

August 17, 2017

MORC's fiscal year end is quickly approaching and we want to be sure that all of your staff and contractors receive payment for services provided during fiscal year 2016-17 (October 1, 2016 through September 30, 2017).

Accordingly, we are providing the following information for your reference:

Normally you have 60 days from the date of service to submit to us for payment of timesheets and invoices. August 2017 and September 2017 have a much tighter deadline – **ALL claims for this time period must be submitted no later than Monday, October 16, 2017 at 9 AM.** Failure to submit will result in nonpayment of your claim due to fiscal year end processing. We will not be able to make exceptions.

Effective IMMEDIATELY all EOR timesheets must be received on Monday no later than 5 PM as indicated on the pay schedule. NO EOR timesheets will be paid for the current pay period received after 5 PM. There will be no exceptions. We do have someone who monitors both the fax machines and the email on a holiday. Every attempt is made to pay respite and mileage invoices received by the Monday indicated on the EOR pay schedule. However, we have 30 days to pay these invoices.

A few housekeeping notes:

1. EOR families MUST maintain service delivery logs and produce them when requested for audits. Please be sure that the logs reflect the actual goal/objective defined in the PCP that was worked on and the outcomes. Please be sure that the person who received the service is the name that appears in the upper left hand corner – NOT the worker's name. Please be sure that the worker signs the log where indicated. We have been experiencing audits and noncompliance results in payback of dollars that is the employer's responsibility. We will not be paying it for you.
2. Your worker's must be trained at all times. You as the employer are responsible for paying your worker for any hours they work when they were not trained. Included in this packet is a sheet that you can track your worker's training. Recipient Rights expires every year and can be renewed on-line if it has not expired. If it expires it must be done in a classroom setting only, Oakland County makes no exceptions. Workers should submit their training as soon as they complete it, if it is not here when we process the timesheet/invoice they will not be paid.
3. Timesheets/Invoices must be signed by the person served (or their designee) and the worker, include start and stop times for each entry and must indicate AM or PM. PLEASE be sure that timesheets are legible. Do not use pencil. Remember when they are scanned or photographed to be sure that it is a clear picture. We will have to request clearer copies if necessary and this may delay payment.
4. Respite Overnights must indicate in-home or out-of-home.
5. **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.**
6. 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. You will be billed for any overlap hours that are paid to your staff that are declined by Medicaid.
7. PLEASE notify The Arc when a worker leaves your employment along with the reason for the termination. This helps to keep the unemployment rate down for EOR families.
8. All employer of record families with an employee providing services for 35 hours or more per week, or with 3 or more employees, **must** have workers compensation insurance. 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 if you need it. We cannot order insurance without your consent on the application.
9. We encourage everyone to use direct deposit, if they don't have a bank account we can deposit to a loadable debit card. We only print paper checks once a month and if a paper check is lost we do not replace it for 60 days. ADP paper checks also have to wait 60 days.

We hope that you and your family had a wonderful summer and wish you all the best for the next fiscal year.

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