Overview of the Steps and Components in Enrolling EORs and Staff with Acumen

- The EOR selects Acumen as the FSA and asks the CCM to send in a referral to Acumen.

- Acumen will email/mail/fax the enrollment documents to the EOR. Acumen's Enrollment Specialists process all enrollment paperwork and relay any corrections or additions to the EOR. The North Carolina Customer Service toll free phone number is 866-811-3099, the fax is 855-264-3292 and TTY is 888-853-0010. Contact via emails are enrollment@aumen2.net and payroll-nc@acument2.net.

- Acumen will provide samples within the enrollment packet on how forms needs to be completed. Please note that IRS and USCIS forms are federal forms, and Acumen is NOT able to make corrections on behalf of the EOR.

- Once all paperwork is accurate and processed, Acumen will issue the "good to go" and email the EOR with login instructions to Acumen's online portal. These instructions will be sent by customerservice@acumen2.net.

- The EOR can access employment applications on the Acumen webpage, or a copy of the packet can be requested through the Enrollment Specialists. If the EOR thinks the potential employee will pass the background check, Acumen will process all the forms at the same time. Under no circumstances will EORs be able to hire staff who have had findings of *Medicaid fraud (the OIG) and neglect/abuse (the Healthcare Registry).* New with the July 1, 2019 waiver, Employers of Record who receive criminal background checks that are positive for any convictions listed in §108-C-4(c) will not employee these staff.

- EORs and employees have separate logins. Both the EOR and the employees will need to activate their accounts, set their security questions and change their password.

- New employees must complete the hiring packet, include a copy of their driver's license, copy of the Social Security card, copy of high school diploma (or transcript), a voided check, a signed Employee Support Agreement/Job Description, and proof of vehicle insurance (if providing transportation) and return it to Acumen. EORs must also keep a copy of these documents in each employee's file. Background results will be shared with EORs.

- EORs can access their on-line portal account with Acumen to review account summaries. Account summaries are also emailed to the EOR each month, although the "real time" authorization budget balance is best accessed via the on-line portal.

- Acumen provides Employee Portal training only, not any of the other mandatory staff training requirements included in the Innovations waiver.

- Acumen provide a pay schedule on the website (they pay the 15th and 30th of each month) and the schedule indicates when timesheets are due and when pay is scheduled. Timesheets are only submitted by an electronic time entry system. Employees can enter time using the mobile app or the website. EORs need to log in to the portal to edit and approve the time entries and access reports.
    - Staff receive their paycheck by direct deposit or Pay cards
    - Pay cards are pre-paid debit cards that work just like a regular debit card, but are used only for payroll deposits.
    - Acumen does not charge for this option, although the card provider may charge fees for certain transactions. Pay cards are up to 80% less expensive to use than check cashing services.
    - Paystubs will be sent by email on payday.
    - To enroll, complete the Authorization for Pay Card section of the form and return it to Acumen. Money Network will send an information kit and staff will need to activate the card with Money Network and then contact Acumen with account information. Staff will receive paper checks by mail until this process is complete.