The Arc Central Chesapeake Region
FMS Functions & Processes

New Participant Orientation
ORIENTATION OBJECTIVES

• Share information about the role of the FMS
• Provide direction regarding FMS functions and processes
• Address common questions
• Identify common challenges and provide “tips for success”
WHAT IS FMS AND WHAT DO THEY DO?

Fiscal Management Services (FMS) is a required service funded by the Maryland Developmental Disabilities Administration (DDA) if/when Self-Directed Services (SDS) is chosen by the participant and their planning team.

Any participant choosing to self-direct will require the support and services of an FMS provider who assists them in exercising their **employer and budget authority**.
WHAT IS FMS AND WHAT DO THEY DO?

• **FMS tasks in support of *Employer Authority***
  ✓ Assist participants in verifying employee qualifications and eligibility;
  ✓ Collect and processes timesheets of employees; and
  ✓ Process payroll, withholding, filing and payment of applicable Federal, state and local employment-related taxes and insurance.

• **FMS tasks in support of *Budget Authority***
  ✓ Maintain a separate account for each participant’s budget;
  ✓ Track and report disbursements and balances of participant funds;
  ✓ Process and pay invoices for goods and services approved in the service plan; and
  ✓ Provide participant with periodic reports of expenditures and the status of the self-directed budget.
Intake & Engagement
Intake & Engagement Team - Roles

• Participant Enrollment and Agent Termination Functions
• Engagement and Advocacy
• Stakeholder Communications
• General Programmatic Dialogue
Enrollment Process

• Facilitate enrollment meetings either face-to-face or via conference call.
• Enrollment meetings can be set up by anyone in the team, typically after the self-directed plan and budget has been submitted to DDA for approval.
• Enrollments usually take 1-2 hours to complete documentation and review FMS procedures.
• Process paperwork necessary for IRS and request employer identification number (EIN) on behalf of participant.
• Offer support throughout enrollment/onboarding process.
IRS Documents

SS-4 Form

- Application for Employer Identification Number (EIN)
- EIN is applied for post-enrollment by FMS
- Confirmation of employer’s EIN is provided to team
2678 Form

- Sent into the IRS to grant FMS appointment of agent for EIN reporting/DDA Funding
- Allows FMS to file taxes on participant’s behalf
- If participant leaves The Arc CCR, we submit a revocation of the appointment
Engagement and Advocacy

• Present FMS information at support broker trainings and provide support to support brokers, both new and experienced.
• Attend Self-Directed Advocacy Network (SDAN) meetings.
• Regularly sit in on DDA events and information sessions.
• Provide FMS information to whole planning teams (participant/family, support broker, CCS, providers).
Stakeholder Communications

• Collect and maintain participant and planning team contact info.
• Send regular FMS notices to all program stakeholders
• Send direct mailings to program stakeholders as necessary
  o Current events, upcoming deadlines, employer/team reminders, etc.
  o Policy and system updates
  o Statements mailings
General Program Questions

• Address typical questions related to participant enrollment and employee onboarding
• Troubleshoot service implementation
• Assist with inter-FMS transitions
• Redirect questions to the appropriate department within FMS for specific expertise
FMSParticipants@thearcccr.org
All Participant-related documentation including plans, budgets, award letters, SB agreements and enrollment forms/inquiries
**ALL REQUESTS TO INITIATE SERVICES**
New Hire Processing
New Hire Processing

• Reviewing new hire documentation for completion and accuracy
• Ensuring new hire compliance with state and federal regs
• Addressing employee onboarding inquiries
Processing New Hire Documentation

• All required new hire documentation is available on our webpage.
• Process is initiated with running background checks and ends with the clearance being issued with the date for the employee to start working
• Please allow 4-5 business days to process new hire documentation and to receive the employee clearance form
Background checks

• Background checks are entered within 1-2 days of the new hire packet to be received

• Typically, background checks come back within 2-3 days but may take longer

• If the background comes back with charges that are either felonies, assault, or crime of moral turpitude, I will have to send the background off to DDA for approval.

• Normally, any crimes against persons tend to be disqualifying offenses due to the nature of service provided by the employees.
Employee Qualifications & Training Requirements

- Employees must be 18 years old
- High school diploma or GED required
- CPR & First Aid certifications must have been turned in with the new hire documentation
- If the certificates are expired, the employee cannot be paid until they have renewed the certificates
Special Tax Exemptions

• Employees may qualify for special tax exemptions. Please review handouts available on our website (links below) for more information.

• If employees qualify, a special tax exemption form (located on the website) must be submitted in order for payroll to process the exemption.

Clearance Form

- Once all new hire requirements are met, an Employee Clearance Verification Form will be issued.

- No payments can be made to the employee from the participant’s budget prior to their clearance.
New Hires – Contact Info

• FMSNewHirePackets@thearcccr.org
  or by FAX: 410-269-0034
Payroll Processing
Payroll Team Duties

• Process timesheets for all active employees working each individual participant.
• Special Tax Exemptions
• All Tax Forms and W2 Related Matters
• The New Hire Process
• Personnel Actions
• Paycom Assistance
• Verifications of Employment
• Employee Injury Reporting (Worker’s Compensation Claims)
• Unemployment Claims
• Garnishments
Submitting Time Worked


Once filled out, you can submit a pdf of that timesheet to FMSTimesheets@thearcccr.org for timely processing.

Timesheets should include the following:
• Department Number (located on monthly statements)
• In and Out Times Worked
• Service Codes Worked
• Signatures of Employee and Employer (not Support Broker)
• Pay Period or Dates Worked
Electronic Timekeeping – Opt In!

BENEFITS OF ELECTRONIC TIMEKEEPING:
• No emailing or faxing timesheets.
• No wondering if your timesheets were received and processed. Just submit and approve times electronically and see it post for payroll!
• Instant access to W2s and leave balances!
• Access to historical payroll information with a simple login.

ELECTRONIC TIMEKEEPING RESOURCES:
Timekeeping Selection Form (fillable) – Please use this form to opt-in or opt-out. Please complete this form and return to us for our records. If you select electronic timekeeping, you will be sent login credentials and the instructions below, which are also available on our webpage. You can opt-in at anytime.

• Paycom Instructions: Employee Time Entry
• Paycom Instructions: Employer Time Entry & Approval
• Paycom Instructions: Mobile Self-Service
Top Reasons Timesheets may not be Processed

• The timesheet is not clear/illegible. Because of this, we cannot key the time written.
The timesheet is missing service codes

- When we do not have the service codes, we cannot assume that they are working what they normally work.

- If and when you have employee working a new service allowed within the budget, we need an **Employee Change Form** to add that service to their profile.

- Please note that the more frequently used service codes are located on the new timesheet.
The timesheet is missing the in and out times.

• When we do not have the in & out times worked we cannot properly key the time worked into the payroll timekeeping system.

• This is standard for time entry.

• *We tend to see missing service codes mostly when recording *Sick and Safe Leave (S&S or 04) as well as *Paid Time Off (PTO)

• Please note that in & out times need to be specified for each service code worked due to Medicaid billing requirements.
Top Reasons Timesheets may not be Processed Cont.

*The timesheet has been received late*
- If we are receiving the timesheet after the stated deadline; this can hold up the processing time for all 1400+ timesheets.
- It is imperative to send your timesheet on time!

*The line item requested is over budget*
- We are rapidly approaching the close of the 2019 Fiscal year. As a result, budgets are depleting. Please be mindful of your remaining funds. We want to pay employees, but need to ensure that the funds are available.
Types of Paid Leave

We process two types of paid leave based on the approved plan/budget.

- Sick and Safe Leave
- Paid Time Off

**Sick and Safe Leave (S&S or 04)** is a benefit factored into a plan when the Participant/Employer resides in Montgomery County.

**Paid Time Off (PTO)** can be allowed in the budget when creating the plan. Employers can budget a certain amount of hours to be paid out to the employee each fiscal year.
Personnel Actions

The Payroll Team also processes Personnel Actions to include the following:

• Pay Rate Increases (must be below the max pay rate on plan)
• Name Changes (now require updated Social Security Card)
• Address Updates
• Service Code Updates

These are completed using an Employee Change Form. Please submit employee change forms to FMSEmployeeUpdates@thearcccr.org
Pay Impacting Changes

We often receive updates for employees that impact pay received. These are what we call **Pay Impacting Changes**.

- Direct Deposit
- Address Change
- Pay Rate Increases

Because this will directly change how funds are received, we need these change forms /updates the **Friday before timesheets are due**.
Submit documents or for inquiries:

- Payroll: FMSPayroll@thearcccr.org
- New Hire Packet Processing: FMSNewHirePackets@thearcccr.org
- Employee Updates Processing: FMSEmployeeUpdates@thearcccr.org
- Timesheets: FMSTimesheets@thearcccr.org
- Paycom Help: PaycomHelp@thearcccr.org
ACCOUNTS PAYABLE: Vendor and Mileage Payments
WHAT DOES (AP) ACCOUNTS PAYABLE DO?

• Review vendor (any non-employee) accounts and payment request documentation
• Review mileage reimbursement accounts and payment request documentation
• Process vendor and mileage payments supported by the plan and budget
AP RESOURCE

• Accounts Payable Calendar and Info Form
  o Submitting Payment Requests
  o Processing Timeline
  o Calendar Showing Early Submitting Dates Due to Holidays
DEADLINES

• Per the AP Calendar, all vendor payments, including mileage reimbursements, are due on **Monday by noon** if they are to be paid that week.

• If vendor request are received after noon on Monday, they will be processed the following week.

• Mileage is paid on a monthly basis. Please send mileage sheets once a month.
REQUIRED DOCUMENTATION

- Vendor Payment Request Form – Required for ALL Payments (mileage excluded)
  - Employer Info (Name/Dept)
  - Vendor Info (Name/Address)
  - Service Provided
  - Dates of Service
  - Amount Due
  - Employer/DR Signature
REQUIRED DOCUMENTATION

- Supplemental documentation is often required; please refer to Vendor Payment Request form for more information regarding supplemental documentation based on payment type.

<table>
<thead>
<tr>
<th>PAYMENT TYPE</th>
<th>REQUIREMENTS/INFO</th>
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</thead>
<tbody>
<tr>
<td>Payments made directly to a vendor</td>
<td>A quote or invoice with the following:</td>
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<td>- the vendor’s name, address, and phone</td>
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<td>- the employer’s name as the recipient</td>
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<td>- the goods or services to be purchased</td>
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<td>Service invoices should reflect the exact dates of services with the following:</td>
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<td>- a cost per day (for indirect services)</td>
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<td></td>
<td>- a cost per hour (for direct services)</td>
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<td></td>
<td>NEW VENDORS must submit a W-9 with their invoice.</td>
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<tr>
<td>Reimbursements</td>
<td>A detailed receipt with date of purchase, item(s) purchased, total cost, and method of payment.</td>
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<td></td>
<td>For cash purchases, please document that payment was made by cash.</td>
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<td></td>
<td>For purchases made by check, please provide a copy of the cancelled check or a copy of the bank statement showing the purchase. All other transaction info may be redacted.</td>
</tr>
<tr>
<td></td>
<td>For purchases made by debit/credit card, please provide a copy of the credit card or bank statement showing the purchase. All other transaction info may be redacted.</td>
</tr>
<tr>
<td>Unable to Process</td>
<td>Reimbursements cannot be made directly to the employer or their support broker.</td>
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<td></td>
<td>An employer or their designated representative may not self-approve a payment.</td>
</tr>
</tbody>
</table>
REQUIRED DOCUMENTATION

• Mileage Reimbursement Form
  o Employee Name
  o Employer Name/Dept
  o Month/Year
  o Service Dates, Destination, and Purpose
  o Total Miles
  o Employee and Employer/DR Signatures
This is DDA’s Support Broker Documentation form, which is required to pay Support Broker wage and nonwage. The Support Broker Documentation Form is available on our website.
VENDOR PAYMENT REJECTION

• Payments are sometimes rejected during our reviewal process.
• This normally happens when there is *missing documentation* or *missing signatures* from the employer or their representative.
• We then reach out to the participant/representative or support team members via email or by phone to resubmit the corrected document.
• **We do not hold** any paper work that was sent back to be corrected.
  o When resubmitting, please be sure to resend all supporting documentation back to the provided emails for submission.
VENDOR PAYMENT REJECTION

• Form is hard to read
• Some areas are not filled out on the top of the page such as the Employee Name, Participant Name, the Department Number.
• Another major area often left incomplete is the Employer/or Representative Signature
PAYMENT OPTIONS

• **Checks cannot be generated** from the Annapolis office.

• **Bill.com is used for electronic payment by check or direct deposit**
  o Cash disbursement and invoice management system
  o Transparency of payment to vendors with login credentials. Emails sent notifying of payment processing.
  o Maintains vendor W-9 and payment history.
PAYMENT OPTIONS

• Available on our website, this sheet explains how to use Bill.com and how to set up direct deposit.

• Identifies ways of setting up a Bill.com Account, along with the resource links to direct the vendor/employee through the necessary steps.
SUBMITTING FOR PROCESSING

For all vendor payments and mileage reimbursements, they must be sent to the following email addresses listed below for processing. We can also accept paperwork by FMS FAX (410) 269-0034

- **FMSVendorA-L@thearcrr.org**
  - Vendor payments request for *participants with the last names A-L*

- **FMSVendorM-Z@thearcrr.org**
  - Vendor payments request for *participants with the last names M-Z*

- **FMSMileage@thearcrr.org**
  - All mileage reimbursements request
Statement of Activities – Actual vs. Budget

• Distributed monthly (15th) to each Participant’s team.
• Shows the total funding allotted per service line.
• Shows amount of funding paid ‘To Date’.
• Shows the remaining budget.

Questions about your statement or want to change team members receiving statement? Email us at FMSStatements@thearcccr.org
## Statement of Activities - Actual vs Budget

**FY2019 Budget**

**As of Date:** 04/30/2019  
**Department:** 1234--Dept 1234 - BLUE, BOB

<table>
<thead>
<tr>
<th>Expenditures</th>
<th>Actual FM S FY19 Budget</th>
<th>Actual FM S FY19 Budget</th>
<th>FM S FY19 Budget</th>
<th>% Remaining Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>FMS Expenditures</td>
<td>9,152.60</td>
<td>9,566.26</td>
<td>83,397.08</td>
<td>95,662.52</td>
</tr>
</tbody>
</table>

| Managing My Support           | 2,150.00                | 1,175.00                | 11,500.00       | 11,750.00         | 14,100.00         | 2,600.00  | 18% |

| Meeting My Daily Support Needs| 7,002.60                | 7,704.15                | 69,167.08       | 77,041.48         | 92,449.78         | 23,282.70 | 25% |

| Health and Adaptations        | 0.00                    | 396.33                  | 2,730.00        | 3,963.24          | 4,755.90          | 2,025.90  | 43% |

| Transportation                | 0.00                    | 70.75                   | 0.00            | 707.50            | 849.00            | 849.00    | 100% |

| Non-waiverable Expenses       | 0.00                    | 220.03                  | 0.00            | 2,200.30          | 2,640.32          | 2,640.32  | 100% |

| Total FMS Expenditures        | 9,152.60                | 9,566.26                | 83,397.08       | 95,662.52         | 114,795.00        | 31,397.92 | 27% |

| Total Expenditures            | 9,152.60                | 9,566.26                | 83,397.08       | 95,662.52         | 114,795.00        | 31,397.92 | 27% |

<table>
<thead>
<tr>
<th>Expenditure Description</th>
<th>Month Ending 04/30/2019</th>
<th>Year To Date 04/30/2019</th>
<th>Year Ending 06/30/2019</th>
<th>Remaining Budget</th>
<th>% Remaining Budget</th>
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<tbody>
<tr>
<td>FMS Expenditures</td>
<td>92000 - Fiscal Management Service</td>
<td>250.00</td>
<td>300.00</td>
<td>2,500.00</td>
<td>3,000.00</td>
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<tr>
<td></td>
<td>92001 - Supp. Broker- Agency/ Nonwage</td>
<td>1,900.00</td>
<td>875.00</td>
<td>9,000.00</td>
<td>8,750.00</td>
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<tr>
<td><strong>Total Managing My Support</strong></td>
<td>2,150.00</td>
<td>1,175.00</td>
<td>11,500.00</td>
<td>11,750.00</td>
<td>14,100.00</td>
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<tr>
<td>Meeting My Daily Support Needs</td>
<td>90020 - Respite - Wages</td>
<td>0.00</td>
<td>191.67</td>
<td>0.00</td>
<td>1,916.66</td>
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<td>90040 - Personal Support Wages</td>
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<td>6,581.03</td>
<td>61,432.33</td>
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<td>92025 - Respite - Taxes</td>
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<td>26.83</td>
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<td>92043 - Personal Sppts-CPR/Recruitment/Training</td>
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<td>92045 - Personal Sppts-Taxes</td>
<td>859.96</td>
<td>887.95</td>
<td>7,734.75</td>
<td>8,799.52</td>
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<td><strong>Total Meeting My Daily Support Needs</strong></td>
<td>7,002.60</td>
<td>7,704.15</td>
<td>69,167.08</td>
<td>77,041.48</td>
<td>92,449.78</td>
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</tbody>
</table>

| Health and Adaptations        | 92400 - Nursing Services - Nonwage | 0.00 | 396.33 | 2,730.00 | 3,963.24 | 4,755.90 | 2,025.90 | 43% |
| **Total Health and Adaptations** | 0.00 | 396.33 | 2,730.00 | 3,963.24 | 4,755.90 | 2,025.90 | 43% |

| Transportation                | 92720 - Transportation - Other | 0.00 | 70.75 | 0.00 | 707.50 | 849.00 | 849.00 | 100% |
| **Total Transportation**      | 0.00 | 70.75 | 0.00 | 707.50 | 849.00 | 849.00 | 100% |

| Non-waiverable Expenses       | 90080 - Sick + Safe Leave - Wages | 0.00 | 120.08 | 0.00 | 1,200.80 | 1,440.96 | 1,440.96 | 100% |
|                              | 92085 - Sick + Safe Leave - ER Taxes | 0.00 | 99.95 | 0.00 | 999.50 | 1,199.36 | 1,199.36 | 100% |
| **Total Non-waiverable Expenses** | 0.00 | 220.03 | 0.00 | 2,200.30 | 2,640.32 | 2,640.32 | 100% |

| Total FMS Expenditures        | 9,152.60 | 9,566.26 | 83,397.08 | 95,662.52 | 114,795.00 | 31,397.92 | 27% |
| Total Expenditures            | 9,152.60 | 9,566.26 | 83,397.08 | 95,662.52 | 114,795.00 | 31,397.92 | 27% |
Understanding the Statement of Activities

• Column 1 – The Actual amount of funding disbursed for the referenced month, per service line.
• Column 2 – The Fiscal Year allocation of funding for the referenced month, per service line.
• Column 3 – The Actual funds disbursed “To Date” for the fiscal year per service line.
• Column 4 – The Fiscal Year allocation of funds “To Date”, per service line.
• Column 5 – The Fiscal Year allocation of funds per service line.
• Column 6 – The Total Remaining Budget for the fiscal year, per service line.
• Column 7 – The Percentage of the budget that remains for the fiscal year, per service line.
Understanding the General Ledger Report

• List all funds disbursed per service code *To Date*. Shows *total* amount paid out *per service code*, per pay period.
• Non-Wage service line payments will indicate to whom it was paid.
• Figures with parentheses are in a negative standing.
<table>
<thead>
<tr>
<th>Posted Dt.</th>
<th>Doc</th>
<th>Memo / Description</th>
<th>Department</th>
<th>Department Name</th>
<th>JNL</th>
<th>Debit</th>
<th>Credit</th>
<th>Balance</th>
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<tbody>
<tr>
<td>3/1/2019</td>
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<td>Payroll 03.01.2019</td>
<td>3158</td>
<td>Dept 1234 - BLUE, BOB</td>
<td>GJ</td>
<td>1,861.82</td>
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<td>3/29/2019</td>
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<td>GJ</td>
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**Totals for 90040 - Personal Support Wages**

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<tbody>
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<td>92000 - Fiscal Management Service (Balance Forward As of 03/01/2019)</td>
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<td>3/31/2019</td>
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**Totals for 92000 - Fiscal Management Service**

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<td>250.00</td>
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<tbody>
<tr>
<td>92045 - Personal Spprts-Taxes (Balance Forward As of 03/01/2019)</td>
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<tr>
<td>3/31/2019</td>
<td>Fringe for Payroll 03.01.2019</td>
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<td>Fringe for Payroll 03.15.2019</td>
<td>3158</td>
<td>Dept 1234 - BLUE, BOB</td>
<td>GJ</td>
<td>397.46</td>
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<td>658.11</td>
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<tr>
<td>3/31/2019</td>
<td>Fringe for Payroll 03.29.2019</td>
<td>3158</td>
<td>Dept 1234 - BLUE, BOB</td>
<td>GJ</td>
<td>475.49</td>
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<td>1,133.60</td>
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<tr>
<td>3/31/2019</td>
<td>Fringe Credit 01/01/2019-03/31/2019</td>
<td>3158</td>
<td>Dept 1234 - BLUE, BOB</td>
<td>GJ</td>
<td>234.60</td>
<td></td>
<td>899.00</td>
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**Totals for 92045 - Personal Spprts-Taxes**

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<td>1,133.60</td>
<td>234.60</td>
<td>899.00</td>
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<tr>
<td>92400 - Nursing Services - Nonwage (Balance Forward As of 03/01/2019)</td>
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<tr>
<td>3/4/2019</td>
<td>Bills: 2019/03/04 Batch Summary Entry</td>
<td>3158</td>
<td>Dept 1234 - BLUE, BOB</td>
<td>APJA</td>
<td>660.00</td>
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**Totals for 92400 - Nursing Services - Nonwage**

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<td>660.00</td>
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**Grand Total**

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<td>10,140.81</td>
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<td>9,906.21</td>
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Re-allocating Funds (Budget Modifications)

• A 'Budget Modification for Services' and sometimes the 'Individual Plan Modification' form is required for re-allocating funds. Both documents can be found on DDA’s [Self-Directed Services Form Page](http://thearcccr.org/wp-content/uploads/2019/04/Budget-Modification-Tips.pdf).

• *If service lines exist*, only the approval of the CCS and the Participant (or Designated Representative) is required to move funds between service lines.

• *If adding a new service*, the approval of the CCS, Participant (or Representative), and DDA is required.
Budget Modification Tips

- Both sides (Reducing and Increasing) should be equal amounts.
- Reducing column will decrease funds from a service line and the increasing column will add funds to a service line.
- All approved modifications should be submitted to the FMSParticipants@thearcccr.org email address.
- Budget modification are usually processed within 1-2 business days of receipt.

Top Resources

DDA: [https://dda.health.maryland.gov/Pages/sdforms.aspx](https://dda.health.maryland.gov/Pages/sdforms.aspx) (Click on SDS Budget)


CCS: Has access to LTSS; they are there to guide you through the process.
FMS Customer Service Ticket System
How Does The Ticket System Work?

- The ticketing system gathers information about an issue and tracks an issue through to its resolution
  - Resolution Timeframe (1-2 business days)
- Tickets are based on a topic area and routed to the appropriate FMS team members for resolution
- The system tracks the status of any ticket you have submitted and maintains a ticket history
- The system provides the FMS team feedback about resolution timelines so that resources can be more appropriately allocated
Customer Service Ticket System

- Sign In (register)
- Identify Support Needed
- Create a ticket
- Check your email for responses

To open a ticket: https://thearcccr.supportsystem.com