

## **Frequently Asked Questions**

1. What is a Fiscal Intermediary?

A fiscal intermediary, also known as a fiscal employer agent or financial management service agent, helps participants (Medicaid recipients) and their representatives use Participant Directed Services. Our primary duties are to: 1) Provide protections and safeguards to participants, representatives and the State agency; 2) Complete financial transactions in accordance with your budget and program rules; 3) Generate reports for participants and state agencies showing financial transactions, budget data and other information applicable to the program. In Georgia, you are required to use a Fiscal Intermediary if you are self-directing your CCSP, ICWP, COMP or NOW waiver funding.

2. What is participant or self-direction?

Participant directed, self-directed, or consumer directed services, are home and community based services that help people of all ages, with a wide range of disabilities, maintain their independence and determine for themselves what mix of personal assistance, supports and services will work best for them. Participant directed services give participants and their representatives control and responsibility over the goods and services they need. Participants or their family member/representative take on the role of managing these services and supports.

3. What is the advantage of using a fiscal intermediary?

Managing and paying employees can be a complicated and confusing task. Using a fiscal intermediary helps you manage the paperwork and payroll processes with ease. Continuum Fiscal Services has proven systems that support you in managing your services including user friendly employee and employer handbooks, reimbursing expenses promptly, processing payroll accurately, as well as reporting information in a timely manner. These systems, along with our knowledgeable, experience staff allow us to uphold our commitment to excellent customer services.

4. Can Continuum Fiscal Services (CFS) provide all of my fiscal service needs?

Continuum Fiscal Services will serve as your fiscal intermediary. CFS will manage all of the associated payroll and vendor processes and payments. CFS will make sure that your employees are correctly paid and that all taxes (including workers compensation and unemployment taxes) are properly withheld and paid timely.

5. When can I begin? Once you complete your enrollment we may still have to wait for your budget to transfer from the State to Continuum. The start date will be on the budget.
6. How can I learn more about Continuum or enroll with you?  
To learn more about Continuum contact our staff at 1-855-874-9311. If you would like to enroll you can provide some basic information over the phone or fax the Participant/Representative Interest Form to 1-855-872-3728 and we will send you a pre-filled enrollment packet.
7. How long will it take to complete the enrollment? If you return a correctly completed packet it should not take more than two weeks.