ARIS Solutions
Financial & Payroll Services for the Nonprofit Sector

Frequently Asked Questions

How does ARIS Solutions get the budget?

When the budget is approved, a copy is supposed to come automatically to us. That tells us how much is authorized for you and when services are in place (start/stop dates).

Sometimes, this doesn't happen as planned—and you get a copy, but we don't. When this happens, we work to get it corrected quickly, so your employee can get their pay.

How do I sign up as an employer?

To get started, we need an "Employer Enrollment Packet". You can get this from our website (www.ARISsolutions.org) or we can send you one through the mail.

If you are new to working with us, a "New Employer Start-Up Packet" is sent when services are approved.

You need to fill out the forms included in this packet. This packet lets ARIS Solutions work for you—they include:

- **Employer/Payer Appointment of Agent**—filling out this form lets us process payroll for you
- **Application for Employer Identification Number** (EIN)—all employers must have their own EIN, it's an Internal Revenue Service requirement
- **Tax Information Authorization**—completing this form lets us report taxes on your behalf
- **Consumer/Participant-Employer Relationship Form**—links you as the employer for the budget

You only need to fill out the parts of the forms that are highlighted. Employer sections are color-coded in **pink**.

Can only one person be the employer?

No. More than one person can be signed up as the employer.

To have more than one person be the employer, we need to work together with the funding program, to create two budgets. Then, each employer can manage their own budget. Each person fills out an "Employer Enrollment Packet" to sign up as an employer.

Each employer needs to sign up all the employees who will work for you. These employees need to sign up with both employers —even if you both plan to use the same employees.

What if I need someone else to become the employer?

If you need to stop being the employer, and have someone else take over, you need to contact us. We need to know that you aren't going to be the employer anymore and who will be taking over. The new person needs to fill out an "Employer Enrollment Packet".

The program that provides funding will need to confirm who is taking over as the new employer.

The new employer will need to sign up all their employees. This is true, even if the new employer plans to use the same people who worked for you. These people will need to complete and send in the forms—and pass their background checks before they can start working for the new employer.

It is important that you work with us early when you decide someone else should be the employer.

Who will ARIS Solutions share information with?

We can only talk to the person signed up as the employer about the budget.

Sometimes this can feel frustrating, if someone is trying to help you manage services and we cannot talk to them. But, it is important that confidential information stays private.

We can give some information to employees about their paycheck.

But, sometimes issues around your employee's paycheck is related to the budget—such as, Medicaid has ended or there was not enough money in the budget to cover all the services. When this happens, we cannot tell your employee the full details around their paycheck and we will refer your employee to talk to you.

Who can be your employee?

Lots of people can be your employee. You should pick your employee based on the kind of work you will have them do.

There are some people who cannot be paid using Medicaid dollars, based on the specific program rules. You need to read the guidelines for the program that funds the services in your budget to be sure that you can hire the people that you want.

Also, people who did not pass the Background Check policy cannot be paid through Medicaid dollars.

All employees must pass their background checks **before** they can start working for you. There are no exceptions for this rule.

How do I sign up employees to work for me?

To sign up an employee, we need an "Employee Hiring Packet". You can get this from our website or through the mail.

Everybody you want to work for you must fill out one of these packets. There are places where you, as the employer, need to complete and sign (highlighted in **pink**). The places where your employee needs to fill information out and sign are highlighted in **yellow**.

This packet includes:

- **Employee Hiring Notice**—tells us some basic information about who you are hiring (completed by the **employer**)
- **Forms W-4 and W-4VT**—gives us tax withholding information (completed by the **employee**)
- **Employment Eligibility Verification**—tells the Department of Justice that your employee is legally able to work in the United States

  You need **look** at your employee's original identification (please read the instructions) and **write** the information down in the form. You do not need to send photocopies of the documents (completed by both the **employer** and the **employee**)

- **Background Check Forms**—these checks are done to help make sure that a potential employee does not have any criminal convictions or Adult Protective Services/Department for Children and Families abuse findings that would keep your employee from working for you.

  The DAIL Background Check Policy gives more information about what would keep someone from working for you (these forms are completed by the **employee**)

  Your employee must pass these background checks **before** you have them work. Once the background checks are complete, we will let you know. We can either email you or send you a letter through the regular mail.

Medicaid will not pay your employee until we have notified you that they are all set to start working for you

- **Employee Confirmation Form**—this form makes sure that potential employees understand some basic information about working for an employer who is support by ARIS Solutions.

- **Direct Deposit Authorization Form**—signing up for Direct Deposit is great. It ensures that your employees' paychecks are automatically deposited into their accounts. No more waiting for the mail to come! (completed by the **employee**)

  The first paycheck for a new employee is processed as a "paper check" and mailed.

  Employees who did not sign up for Direct Deposit when they were hired can sign up at any time.

Why do you ask about my employee about their relationship to the consumer/participant and/or me?

We need to know if your employee has a relationship to you or to the person that they are going to provide care to.

In some program, there are limits on who can work—or the kind of work that they can do, based on the relationship.

There are tax exemptions that your employee may be eligible for based on the relationship(s) that they might have.

Employee	**Employer**	**Exempt from:**
Child, under 18	Parent	Federal Unemployment Tax Medicare Social Security
Child, under 21	Parent	Federal Unemployment Tax
Parent	Adult Child	Federal Unemployment Tax
Spouse	Spouse	Federal Unemployment Tax Medicare Social Security

We need this information so we can pay your employees correctly.

Also, in some programs, there are rules about who can provide care. Having this information helps us make sure that people have the information to apply the rules properly.

Is there a limit to the number of people I can hire?

No! You can hire as many employees as you think you want to have working for you. There is no limit on the number of people who can be your employee—but you need to remember a couple of things:

- You are the legal employer for anyone you sign up.
  - You are responsible for any training they need, to keep track of the hours all your employees work and to make sure that their timesheets are correct and sent in on time to be paid.
  - If there is not enough money in the budget, you may have to pay your employees out of your own pocket.
- Each employee needs to fill out an Employee Hiring Packet. This is true even if they are already doing this same type of work for someone else.

If employees worked for you but haven't been **paid** in one year, they are automatically terminated as your employee. To work for you again, all they need to do is fill out a new hiring packet. Once they've passed their background checks, they can start working again

Can my employee and I fill these forms out online and submit them?

No, that isn't something that is currently allowed. The forms are available online to be printed though.

We need to have your original signatures on file, so we need to have you send these forms back to us through the regular mail. If you print the forms yourself, it is very important that you only print them **single-sided**. We cannot accept **forms** that are copied on both sides.

It seems silly, but for some of these forms, it is a requirement.

When is my employee's timesheet due?

Timesheets are due every other week. A schedule is set in advance that tells you when timesheets need to be submitted and when employees will be paid.

A copy of the schedule is sent to you every year when we update it. If you lose your copy, the schedule is posted on our website (www.ARISsolutions.org) or you can have another copy sent to you.

How do I fill out a timesheet?

It is important that timesheets are filled out correctly. When information is missing, or entered incorrectly, it makes it hard to pay your employees.

To pay your employee, the timesheet must be filled out completely and clearly. It must have:

- Employee's first and last name
- Date that you are filling out the timesheet
- The last 4-digits of the employee's social security number
- The consumer's/participant's name

You need to check off:

- The section "Will this Employee Continue Working for You?"
  - If the employee isn't going to work for you anymore, you need to check if they quit, were terminated or laid off. This is important information related to Unemployment Insurance benefits
  - If they aren't going to be working for you anymore, be sure you include your employee's last day of work
- If the employee is exempt from overtime The Federal Department of Labor made a guide to help employers know when they should pay employees overtime (https://www.dol.gov/whd/homecare/homecare_guide.htm)
  - Not every employee is required to be paid overtime.
  - If the employee **does not get paid overtime**, you need to check **"Yes"** that the employee is **exempt** from overtime.
  - If the employee **does get paid overtime**, you need to check **"No"** that the employee is **not exempt** from overtime.
  - If you don't check anything, we will make sure that the employee is paid "time-and-a-half" for any overtime hours worked.

Complete the details of when and in what program your employee worked:

- Each day that they worked,
- The time they started and ended working,
  - Be sure to include "AM" or "PM" so it is clear if the hours worked were in the morning or afternoon/evening
- The total number of hours worked each day,
- The service code,
- The program that you manage services for, and
- The wage that you pay your employee

You must pay at least the minimum wage required by the program and no more than the maximum that is allowed (this varies by program)

- Programs require that you pay a minimum wage negotiated through a Collective Bargaining Agreement

- If you are unsure what the minimum wage for the service you are managing is, you can call us and we can help

The ranges are set by the State of Vermont.

If you have questions, we created a little training video (https://www.youtube.com/watch?v=Aagn2-ihXnI&feature=youtu.be) or you can ask our Customer Service team for help by calling (800) 798-1658.

How do I know if I owe my employee overtime?

Most employees should be paid overtime ("time-and-a-half") if they work more than 40 hours per week for you.

You do not have to figure out the overtime rate. Just enter your employee's hours and the wage that you usually pay. We will do the rest!

There are times when an employee is "exempt" (does not have to be paid) overtime. The Federal Department of Labor made a guide to help employers know when they must pay employees overtime (https://www.dol.gov/whd/homecare/homecare_guide.htm)

How can I send in timesheets?

There are a lot of ways to send in timesheets:

- You can sign up for electronic timesheets (http://www.ARISsolutions.org/wordpress/wp-content/uploads/2015/04/registration-form.pdf) and send them in through our electronic timesheet portal: https://ARISsolutions.org/eTimesheet/
    - Electronic timesheets are great—a fast, secure way to fill out and send in timesheets
    - You can easily track when timesheets are submitted
    - Using electronic timesheets means that you don't have to worry that a fax couldn't be read, that an email wasn't received or that the envelope arrived late
- You can email them: ARIStime@ARISsolutions.org
    - This is secure and you get an email response that the email was received
    - Please be careful with how you send your employee's timesheet; photos from a smart phone do not always print. The auto-response from an emailed timesheet only confirms the email was received, not that a timesheet was legible
- You can fax them: (888) 604-0361
    - This is secure but you do not get a response that the timesheet was received

- You can send them through the mail:

  ARIS Solutions
  P. O. Box 4409
  White River Jct., VT 05001

Remember to leave extra time for your employee's timesheet to make it to us. The postal system can be unpredictable.

- You can drop them off to us:

  ARIS Solutions
  72 So. Main Street
  White River Jct., VT 05001

Timesheets must be received by **noon on Monday** of the week that employees are going to be paid to be considered "on time".

If a timesheet arrives late, it will not be processed until the next regularly scheduled pay period.

When will my employee get paid?

Employees are paid every other week. A schedule is set in advance that tells you when timesheets need to be submitted and when employees will be paid.

A copy of the schedule is sent to you every year when we update it. If you lose your copy, the schedule is posted on our website (www.arrisolutions.org) or you can have another copy sent to you.

What happens if the timesheet is late?

Timesheets must be received by **noon on Monday** of the week that employees are going to be paid to be processed.

If a timesheet arrives late, it will not be processed until the next regularly scheduled pay period.

What if the timesheet is missing information or has a mistake on it?

Sometimes timesheets are missing needed information or the information that is included isn't correct. When this happens, we work hard to get what we need so we can pay your employee on time.

We start by calling you. If you get a call from ARIS Solutions—please call us back as soon as possible. We won't be able to process your employee's timesheet until we hear from you and get the information that we need.

If we don't hear from you within approximately **5 business days**, we send the timesheet back to you—with instructions on how to fix the timesheet.

Once you have corrected the issue, send the timesheet back to us. We can try to pay it again.

Why does ARIS Solutions send the timesheet back so quickly?

Sometimes it is hard to catch people on the phone. Because we want to be sure that you get a chance to correct timesheets as quickly as possible—and get your employees their pay as quickly as possible—we send them back.

If you miss our call and can't call back until after we have returned the timesheet to you, it can create delays in your employee getting paid, which can be frustrating for you and them. Please remember, we are all working to try to get your employee paid for their work as quickly as we can.

How do I know how much money is left in the budget?

ARIS Solutions creates an Employer Spending Report every other week—after payroll has been processed—to tell you how much money is available.

What if there isn't money in the budget to cover all the hours worked?

If there isn't enough money in the budget, some or all your employee's hours worked as recorded on the timesheet won't be paid.

If your budget is continued, these hours will **not** be paid. Services are paid based on when they are worked—not when money is available.

The hours would only be paid if the budget is increased to cover services provided during that period.

As the employer, it may be your responsibility to pay for hours worked that the budget could not cover.

What is Patient Share?

Patient Share is like a "co-pay" for long-term care services. It is the amount of the participant's income that must be paid to the long-term care provider each month.

When long-term care services are self-or surrogate-directed, through ARIS Solutions, ARIS Solutions pays the long-term care provider up-front. The Patient Share amount is not paid to ARIS Solutions by Medicaid.

The participant is responsible for paying us the Patient Share.

How do I know if Patient Share is owed?

Not every person who receives long-term care services owes a Patient Share. Patient Share is determined by the Department of Vermont Health Access (DVHA).

If you, or the person you manage services for, has a Patient Share, DVHA will tell you in writing.

Does every program have Patient Share?

No. Patient Share is connected to Medicaid eligibility. Only people who receive long-term care Medicaid might owe a Patient Share.

Who determines if Patient Share is owed?

The Department of Vermont Health Access (DVHA) makes the decision about Patient Share.

ARIS Solutions does not decide if Patient Share is owed.

How does ARIS Solutions get notified that Patient Share is owed?

As your payroll provider, we receive a copy of the same letter that DVHA sends you.

When is Patient Share applied?

A Patient Share is applied for each month that you receive services.

For example:

> If you submit timesheets for services provided in December, January and February all at once, three Patient Shares will be applied. However, your employee(s) may receive one paycheck that includes services provided in all the pay periods they worked.

Who do I make Patient Share payment to?

Patient Share payments are made directly to ARIS Solutions.

When are Patient Share payments due?

Patient Share payments are typically due at the end of each month for care provided in the previous month.

What happens if Patient Share payments are late/overdue?

If a payment is going to be late, please call to let us know.

If the Patient Share account has either three-months of unpaid Patient Share or is more than $500.00 over due, we will stop processing timesheets for your employees until the account is paid in full.

It is important to remember that Patient Share is based on when services are provided. If timesheets for multiple months are sent in together, more than one month of Patient Share will be applied.

Who do I call with questions about Patient Share?

If you have questions about how Patient Share is calculated or the monthly amount owed, please contact Health Access Member Services (800-250-8527) directly.

If you have questions about a payment, contact ARIS Solutions. Our staff is available to assist you Monday through Friday, from 8:00 a.m. to 4:00 p.m. by calling (800) 798-1658.

Are my employees eligible for unemployment benefits if they no longer work for me?

Maybe. The Vermont Department of Labor makes that decision.

If your employee stops working for you, they can contact the Department of Labor (http://labor.vermont.gov/) to learn more about unemployment benefits.

Are my employees covered by Workers' Compensation insurance, if they get hurt at work?

Good news! Your employees are covered by Worker's Compensation insurance.

If one of your employees has a work-related injury, you must call the Worker's Compensation Injury Hotline as soon as possible. The number to call is **(800) 750-3534**. You need to tell the person who answers the phone that you are part of the **"State of Vermont Consumer Directed Medicaid Program".**

What is Medicaid fraud?

Medicaid fraud is when an employer and/or employee is untruthful about the services that were provided. This can happen accidently or on purpose.

What are examples of Medicaid fraud?

- Sending in a timesheet for services that were not provided
- Sending in a timesheet for one person when the services were provided by someone else
- Sending in the same hours more than once—to have them paid from a different program or just to have them paid twice (call a "duplicate timesheet")

- Making your employee split their paycheck with you, especially if you are adding hours that they haven't worked to the timesheet

Is Medicaid fraud serious?

Yes! Medicaid fraud is very serious. Medicaid fraud is a felony with significant penalties, including:

- A prison sentence of up to 10 years
- A fine of up to $1,000 or twice the amount illegally paid
- Both a prison sentence and a fine, and
- Not being able to work in a program or facility that receives Medicaid money for at least 5 years
- Not being able to be the employer of record for your child/consumer's services

Who handles Medicaid fraud?

When we think that Medicaid fraud might have happened, we must contact the Attorney General's Office. The Medicaid Fraud and Residential Abuse Unit is a special group of investigators and lawyers who handle these cases.

Who do I contact and when?

Contact **your case manager or the program that authorizes funding** if you have questions about how to use your services.

Contact **us** if you have questions about your budget or your employees' timesheets:

You can reach us either by calling (800) 798-1658 or emailing financial@ARISsolutions.org