

August 21, 2020

As we approach the end of the 2020 fiscal year (October 1, 2019 through September 30, 2020), we would like to make certain that all documentation has been received and all requirements have been met to assure proper payment to your care providers.

Please review below for upcoming deadlines and necessary fulfillments.

ALL claims for this period must be submitted no later than Monday, October 5, 2020 at 9 am. Failure to submit all required documentation (timesheets and corresponding logs/docs) in a timely manner will result in nonpayment of your claim due to fiscal year end processing. We CANNOT make any exceptions.

When submitting documents to The Arc, we urge you to submit digitally using the following steps:

- Convert any images to PDF
- Attach documents to the e-mail as an attachment rather than in the body of the e-mail
- DO NOT use client names in the subject line; use the MRN located at the top of the timesheet
- Send e-mail to FITimesheet@thearcoakland.org and cc your designated FI staff member

**If you do not know who handles your account at The Arc, give us a call at 248-816-1900 and select the Fiscal Intermediary department when prompted.

Timesheets MUST be turned in on time in accordance with the included pay schedule. Claims are not eligible for payment if they are outside of 45 days from the date of service. Please follow the pay schedule for a smooth year.

- EOR families are responsible for maintaining service delivery logs and producing them along with the timesheet being submitted. Please be sure that the logs reflect the actual goal/objective defined in the PCP that was worked on and the outcomes. Please also make certain the logs are filled out in entirety, including the name, address, and contact number of both the person receiving services as well as the service provider, the MRN, the signature of both employee and employer, etc. Incomplete service delivery logs will lead to nonpayment due to being out of compliance. If you have any questions as to how to properly fill out service delivery logs, we will be happy to assist.
- Your workers must always be trained. You as the employer are responsible for paying your worker for any hours they work when they were not trained. Recipient Rights expires every year and can be renewed online if it has not expired. Workers should submit their training as soon as they complete it; if it is not here when we process the timesheet/invoice, they cannot be paid. Please reference the "Renewing Certifications During Shelter in Place" document that follows this letter for current detailed guidance and contact information.
- Please remember workers cannot be paid for any time that a consumer has been admitted to the hospital or if the consumer is not present.** Be mindful of overlapping hours with day programs, doctor visits and other services covered by Medicaid. Medicaid does not pay for two services at the same time. We will deduct the overlap from the staff's check at the time the overlap is identified byMORC.
- Please make sure your workers' compensation policy reflects the appropriate number of full and part time workers. The Arc can help you to secure insurance, however, we cannot order insurance without your consent on the application.
- We urge all employees to use direct deposit for payment. Please see the direct deposit form included. Utilizing direct deposit makes payment delivery quick and efficient.
- When changing the employment status of an employee, changing an employee's rate, changing any contact information, etc. please use the included forms.

We thank you for allowing us to be your fiscal intermediary and look forward to the new fiscal year!

Ashley, Beth, Diane, Garret, Larry, Leanne, Linda, Megan, Michelle, Monica G. Monica K.