## Frequently Asked Questions

Q. What is participant or self-direction?

A. 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.

Q. What is a Fiscal Intermediary?

A. 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, Source, COMP or NOW waiver funding.

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

A. 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.

Q. Where do I find the Participant-Directed (PD) Enrollment applications?

A. Both Participant and Employee Enrollment applications are found on the Continuum website: www.continuumfs.com under the Apply Now tab.

Q. How long does the PD enrollment process take?

A. Once all required documents are completed (both Participant and Employee) most applications can be processed with 5-7 days. You will receive a ‘Good to Go’ email containing all the information needed to activate your account.

Q. Once I choose Participant-Direction can I use any traditional program service?

A. We suggest you discuss all waiver services during your ISP with your Planning List Administrator (PLA) or Support Coordinator (SC). It may be possible to combine some services; however, Fiscal Agents (FI's) have no authority to inform or assign waiver services.

Q. Is it difficult to use the online portal that accesses my budget, employee data and employee timesheets?

A. No, the portal is accessible from most smart devices and was designed for ease of use. It provides 'real time' waiver account balances as well as employee and vendor payments. If you have concerns or questions, you call the office (678-974-7942) for assistance.

Q. What happens if I run out of waiver service(s) funds? Can Continuum move monies between the approved services?

A. Fiscal Agents do not have the authority to move monies or make any changes to your 'approved' budget. You should contact your Planning List Administrator (PLA) or Support Coordinator (SC) to discuss additions or changes to your existing budget/Prior Authorization. Until those additions/changes are approved and reflected on an updated Prior Authorization (PA) your fiscal agent is not authorized to update your budget.

Q. What happens if my employee is not paid accurately?

A. First, check your portal to confirm that the required funds are/were available. Then ensure that the employee timesheet entries are correct and properly approved for payment. If there are no obvious issues, reach out to Continuum staff immediately.

Q. Where can I find program forms to update profile information and samples forms?

A. Forms are available on the CFS website: [www.continuumfs.com](http://www.continuumfs.com) under the Employee/Employee Forms tab.

Q. How many employee background checks am I entitled to?

A. Per the Policy and Procedure Manual, Fiscal Agents are responsible for conducting five (5) background checks at no charge/cost to the Participant. Additional background checks become the responsibility of the Participant and will be charged at the appropriate screening company rate.

Q: What is EVV?

A: In December 2016, Congress enacted the [21st Century Cures Act] which requires states to implement Electronic Visit Verification (EVV) for Medicaid-financed Personal Care Services and Home Health Care Services (COMP, NOW, CCSP, ICWP and Source). EVV is a technology that automates the gathering of service information by capturing time, attendance and care plan information entered by a home care worker at the point of care. EVV gives providers, care coordinators, and DCH access to service delivery information in real-time to ensure there are no gaps in care throughout the entire course of the service plan.

Please visit www.MobileCaregiverplus.com/Training to access the training content and register for a live session with one of Netsmart's lead trainers. Please note that you must have a Mobile Caregiver+ login to register. Additional training details can be found on the 'EVV Schedule of Events and Training' webpage.

Q: How does the employee register for the training session and use EVV?

A: After the employee is enrolled and receives the 'Good to Go', they will receive a separate email from "Mobile caregiver" with their username and temporary password and instructions on how to download the app.

Q. I received a tax notification, what should I do with it?

A. Any tax notices you receive related to the Participant-Direction waiver should be sent to Continuum (260 Peachtree Street, Suite 1500, Atlanta, GA 30303).