice (MT DOJ). It is highly recommended that criminal background checks be run on all employees. You retain the right as an employer to request a criminal background check at no cost to you.

If you choose to hire an employee who has been convicted of any crime, you will be required to sign a waiver form acknowledging you are aware of the conviction and are still choosing to hire them.

Once all forms have been completed and reviewed, and background checks have cleared, Acumen will notify the employer in writing that the employee is approved to begin work. This confirmation will come in the form of a "Good to Go" letter.

Please note: *Any hours worked before the "Good to Go" date, will not be paid by Acumen.*

ORIENTATION AND TRAINING

On the employee's first day, it is important to complete an orientation to help them understand their role, responsibilities, and expectations around their position. Make sure that you are clear about job duties/responsibilities and allow time for the employee to ask clarifying questions regarding the position and expectations. If possible, give the employee a written copy of expectations and job duties they can keep for reference.

Welcome and Job Introduction

- Introduce yourself and explain your role as the employer or representative of the participant.
- Provide a job description or outline of duties.
- Review expectations.
    - Make sure that expectations are clear and the same for all employees.
- Review work schedule and attendance expectations.
- Review rules/procedures for time off requests and include consequences for non-compliance.
- Review house rules the employee should be aware of.
- Review dress code.
- Discuss rules regarding the use of things such as the phone, car, computer, etc.
- Discuss treating the participant with dignity and respect, including personal privacy of the participant.
- Discuss maintaining a professional attitude and communication.
- Review rate of pay, pay periods, and how to submit time for hours worked.

House Tour

To help the employee feel comfortable in the environment and understand the layout and rules of the home, you should walk the employee through the home and explain:

- Where essential supplies are stored like hygiene products for the participant, gloves, cleaning products, etc.
- Where personal items are kept for the participant including medications, care plans, preferred items, etc.
- Kitchen usage and where to locate things such as food storage, utensils, and cooking appliances.
- Laundry area, including instructions for using the washing machine and dryer.
- Identify Emergency exits and alternate escape routes.
- Location of fire extinguisher(s)
- Location of First Aid kit(s)
- Emergency contact numbers and their location.
    - These should be easily accessible by the employee during an emergency.
- Restricted areas or rooms the employee should not enter.

UNDERSTANDING PARTICIPANT NEEDS

It is important to provide the employee with specific information to meet the participant's health, personal, and safety needs. Only share details that are essential for the employee to perform their job effectively and to ensure the safety and well-being of both the participant and employee. Some examples include:

- Diagnosis or disability
- Physical, cognitive, or emotional support needs
- Personal care requirements which include toileting, bathing, dressing, grooming, etc.
- Food allergies or dietary restrictions
- Blood sugar monitoring
    - Include when and how to check, what levels are safe, and signs of hypo/hyperglycemia)
- Medication routines (only if the employee is expected to assist the participant)
- Seizure protocols
- Behavior triggers or calming techniques (for emotional regulation)

To ensure safety for both the participant and the employee, it is important to demonstrate and practice the following:

- Proper lifting techniques and safety procedures for completing lifts and transfers.
- Safe use of wheelchairs, walkers, gait belts, or other mobility aids.

- Correct use and storage of assistive devices or medical equipment.
- Explain what to do in emergencies, such as:
    - Fire
    - Medical Emergencies
    - Fall or Injury
    - When to call 911
    - Who to notify afterward (Emergency contacts, etc.)
- Hand washing procedures
    - Before preparing food
    - Before and after personal care
- Using gloves
    - When performing personal care
    - When handling bodily fluids
    - Where gloves are stored
- Sharps containers (if applicable)
    - Where containers are located
    - How and when to dispose of items

If the employee will be shopping with/for the participant, make sure to discuss:

- Where the employee should shop, including a list of acceptable stores or store preferences
- Any brand preferences or dietary guidelines
- How the employee will pay for items
- Importance of keeping receipts and returning them to the employer
- Budgeting and avoiding unnecessary purchases

MANAGING EMPLOYEES

Treat your employees the way you would like to be treated – this is the foundation of mutual respect. As the employer, managing and supervising employees requires clear, direct communication and the ability to build a positive working relationship. You should provide both positive and constructive feedback, address conflicts when they arise and regularly evaluate your employees' performance.

How you manage and supervise your employee(s) can greatly impact how long they stay, how satisfied they are with their job, and the quality of the care they provide.

Working with an employee that provides in-home services is different from other working relationships. Unlike many other work environments, this role involves close personal contact. To ensure your care needs are met, you must be comfortable expressing your expectations and preferences clearly and assertively. This includes stating how you want things done and addressing concerns promptly.

Supervising a family member can be especially challenging due to the existing personal relationship. However, it is important to remember that as the employer, you are responsible for managing the employee professionally. Family members in the employee role must respect your position as the employer.

The same applies when the employee is a friend. Clear, respectful communication is essential to a successful employer-employee relationship.

A helpful strategy is to use “I” statements when giving feedback. For example: “When you do [specific behavior], I feel [emotion].” This approach focuses on how the behavior affects you without making it personal, promoting a more productive and respectful conversation.

SUPERVISING OTHERS

Being a good supervisor means guiding, teaching, and coaching your employee(s) so they can do their best work. When an employee is doing something well, let them know. Positive feedback helps reinforce good habits and builds confidence.

If the employee isn’t doing something quite right, offer specific, constructive suggestions for how they can improve. Focus on what they could do differently rather than just pointing out what’s wrong. The more specific your feedback, the more helpful it will be.

The best kind of feedback is clear, respectful, and positive. When you notice your employee is doing a great job, acknowledge it. Expressing appreciation encourages your employees to continue doing well and shows that you value their efforts. This helps build trust and mutual respect. If something isn’t being done the way you’d like, calmly explain or demonstrate how you want it done. Clear communication helps avoid confusion and ensures that your care needs are met.

Here are some examples of helpful, respectful feedback:

- “This meal is so good! Will you make it again?”
- “I feel safe when you grab onto my belt to help me walk.”

These types of statements show appreciation while also reinforcing what the employee is doing right.

CREATING A GOOD WORKING ENVIRONMENT

Most employees stay with a job because they like who they are working with, and the job is rewarding. Below are some ideas for creating a good working environment:

- Treat employees with kindness, fairness, and respect.
- Be constructive with feedback. (focus on the behavior, not the person)
- Keep communication open.
- Discuss problems as they arise.
- Avoid taking out frustrations on the employee.
- Use a sense of humor
- Be flexible when possible (If the employee asks to come in a few minutes late because they have something important to do).
- Express appreciation for the work the employee is doing.
- Check in with the employee about how he or she likes the job. If the employee is unhappy, you can talk about it with them.

A positive work environment helps employees feel happy, productive, and motivated. One of the most important parts of creating that environment is good communication. When employees feel heard, respected, and appreciated, they are more likely to stay in the job longer and provide better care.

RESOLVING CONFLICT

Conflict is a natural part of any relationship. People have different personalities, preferences, and perspectives which means disagreements are bound to happen. The problem isn't that conflict exists, but how it's handled. Many people avoid conflict because it makes them uncomfortable, however, avoiding it only makes things worse over time.

It's important to deal with problems as they come up. When addressing conflict, try to stay calm and keep emotions in check. If you're upset, take some time to cool off before starting the conversation.

A step-by-step approach can make resolving conflict easier and more effective:

1. **Identify the Problem**
   Sometimes one person has an issue the other doesn't even realize. For example, the participant may be bothered by the employee playing music too loudly while cleaning. Or the employee might feel that the participant could be more involved in preparing meals. Recognizing the issue clearly is the first step.

2. **Define the Problem Together**
   Use open-ended questions and active listening to understand each other's perspectives. Identify whose responsibility it is to address the issue.

   - Example: If the employee plays loud music and can't hear the participant calling for help, this becomes the participant's concern because it affects their safety and comfort.
   - Example: If the employee feels the participant could help more with meals, this may be the employee's concern. Even with in-home services, the participant should contribute to tasks when possible.

3. **Discuss Possible Solutions**
   Brainstorm together. Let everyone involved share ideas without judgement or criticism. Write down all suggestions, even if they feel unusual at first.

   - Example: The participant sets a comfortable music volume or asks the employee to wear headphones if it's safe.
   - Example: The employee identifies tasks the participant can safely help with and includes them more in meal prepping.

4. **Evaluate the Options**
   Go over the pros and cons of each suggested solution. It may help to write out a list of positives and negatives to clearly see which ideas are most workable.

5. **Choose the Best Solution**
   Agree on the solution that best addresses the problem and works for everyone involved.

6. **Make a Plan**
   Decide who will do what, when, where, and how. Be as specific as possible so everyone is on the same page.

7. **Evaluate the Outcome**
   Set a date to check in and see if the solution is working. If not, revise the plan together as needed.

By addressing problems directly and respectfully, you can strengthen your working relationship. Solving issues together builds trust and improves teamwork.

CORRECTING THE ACTION OF EMPLOYEES

When an employee is not following work rules or is not performing tasks correctly, it is important to give feedback as soon as possible. The best kind of feedback is constructive, and not critical. Constructive feedback focuses on performance and behavior – not on the person.

Example:

- **Constructive:** *"You were late for work this morning. I need you to arrive on time because I cannot get out of bed without your help."*
- **Critical:** *"You are so irresponsible."*

To support improvement and ensure fairness, a **progressive discipline process** can be used. This gives the employee opportunities to correct their behavior before further action is taken. The steps include:

1. **Verbal Warning** – Have a calm, respectful conversation to explain the problem and what needs to change.
2. **Written Warning** – If the issue continues, provide a written warning that outlines the problem and what improvement is expected.
3. **Job Termination** – If there is still no improvement, the final step is ending the employment.

At each step, be clear about the expectations and what the employee must do to improve. If the problem continues, the participant/employer may need to decide whether or not to keep the employee.

Always document feedback, including verbal warnings. Having written notes signed by the employee helps ensure there is a record of the conversation. This documentation can also help protect the participant/employer if there are later questions or claims, such as an unemployment claim.

When giving feedback, include specific actions the employee can take to improve. Using the problem-solving steps described earlier can help guide the conversation in a productive way.

There may be circumstances where the progressive discipline process must be skipped due to the severity of the issue. In these cases, immediate action, up to and including termination, may be necessary.

Examples of serious issues that may require skipping the progressive discipline process include, but are not limited to:

- Using drugs or alcohol while on the job
- Abusing or neglecting the participant
- Stealing the participant's medications
- Failing to report to work without notifying the employer (no call, no show)

In these situations, the employer reserves the right to take appropriate action without following each step of the progressive discipline process.

TERMINATION OF EMPLOYMENT

Either the participant/employer or the employee may choose to end the employment relationship at any time.

If an employee chooses to resign:

- Ask the employee to provide as much notice as possible to allow time to find a replacement. A two-week notice is ideal.
- Inform Acumen as soon as possible of the voluntary termination/resignation using the **Employee Change/Termination Form.**
- The employee will be paid for all hours worked according to the payroll calendar.
- A final timesheet must be submitted within **two business days** of the employee's last day of work to ensure timely and lawful payment.

If the participant/employer is considering terminating the employee:

- Contact Acumen immediately. Staff can provide support and guide you through the termination process.
- Clearly state the reason(s) for termination and identify specific behaviors that are not acceptable.
- If there is any concern about the employee reacting angrily or if the participant's safety is at risk, have another person present during the conversation, or consider conducting the termination over the phone.
- If possible, have a backup or new employee ready to begin work to avoid a lapse in care.
- Send a completed **Employee Change/Termination Form** to Acumen as soon as possible.

IMPORTANT NOTES

It is illegal to threaten or withhold payment of wages, even if the participant/employer is unhappy with the employee's work. Employment should be terminated immediately if the employee:

- Has stolen from the participant/employer
- Has physically or verbally abused the participant/employer
- Has made threats to harm the participant/employer
- Has broken confidentiality

Any actions that are against the law should be reported to law enforcement immediately!

COMPLIMENTS, COMPLAINTS AND GRIEVANCES

At Acumen, our number one goal is to provide excellent customer service and support. We value your feedback and use it to improve the services we provide.

One way to let us know we are meeting your needs is by leaving a positive review. Reviews help us understand what we are doing well and reassure others who are considering our services.

If you would like to share a positive experience, please consider leaving us a Google Review using the QR code below:

COMPLAINT AND GRIEVANCE PROCEDURE

If a participant or employee has a concern about services received from Acumen, it is important to report it right away. Addressing issues early helps prevent problems from becoming bigger.

HOW TO FILE A COMPLAINT

- Complaints may be made by phone, email or letter
- Complaints will be addressed within 5 business days by the MT Director
- If the participant is not satisfied with the resolution, they may ask to speak with the next person in charge. (The employee or staff member assisting you can let you know who that person is.)
- If the complaint remains unresolved, it may be escalated to Acumen's President for review. You can reach the President's line by calling 1-801-812-5754.

GRIEVANCES

Grievances are more serious than complaints. A grievance should be filed if:

- A participant believes their rights have been violated.
- A policy has not been followed.

Grievances are fully investigated by Acumen's administrative staff. Every grievance will be reviewed and resolved in a timely manner, and the participant or employee will be notified of the resolution once the investigation is complete.

If the participant or employee feels that their grievance has not been addressed by Acumen, they may also file a grievance with their program manager.

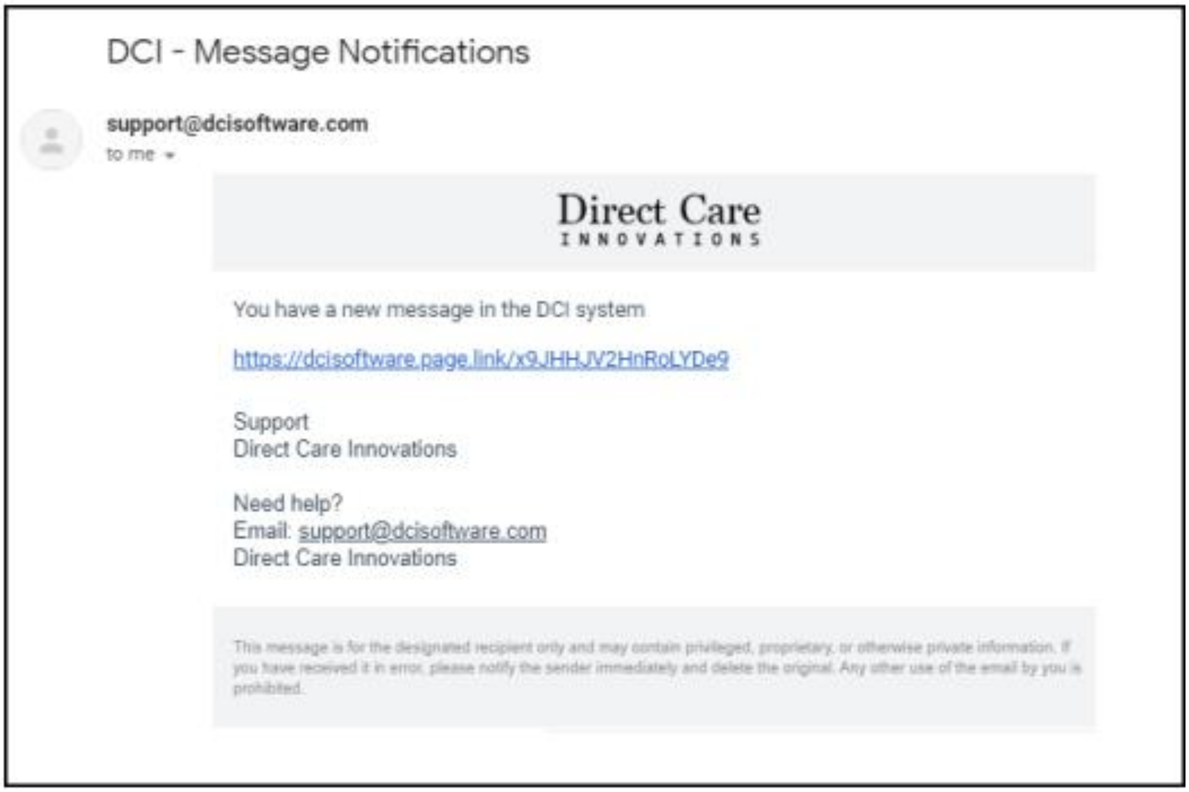
ACCOUNT STATEMENTS

RETRIEVING AND UNDERSTANDING YOUR ACCOUNT STATEMENT

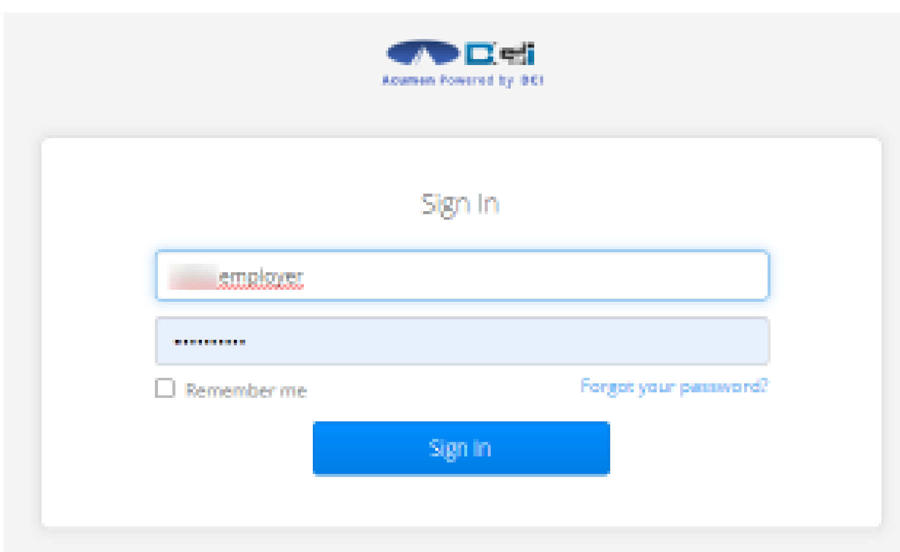
In an effort to provide enhanced privacy and security, Acumen Inc. uses DCI Messaging for account statements. DCI notifies users when the account statement has been generated and is available for review. Additionally, the messaging feature will allow users the ability to maintain, delete or archive their messages. Archiving messages provides the ability to save previous messages and attachments for record keeping.

Viewing Message and Statement:

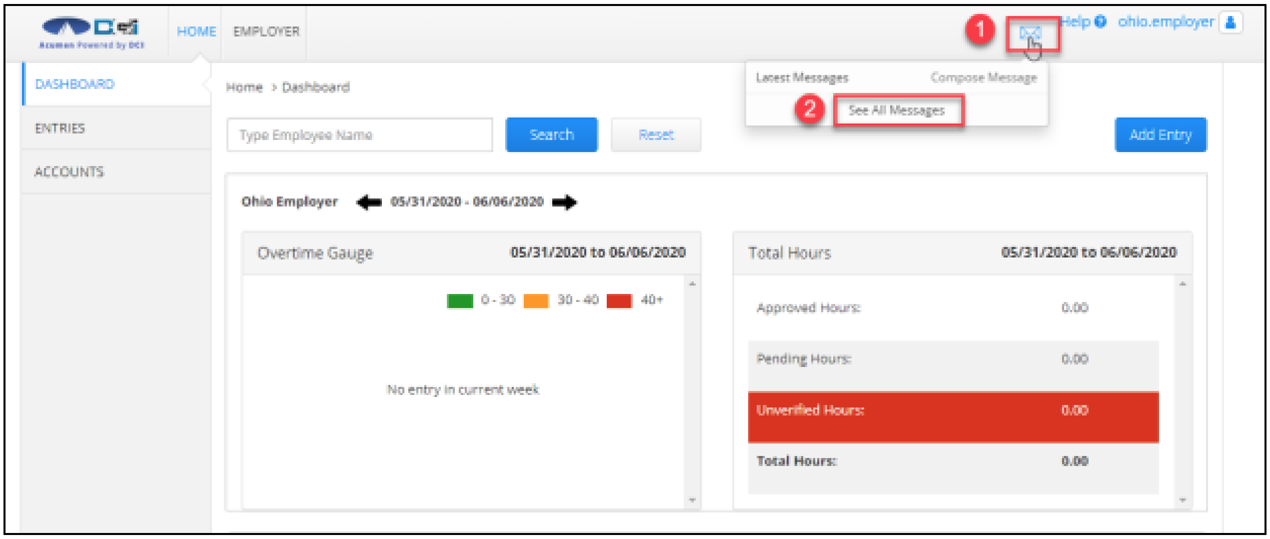
A notification will be sent to your email alerting you of a new message in the DCI Portal. Click on the link in the message to access the login page for DCI.



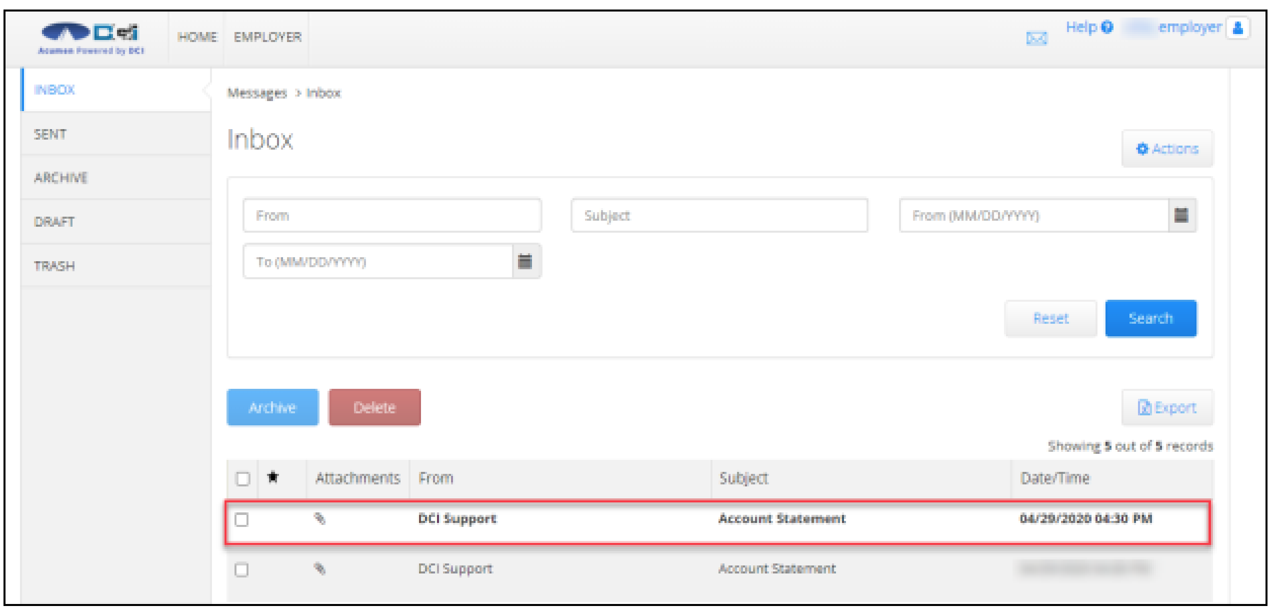
Next, login to your DCI portal using your User ID and password.



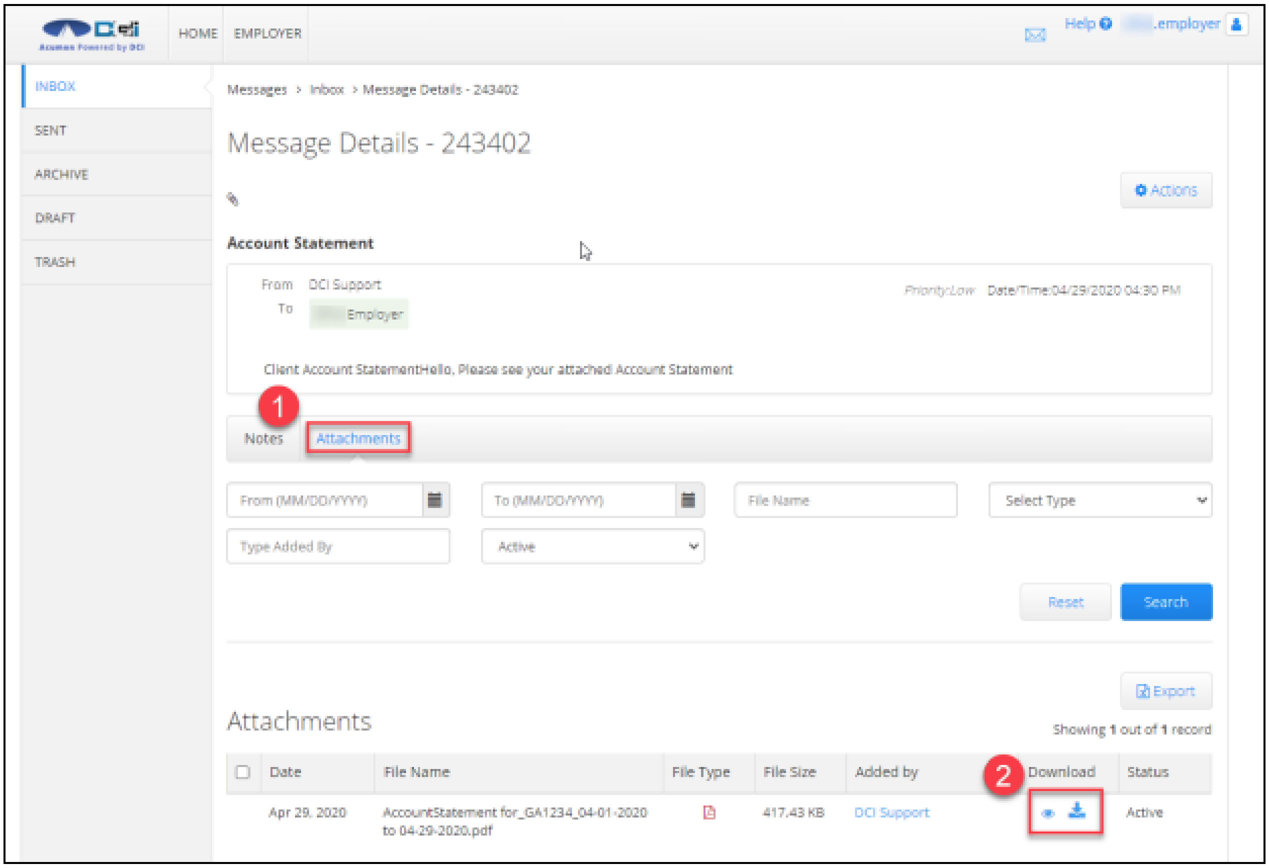
Once logged into your DCI account, navigate to the upper right corner of the page, click on the envelope icon and select "See All Messages" link in the drop-down menu.



Select the current message to open.



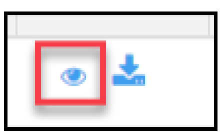
Upon opening the message, click on the Attachments tab to load the attachment.



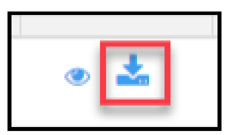
NOTE: The attachment name contains the pay period dates for which the statement contains.

You can select to view or download the statement by clicking on the corresponding icon.

Preview:



Download:



Once Acumen processes an initial payment as the Fiscal Agent, the employer or authorized representative will begin receiving account statements. The account statement provides very important information that is essential in managing the participants' services. It is important that the reader understands this information.

For a complete look at an account statement, we have included a **SAMPLE** account statement displayed on the next two (2) pages.

ACCOUNT STATEMENTS

Sample Only

Acumen Fiscal Agent Account Statement

SAMPLE EMPLOYER 1
1234 ANY STREET
YOUR TOWN, MT 00000

2
Statement Date: 08/07/2025
Participant ID: MT0000
Program: MT SDEO

Account Information 3

	Authorization Type	Initial Balance	Utilization	Remaining Balance	Pending Entries	Available
IGS 09/01/2024 -06/30/2025	Dollar	514.00	370.00	144.00	0.00	144.00
TRM 07/01/2025 -06/30/2026	Dollar	700.00	0.00	700.00	0.00	700.00
FEE 07/01/2025 -06/30/2026	Dollar	744.00	0.00	744.00	0.00	744.00
IGS 07/01/2025 -06/30/2026	Dollar	514.00	0.00	514.00	0.00	514.00
RSP 07/01/2025 -06/30/2026	Dollar	14420.00	834.94	13585.06	627.65	12957.41
PLS 07/01/2025 -06/30/2026	Dollar	35323.85	678.59	34645.26	0.00	34645.26

Employee Information 4

Employee Name	Status	Employee #
EMPLOYEE ONE	Active	MT1111
EMPLOYEE TWO	Active	MT2222
EMPLOYEE THREE	Active	MT3333
EMPLOYEE FOUR	Inactive	MT4444

Code and Rate Information 5

Employee Name	Description	Start Date	End Date	Rate
EMPLOYEE ONE	PLS-Standard	09/17/2024		23.71
EMPLOYEE ONE	RSP-Standard	10/01/2024		19.17
EMPLOYEE TWO	PLS-Standard	09/17/2024		23.71
EMPLOYEE THREE	PLS-Standard	09/17/2024		23.71
EMPLOYEE THREE	RSP-Standard	05/01/2025		20.17

1. **Employer:** Person who manages employees and/or represents the client for this account in this program.
2. **Participant ID:** ID number used for participant on timesheets and Web Time Entry. **Participant:** Person receiving services; Client.
3. **Account Information:** All **active** participant Service Authorizations. Service Authorizations not active are not displayed. Future periods show a zero balance until they become available for spending.
   a. **Initial Balance:** Total amount your state/program has authorized Acumen to pay on your behalf.
   b. **Utilization:** The total amount used from start of your service plan.
   c. **Remaining Balance:** Total amount remaining in the participant's budget for each service code.
   d. **Pending Entries:** Total amount still waiting for employer approval.
   e. **Available:** Amount remaining in the participant's budget once pending entries have been deducted.
4. **Employee Information:** Lists of all employees, even those that did not work during the payroll period.
   a. **Status:** Shows if an employee is active (Allowed to work) or inactive (Not allowed to work)
   b. **Employee #:** ID number used for employee on timesheets and Web Time Entry.
5. **Code and Rate Information:** Lists approved service codes and rates for each employee based on the participants' service plan and rate sheets received by Acumen.
   a. **Description:** Shows services the employee has been approved to provide.
   b. **Start Date:** The date the employee was authorized and approved to begin providing services for the specified authorization.
   c. **End Date:** The expiration date of the service authorization. This represents the final date the employee is authorized to deliver services under that authorization.
   d. **Rate:** The hourly wage paid to the employee for the listed service code

ACCOUNT STATEMENTS

Sample Only

Training & Certification 6

Employee Name	Requirement Name	Expiration Date	Certification Status
EMPLOYEE ONE	CPR	02/28/2025	Expired
EMPLOYEE ONE	CPR	03/31/2027	Active
EMPLOYEE ONE	First Aid-MT	03/31/2027	Active
EMPLOYEE ONE	MT CDS	01/01/2090	Active
EMPLOYEE TWO	CPR	03/31/2026	Active
EMPLOYEE TWO	First Aid-MT	03/31/2026	Active

Payroll Check Information 7

Remittance#: 123456
Date: 08/08/2025
Payee: EMPLOYEE TWO
Total Net: 70.28
Gross: 165.98

Medicare: 2.41
FICA: 10.29 8
SUTA: 2.12
FUTA: 0.00
Work Comp: 12.00

Billing: 192.80 9

Disbursement Information

CheckNumber: 0000000000
CheckDate: 08/08/2025
CheckNet: 70.28 10

Payroll Check - Punch Details 11

Check Number	Employee Name	Service Code	Work Date	Start Time	End Time	Pay Type	Wage	Hours
3333333	EMPLOYEE THREE	RSP	07/01/2025	7:53PM	9:26PM	Regular	20.17	1.55
1111111	EMPLOYEE ONE	RSP	07/31/2025	9:21PM	10:26PM	Regular	19.17	1.08
2222222	EMPLOYEE TWO	PLS	07/16/2025	1:30PM	5:00PM	Regular	23.71	3.50

Vendor Check Information 12

Check # 333335
Date: 08/10/2025
Payee: VENDOR NAME
Net: 444.00
Type: CK

Batch # 00000
Billing: 444.00

Code	Date
T1999	08/10/2025

6. **Training and Certification**: Shows important expiration/renewal dates for employee certifications.
   a. **Requirement Name**: Name of Certification
   b. **Expiration Date**: Date the certification expires.
   c. **Certification Status**: Shows if the certification is Active or Expired
7. **Payroll Check Information:** Details of each check issued for each employee based on timesheets submitted. Each employee payroll check issued in a Pay Period is listed separately in the Payroll Check Information section.
   a. **Payee:** The Employee receiving pay.
   b. **Total Net**: Earnings after employee taxes deducted
   c. **Gross:** Employee earnings before employee taxes deducted.
8. **Tax:** Employer's tax liability costs for the employment, paid by Acumen on behalf of the employer. (Employer Burden)
   a. **Medicare:** Tax to help cover cost of Medicare programs.
   b. **FICA:** Federal Insurance contributions Act; includes Social Security Taxes
   c. **SUTA:** State Unemployment Tax Authority
   d. **FUTA:** Federal Unemployment Tax Act
   e. **Work Comp:** Workers Compensation Insurance. Provides benefits if employee is injured while working. Paid by the employer through the participant's Service Authorization and managed by Acumen.
9. **Billing:** Total amount including Employer Burden (FICA, FUTA, SUTA, Medicare, and Workers Comp) being deducted from the participant's budget.
10. **CheckNet:** Total amount paid to the employee. ***Please note****: The employer costs listed in this section DO NOT impact the amount paid to the employee.*
11. **Payroll Check – Punch Details:** Lists each time entry submitted by the employee.
12. **Vendor Check Information:** Details of each check issued to Vendors based on Vendor Reimbursements submitted.
   a. **Payee:** The Vendor receiving pay
   b. **Net**: Amount paid to Vendor
   c. **Billing:** Amount deducted from client's service account and billed to Medicaid.
   d. **Code**: Medicaid billing code that Acumen uses when submitting reimbursement for the vendor payment.

<u>NOTICE OF PRIVACY PRACTICES</u>

As the Fiscal Management Service (FMS) provider, we are required by law to maintain the privacy and confidentiality of the participant's health information. We are also responsible for providing the participant/employer with information about our company's privacy practices and legal duties regarding the protection of health information. Please see Acumen's privacy practices below.

Purpose

To identify the criteria for determining when information held by Acumen should be treated as Protected Health Information (PHI) so that Acumen workforce members may abide by the requirements set forth by the HIPAA Privacy Rule (45 CFR 164.508) as well as policies developed by Acumen.

Procedure

As the FMS, we will treat PHI as any information that relates to a program participant's health condition, identifies a program participant, or for which there is reasonable basis to believe the information can be used to identify the program participant, and limit the use and disclosure of such information.

Protected Health Information (PHI)

"Protected health information" is any health information maintained by Acumen that is individually identifiable except:

(a) employment records held by Acumen in its role as an employer; and

(b) information regarding a person who has been deceased for more than fifty (50) years.

"Individually identifiable health information" means any health information, including demographic and genetic information, whether oral or recorded in any form or medium, including demographic information collected from an individual, that:

1. Is created or received by a health care provider, health plan, employer, or health care clearinghouse.

2. Relates to the past, present, or future physical or mental health or condition of a program participant; the provision of health care to a program participant; or the past present, or future payment for the provision of health care to a program participant.

3. Identifies the program participant; or with respect to which there is a reasonable basis to believe the information can be used to identify the program participant.

DISCLAIMER

The information contained in the Acumen Employer Guide for Success is for general informational purposes only. While we endeavor to keep the information provided in this guide up-to-date and correct upon its issuance, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability or suitability with respect to the employer's responsibilities and obligations. It is your responsibility, as the employer, to understand your responsibilities and obligations.

The employer is responsible for complying with all applicable federal, state and local laws and regulations including, but not limited to: HIPAA, OSHA, EEO, FLSA, Wage and Hour laws and CMS (Medicaid) laws and regulations. Any recommendations in this guide concerning these laws are provided as a courtesy by Acumen. Any reliance you place on such information is therefore strictly at your own risk.

You agree that Acumen shall not, in any event, be liable for any direct, indirect, punitive, special, incidental, or consequential damages arising out of or in any way connected with the use of this guide.

This guide also contains recommended websites that further address employer issues and responsibilities. Acumen has no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorsement of the views expressed within them.