

Our objective is to offer a seamless user experience when enrolling in Agency with Choice!



Within this step action guide, our goal is to provide clear insight into the enrollment procedure to ensure Support Coordination Agencies, Managing employers and Self- Directed employees are aware of their next steps when participating in our program.

Referral Process

Agency With Choice – Enrollment Outline

- Support Coordinator should submit referral interest through I-Record to Division of Developmental Disabilities by selecting Agency with Choice as Fiscal Intermediary
- DDD (Division of Developmental Disabilities) will review and approve referral *(No action required by Support Coordinator, Managing Employer, Self- Directed Employee during pending approval)*
- Approved Referral is imported through DDD third party website and accessed by Agency with Choice (AWC) Verification Team members *(This is checked daily by the team, however, may take up to 48 hours (about 2 days) to reflect on website after original referral date)*
- Agency with Choice (AWC) Verification Team members to submit New Demographic information to AWC Enrollment and AWC Service Coordinator
- Service Coordinator will schedule an AWC (Agency with Choice) Meet & Greet with the Managing Employer introducing AWC program and general overview of enrollment process.
- Once Meet & Greet is completed, an Enrollment Specialist will be assigned.
- Following assignment of Enrollment Specialist, Managing Employer (ME) will be contacted within 24 hours- This is done via phone as the first method of contact and via email for follow up

Enrollment Procedure

Intake Meeting:

- Gather and verify New Demo information from ME/SDE (full name, phone number, email address).
- Provide an overview of the enrollment process.
- Gather information regarding medication, transportation, and timesheet preference (paper or electronic)
- Explain steps to complete the fingerprinting and drug screening requirements.
- Determine if SDE (Self Directed Employee) qualifies for Difficulty of Care.
- Explain the emails they will receive and review the required forms.

Following ME Intake:

- SDE Status and Hourly Rate Request Form is sent to the ME to complete. (ME (Managing employer will complete “proposed” number of hours and hourly rate)

Phase I:

- Welcome email is sent to ME/SDE.
- Driver's license / state ID & social security card is requested.
- For direct deposit, a voided check/signed bank authorization form is required.
- Vehicle insurance requested (Applicable only if transportation will be provided)
- Drug screening and fingerprinting appointments scheduled during intake, if possible.

Phase II:

- Managing Employer Documents emailed to ME/SDE outlining next step within phase II
- Documents that need to be signed through Adobe will be emailed to ME/SDE.
- Credible Portal access will be made available to ME/SDE (if accommodation is needed then the job description and enrollment packet will be sent through Adobe.)
- PMPM (Per Member Per Month) and Billable Rate e-mail will then be sent to the identified support coordinator.
- Once SDR Draft is received (Enrollment and Verification must be cc'd on this email and the main recipient should be the assigned enrollment specialist), the enrollment specialist must review for accuracy and will collaborate with assigned support coordinator to resolve any discrepancies.
- When the SDR Draft is approved, a completion email is sent out to appropriate teams; the ME, SDE and support coordinator will all be cc'd on this email.
- Verification department provides a start date and the approved SDR is received, that is when the process is fully completed, and the SDE/Hybrid can begin working.

In person Enrollment Days

- Meeting and location will be determined in advance to accommodate the SDE/ME.
- Required documents for the I9 must be brought to the meeting if the enrollment specialist is acting as the authorized representative. (*Documents identified in “Phase 1” communication to SDE*)
- Enrollment process can be completed via paper or electronically with 1-1 assistance
- Enrollment specialists will assist SDE/ME by addressing any questions as the forms are completed.
- All paper documents must be scanned into the Enrollment Specialist files for record keeping.

Agency with Choice Overview and Resources

- Why Agency with Choice? Website Reference
<https://www.financialmanagementservices.org/why-agency-with-choice/>
- Agency with Choice- YouTube Introductory Link
<https://youtu.be/Z84otaGi44I>
- Agency with Choice – Benefits
<https://www.p3.biz/esnjbenefits#benefit-eligibility>

Enrollment Team

Tonia Norris:

Enrollment Manager

Tnorris@nj.easterseals.com

Steven Palivoda:

Lead Enrollment Specialist

Spalivoda@nj.easterseals.com

Enrollment Specialist

Padma Swaminathan:

PSwaminathan@nj.easterseals.com

Daniel Edwards:

Dedawards@nj.easterseals.com

Jazmine Williams:

JWilliams@nj.easterseals.com

Patricia Draude:

PDraude@nj.easterseals.com

Rita Othello:

Rlothello@nj.easterseals.com

We are looking forward to collaborating with you!

To ensure communication remains fluid, we will be hosting a monthly zoom meeting with all Support Coordination. Feel free to join so we can discuss any questions you may have about using our services.

Managers will provide you with their direct zoom link for their monthly meetings via email.