AssuriCare

RegistryConnect Training

AssuriCare Overview

Agenda

- Welcome to AssuriCare!
- AssuriCare Electronic Payment Process
- Introducing AssuriCare to Clients / Families and Caregivers
- Questions & Next Steps

Welcome to AssuriCare!

- We’re excited to partner with you!
- You have the support of our full team
- This presentation will go through current features – but we’re constantly updating and improving our services

Meet the Team

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Client Success Manager
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Phone: 781-795-8128

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Client Success Specialist
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Account Manager
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Introducing AssuriCare

Benefits for Registries	Benefits for Clients & Families	Benefits for Caregivers
• **Reduce administrative hassle** – Eliminate need for multiple checks – Eliminate messy and hard to read caregiver logs and slips • **Caregivers use the AssuriCare Mobile App to record the hours/days care provided** – Prevents "he said/she said" situations • **Automate LTCI claims submissions** – Reduce rejections, and expedite payments	• **Allow families to focus on their loved ones, not on managing payments** • **Access an online portal** – See exactly what has been paid and the hours/days that care is provided – Updated in real-time	• **Electronic tracking of payments** • **Receive payment on a regular basis**

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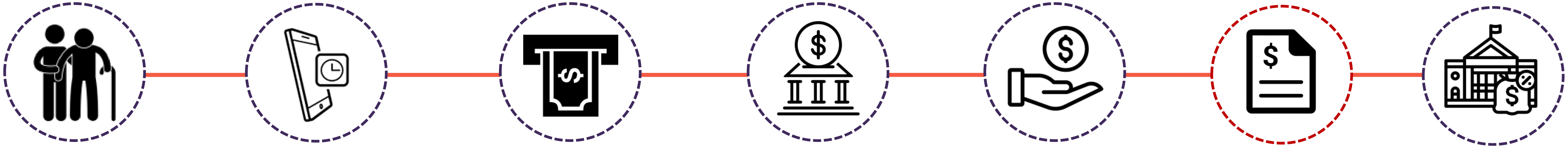
AssuriCare Electronic Payment Process

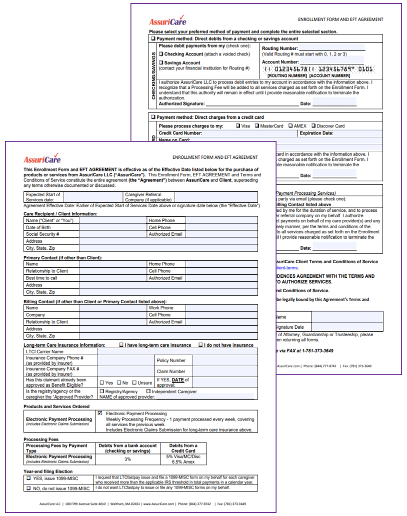


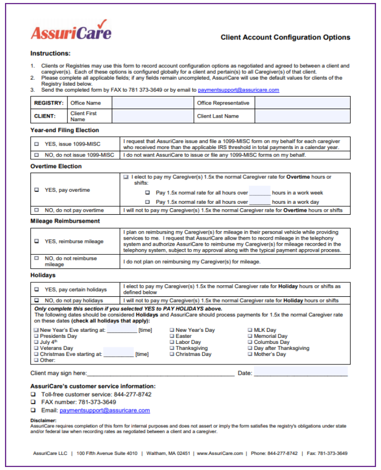
1. The care recipient receives care from a provider
2. The caregiver(s) uses the AssuriCare Mobile App to record hours worked and services provided
3. AssuriCare withdraws the caregiver and registry fees from the care recipient based on data entered in the Mobile App
4. AssuriCare deposits the payment into the caregiver's bank account
5. AssuriCare makes a single, aggregated weekly payment to your registry
6. *If applicable, AssuriCare submits claims for reimbursement*
7. AssuriCare generates end year tax documents if requested by the client

Client Enrollment – 2 Steps

1

Complete Client Documents





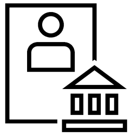
[Service Agreement & EFT Form]

[Client Account Configuration Form]

2

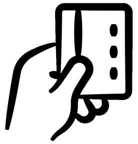
Client Chooses Payment Method

(via Service Agreement & EFT Form)



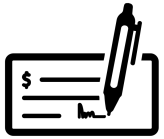
Bank Account (ACH)

OR



Credit Card

Additionally, you can decide when to allow clients to pay by check



Pay By Check

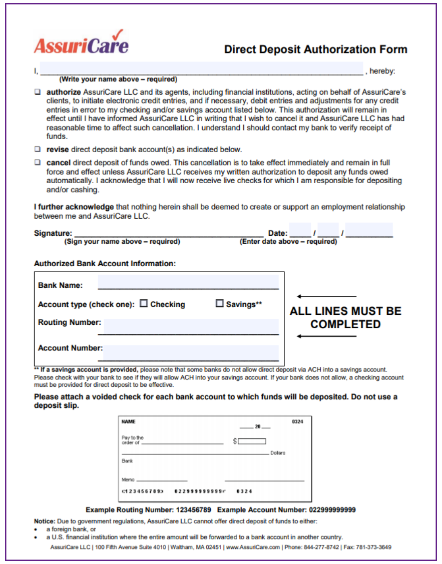
Note: we'll go over adding clients to the RegistryConnect platform in later training

AssuriCare

Caregiver Enrollment – 2 Steps

1

Direct Deposit Authorization


AssuriCare

Direct Deposit Authorization Form

I, ______________________________ , hereby:
(Write your name above – required)

- ❑ **authorize** AssuriCare LLC and its agents, including financial institutions, acting on behalf of AssuriCare's clients, to initiate electronic credit entries, and if necessary, debit entries and adjustments for any credit entries in error to my checking and/or savings account listed below. This authorization will remain in effect until I have informed AssuriCare LLC in writing that I wish to cancel it and AssuriCare LLC has had reasonable time to affect such cancellation. I understand I should contact my bank to verify receipt of funds.
- ❑ **revise** direct deposit bank account(s) as indicated below.
- ❑ **cancel** direct deposit of funds owed. This cancellation is to take effect immediately and remain in full force and effect unless AssuriCare LLC receives my written authorization to deposit any funds owed automatically. I acknowledge that I will now receive live checks for which I am responsible for depositing and/or cashing.

I further acknowledge that nothing herein shall be deemed to create or support an employment relationship between me and AssuriCare LLC.

Signature: ______________________ **Date:** ____ / ____ / ______
(Sign your name above – required) **(Enter date above – required)**

Authorized Bank Account Information:

Bank Name: ______________________
Account type (check one): ☐ **Checking** ☐ **Savings****
Routing Number: ______________________
Account Number: ______________________

ALL LINES MUST BE COMPLETED

**** If a savings account is provided,** please note that some banks do not allow direct deposit via ACH into a savings account. Please check with your bank to see if they will allow ACH into your savings account. If your bank does not allow, a checking account must be provided for direct deposit to be effective.

Please attach a voided check for each bank account to which funds will be deposited. Do not use a deposit slip.

NAME 0324
____ 20 ____
Pay to the order of ______________ $
______________ Dollars
Bank
Memo ______
⑆123456789⑆ 022999999999⑈ 0324

Example Routing Number: 123456789 Example Account Number: 022999999999

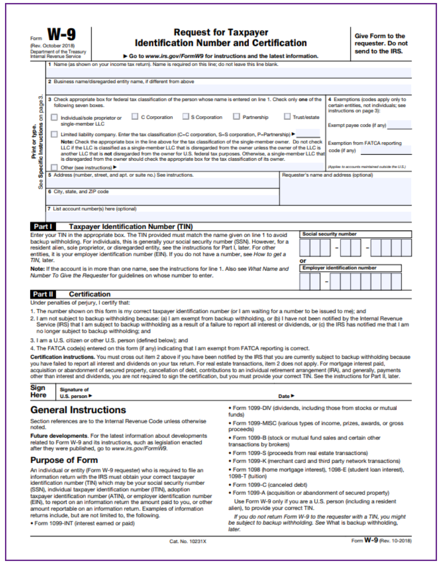
Notice: Due to government regulations, AssuriCare LLC cannot offer direct deposit of funds to either:
- a foreign bank, or
- a U.S. financial institution where the entire amount will be forwarded to a bank account in another country.

AssuriCare LLC | 100 Fifth Avenue Suite 4010 | Waltham, MA 02451 | www.AssuriCare.com | Phone: 844-277-8742 | Fax: 781-373-3649

For electronic deposits to caregiver(s) account (voided check recommended)

2

W-9: Request for Taxpayer ID


Form **W-9** (Rev. October 2018) Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶
Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

Requester's name and address (optional)

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
or
Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here **Signature of U.S. person ▶** **Date ▶**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

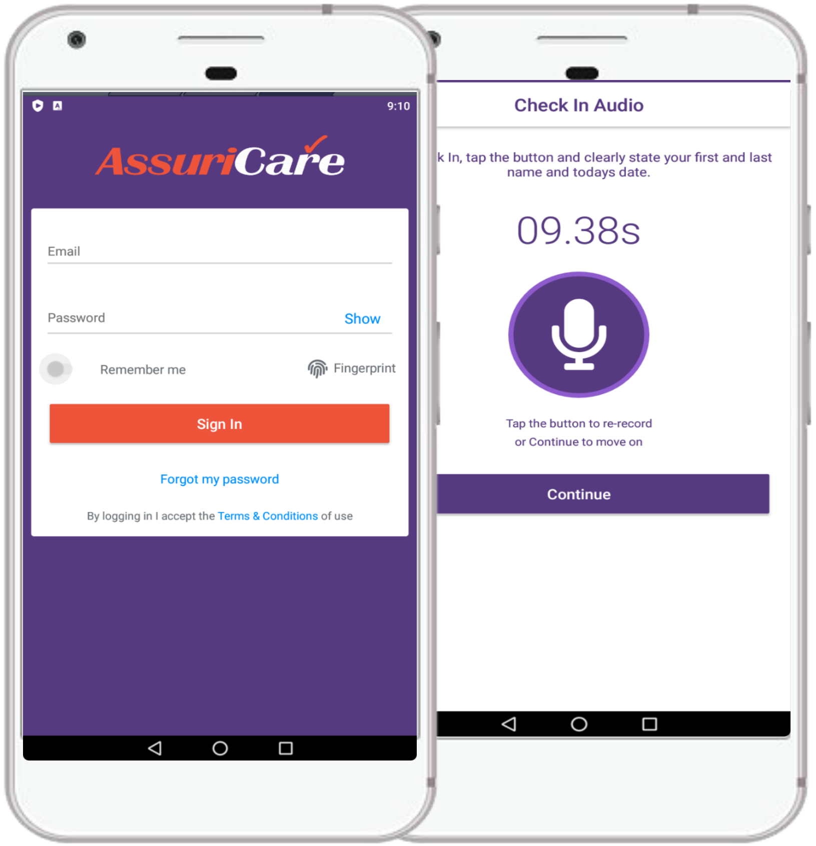
If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Cat. No. 10231X Form **W-9** (Rev. 10-2018)

Allows for AssuriCare to process payments and complete a year-end 1099 if requested by client

Note: we'll go over adding caregivers to the RegistryConnect platform in later training

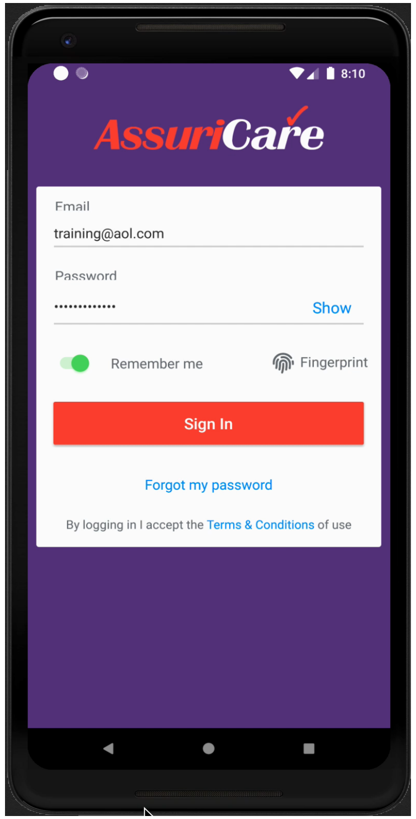
AssuriCare Mobile App Features



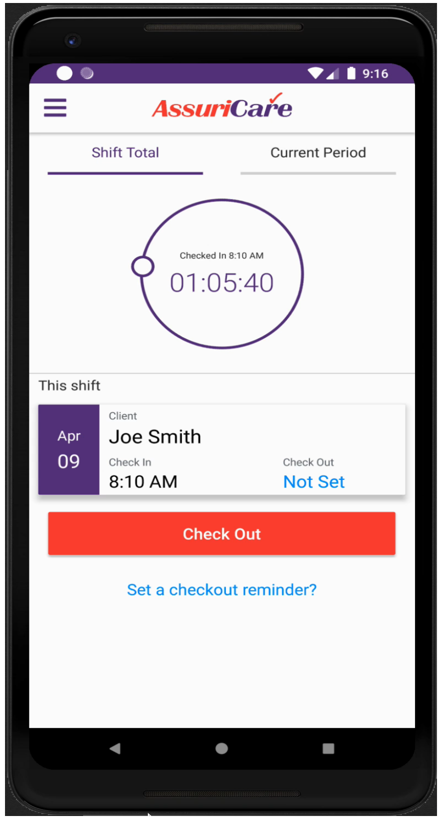
- Check-in and check-out for shifts
- View a list of their clients and associated pay descriptions
- Enter type(s) of care provided during a shift (ADL’s, IADL’s)
- Set a reminder to check-out of a particular shift
- View current and past payments / time entries
- Enter mileage (if applicable)
- View contact information / profile / reset password

Note: Telephony can serve as a backup option if app is not available.

Mobile App Demonstration



Sign into Mobile App



Mobile App check out process

Caregivers record hours using the **AssuriCare Mobile App**:

1. Sign in to the AssuriCare mobile app using their smart phone.
2. Click on the name of the client that they are providing care to.
3. Caregiver records their name and the date.
4. Press the check-in button.
5. Check-out process is the same but the caregiver has the option to include ADLs, IADLs and mileage.

Client Review Process

Anytime during week

- Client/Primary contact can log in and view and edit caregiver hours/shifts at any point during the week (prior to processing)
- However, it is not necessary for the client/primary contact to ‘approve’ the caregiver(s) hours each week:
  - Clients can easily view the payment amounts scheduled to be withdrawn
  - Edits/adjustments can easily be made the following week

Following Monday

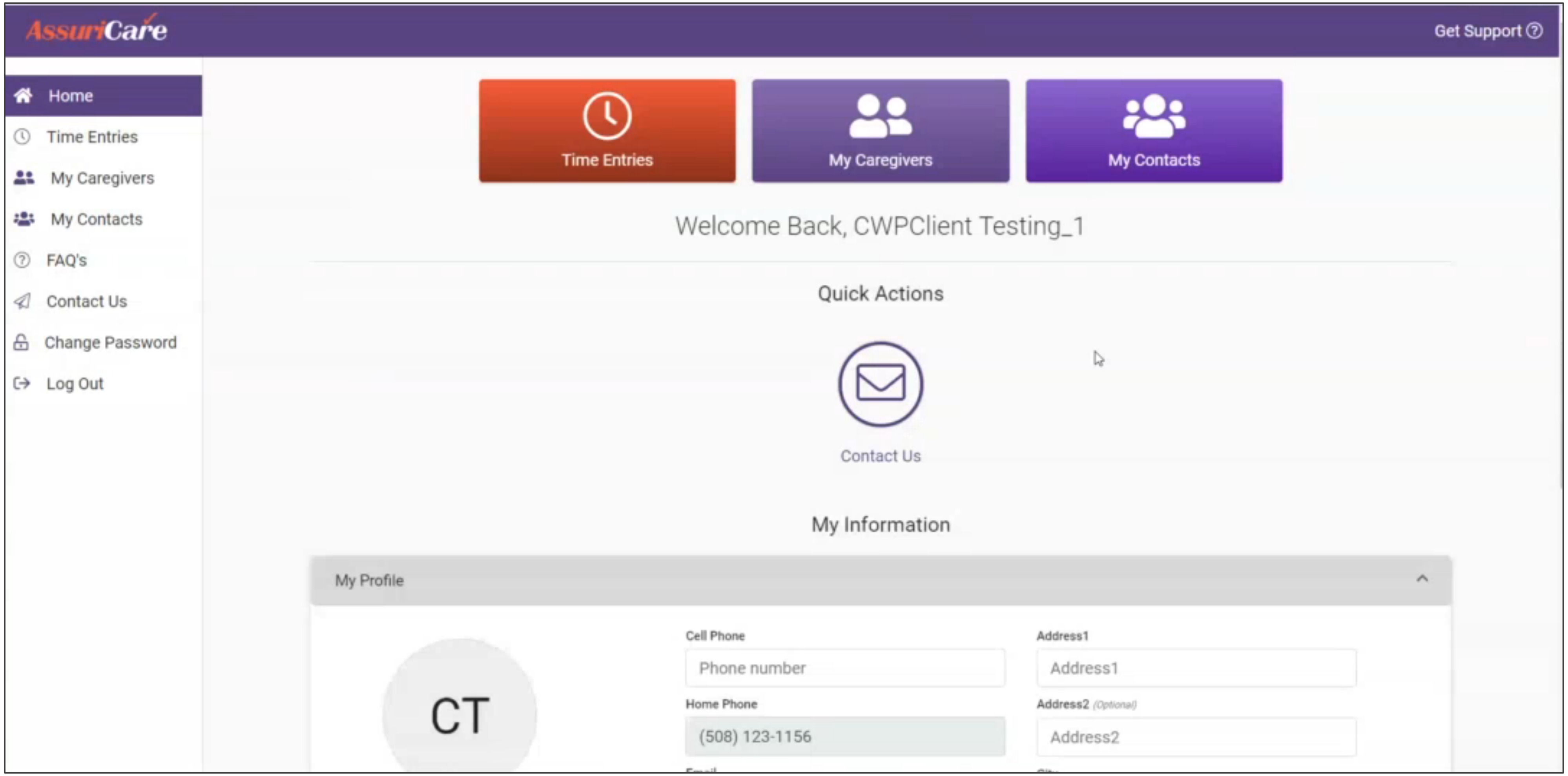
- Weekly email sent to clients/primary contact and to caregivers every Monday morning

Payment Finalized Tuesday afternoons

- A second confirmation email is sent to both the client and caregiver(s) once the payment has been finalized

Note: if AssuriCare is submitting invoices to an LTC Insurer for reimbursement on behalf of the client, the primary contact must go on-line and approve the invoices for LTC Insurance submission to occur

Review of CWP (Client Web Portal)



AssuriCare

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7. AssuriCare generates end year tax documents if requested by client

We are here

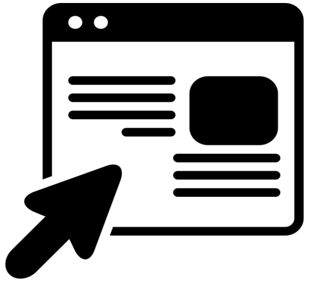
AssuriCare

If a caregiver forgets to record a shift (3 Options)

Option 1

Caregivers will receive text msg / email and can call into the timecard update (TUP) self service system by calling our Customer Service line at 844-277-8742

Option 2



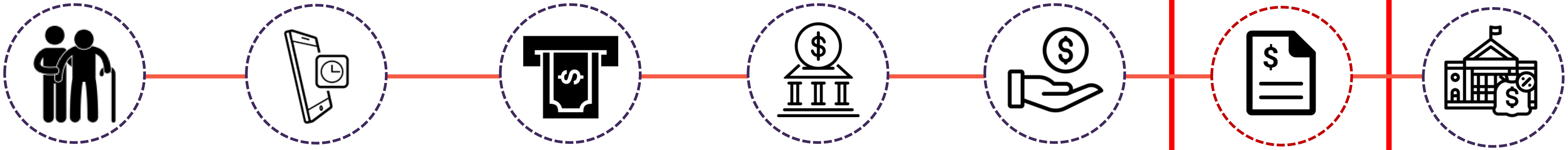
Families can log onto the online portal and update the shift(s) to reflect the correct check-in and check- out time

Option 3

Registry staff may edit shifts via the RegistryConnect platform

Long-Term Care Insurance Claim Submissions

For any clients with long-term care insurance, AssuriCare can submit claims on their behalf for reimbursement directly to the carrier



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In order for AssuriCare to do so, clients must:

- Include client LTCI information on the AssuriCare agreement
- Or via the [Long-Term Care Insurance Claims Submission Request Form] (used after initial enrollment)
- Ensure that their caregiver(s) enter any applicable ADLs/IADLs while using the mobile app
- Be benefit eligible
- Approve the payment and invoice via the portal.
- Carriers require that each submission be electronically signed before AssuriCare can submit the claim to the carrier

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Introducing AssuriCare to Clients and Their Families

- Will vary depending on how you are approaching the client (home visit, letter, phone or a combination)
- Will vary depending on whether the client is an existing client or a new client
- Regardless of current client status, clients who express concern about changing payment systems are asking you to reassure them about why this is the best method for them to use, and why you have chosen AssuriCare as a partner in your business.
  - Encourage office staff to find out the root cause of the objection
  - Strategies to assist can be found in our FAQs.

Why do I need to provide AssuriCare with my social security number?

Can I send a check to AssuriCare?

How will I know how much is being taken out of my account each week?

What if I prefer the way the current process works?

What if there is a mistake on the payment?

Why do you need my banking information?

What if I don't have access to a computer or an email address?

Do I have to approve the payment each week?

Note: An FAQ will be provided to you for answering these questions.

How will I get paid?

How does the mobile app work?

I don't have a bank account

I don't have an email account

When will I get paid?

Who should I call if I have questions about my payment?

How will I know that I am getting paid the right amount?

What if I forget to log the shift I just worked?

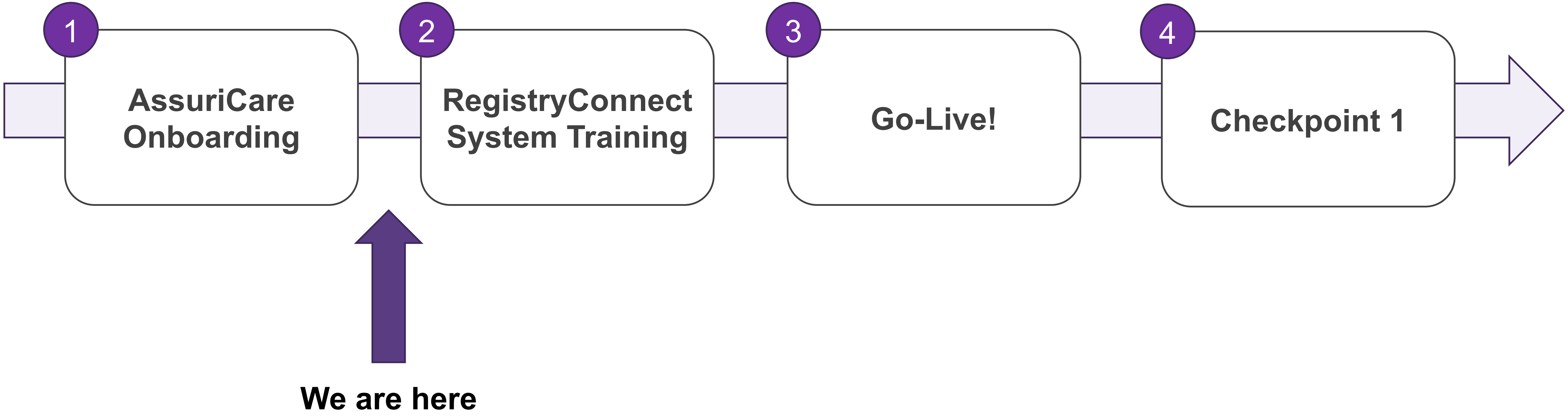
Note: An FAQ will be provided to you for answering these questions.

Agenda

- ➢Welcome to AssuriCare!
- ➢AssuriCare Electronic Payment Process
- ➢Introducing AssuriCare to Clients/Families and Caregivers
- ➢Questions & Next Steps

Q & A

What’s Next?


1
AssuriCare Onboarding
2
RegistryConnect System Training
3
Go-Live!
4
Checkpoint 1
We are here

Resources

Resource	Description
Registry FAQs	For registry staff reference, not for distribution to clients or caregivers
Client FAQs	For registry staff reference, not for distribution to clients or caregivers
Caregiver FAQs	For registry staff reference, not for distribution to clients or caregivers
Mobile App Instructions	Instructions for getting set up with the AssuriCare mobile app
EPIC Caregiver Package	A package for caregivers that includes an overview of the process, the mobile app instructions, the Direct Deposit Authorization Form, and a W-9
EPIC Client Account Configuration Form	The form that clients can use to indicate their preferences regarding 1099s, mileage reimbursements, paid holidays, and overtime.
Long-Term Care Insurance Claims Submission Request Form	The form that clients can fill out about their Long-Term Care Insurance to request AssuriCare to submit claims on their behalf. The Service Agreement also includes the information about long-term care insurance, so use this after the client has enrolled.

RegistryConnect Training

RegistryConnect Foundations

Training Agenda: RegistryConnect Foundations

- To begin using RegistryConnect, we'll first go over four concepts that are critical to smooth onboarding and scheduling management:
  - Charge Codes
  - Skill Types
  - Skill Levels
  - Rate IDs

Charge Codes, Skill Types, Skill Levels and Rate IDs

Using each of these concepts correctly is how you match a qualified caregiver to the client's required services and assign the appropriate bill rate for the care provided.

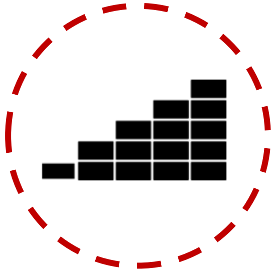
Charge codes

Default rate templates for each shift type

(pay rate + registry fee = charge rate; weekly)

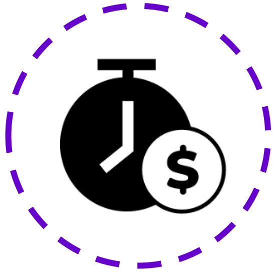
Skill Types

Grouping of charge codes by caregiver qualification



Skill Levels

Groupings or hierarchies of skill types



Rate IDs

Negotiated rates between a client and caregiver based on a charge code

Sharon

Highly skilled Registered Nurse (RN) with 5 years of caregiver experience

Martha

Needs wound care & assistance with IV antibiotics, plus feeding & continence

Gina

Certified Nursing Assistant (CNA) who just started as a caregiver

Charlie

Needs assistance with transferring, dressing, and toileting

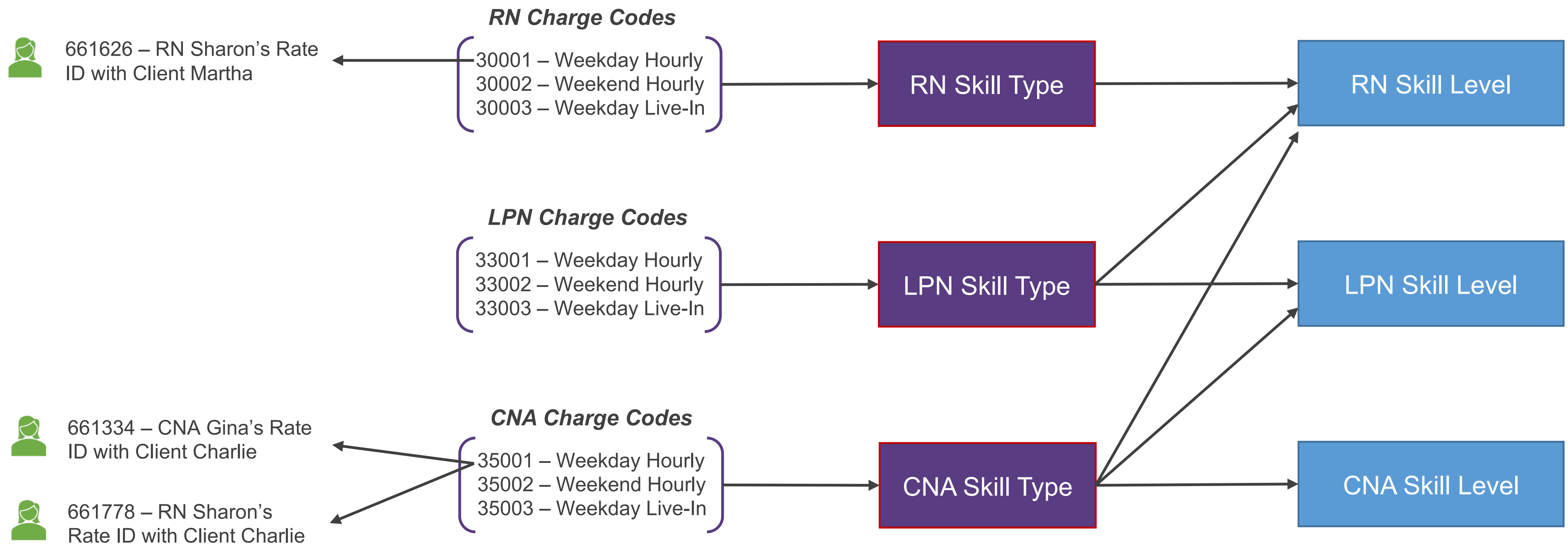
How do charge codes, skill types, skill levels, and rate IDs interact?

Rate IDs: Negotiated rates between a client & caregiver based on a charge code. Used by caregivers to check in and out

Charge codes: Default rate templates for each shift type. Used to create visits

Skill types: Groupings of charge codes by caregiver qualification. Tie charge codes to skill levels.

Skill levels: Groupings or hierarchies of skill types. Assigned to caregivers



Charge Codes

Charge Codes are default rate templates and are grouped by Skill Types. Generally, registries have a code for each type of shift that the skill type might work or for each service they provide, such as hourly weekday, day rate, weekend hourly, flat (shift) rate, etc.

Each charge code has three rates that are defined by the registry:

Registry Fee

What the registry collects from the charge rate

Pay Rate

What the caregiver receives from the charge rate

Charge Rate

The rate charged to the client. This is the registry fee and pay rate combined

Note that the AssuriCare processing fee is not part of the charge code rates

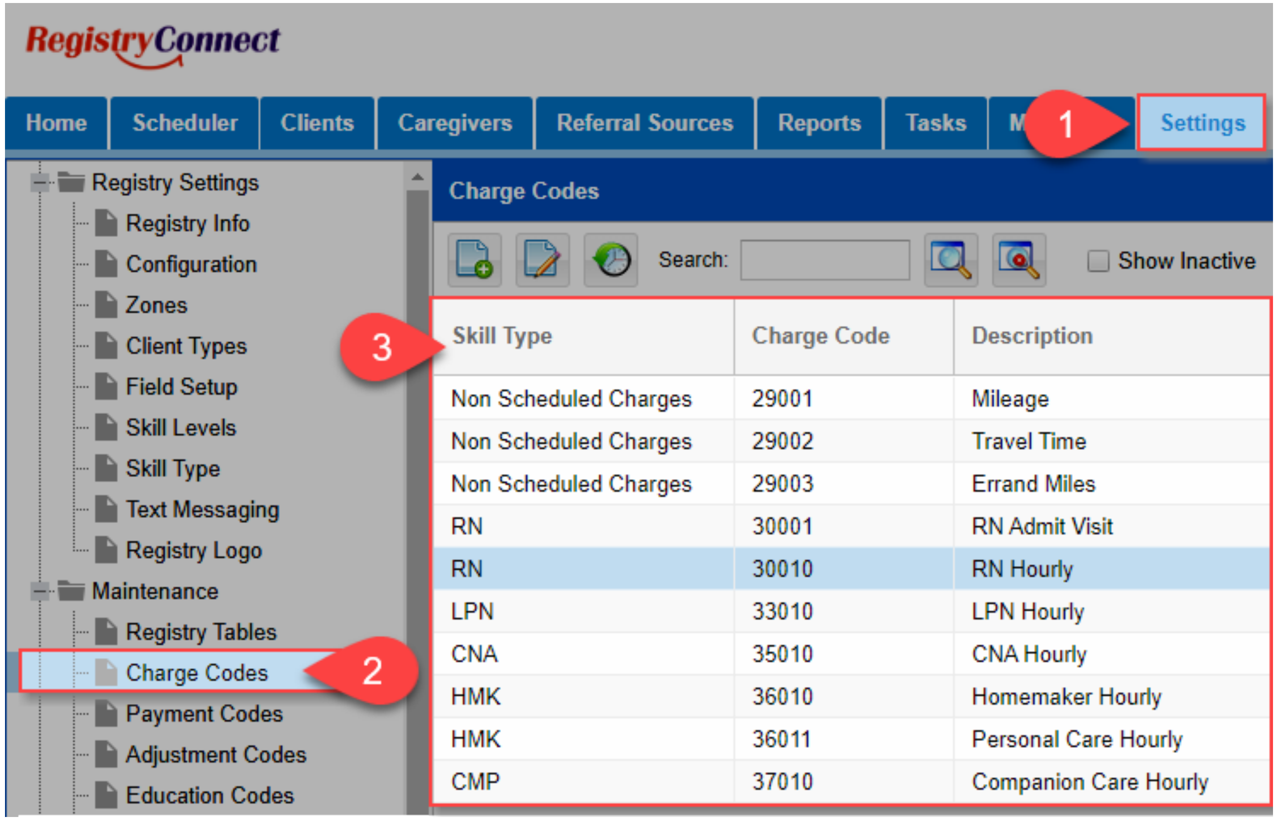
Charge Code Strategy & Number Scheme

For most registries, the preloaded charge codes will provide a solid start for building a full charge code menu. However, some registries will require additional or specialized charge codes.

Registries should create a consistent numbering scheme for their charge codes.

- The first 3 digits are defined by the skill level (300 for RN, 330 for LPN, 350 for CNA, etc.)
- The 4th and 5th digit, 01-99, can be used by registries to denote what type of service is being provided.

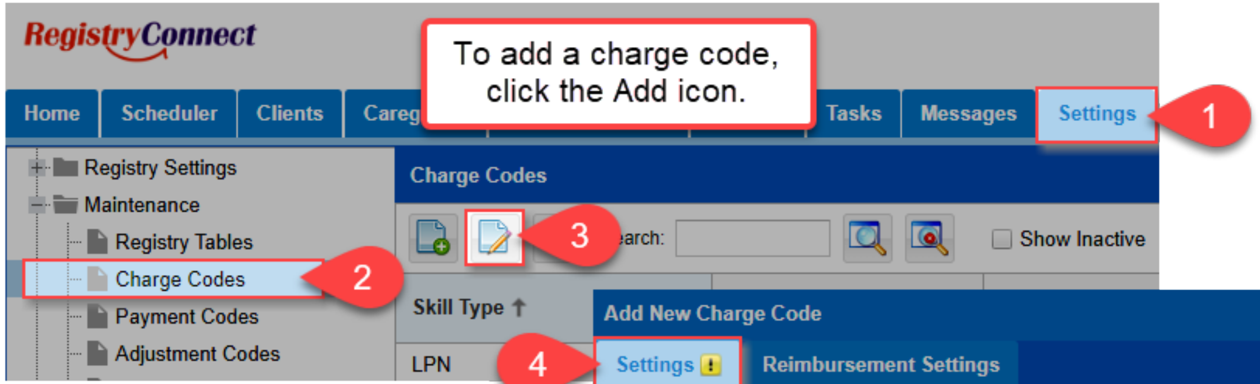
All charge codes should be created before creating client orders (visits).



To view current charge codes, navigate to Charge Codes under Settings

Adding a New Charge Code

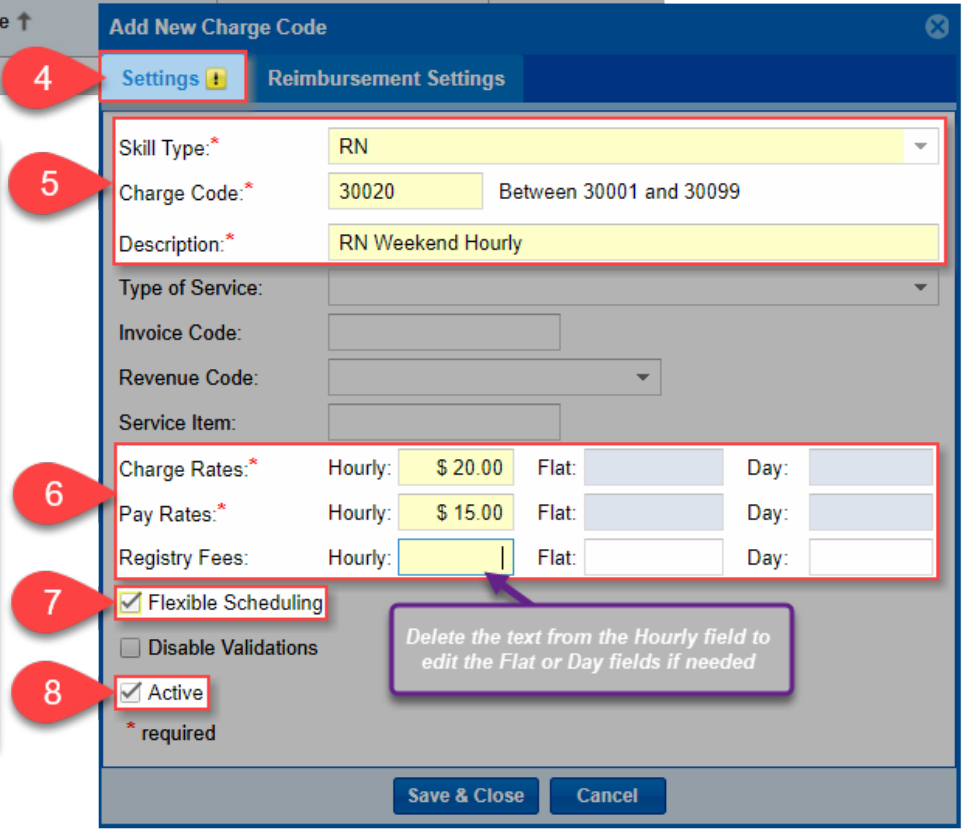
To add a charge code, click the Add icon.



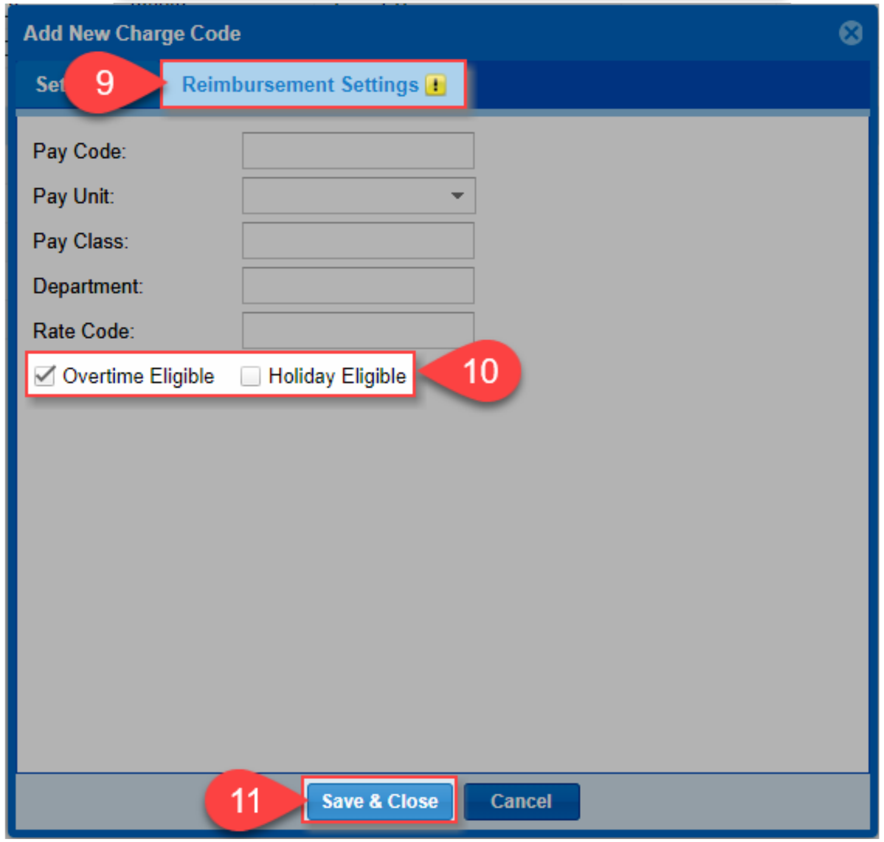
Select the Skill Type and enter a code within the range. Enter a description of the code.

Enter the charge rate (what the client pays), the pay rate (what the caregiver receives), and the registry fee. The pay rate and the registry fee must add to equal the charge rate.

Check Flexible Scheduling if unscheduled visits are allowed to use this charge code and ensure Active is checked off.

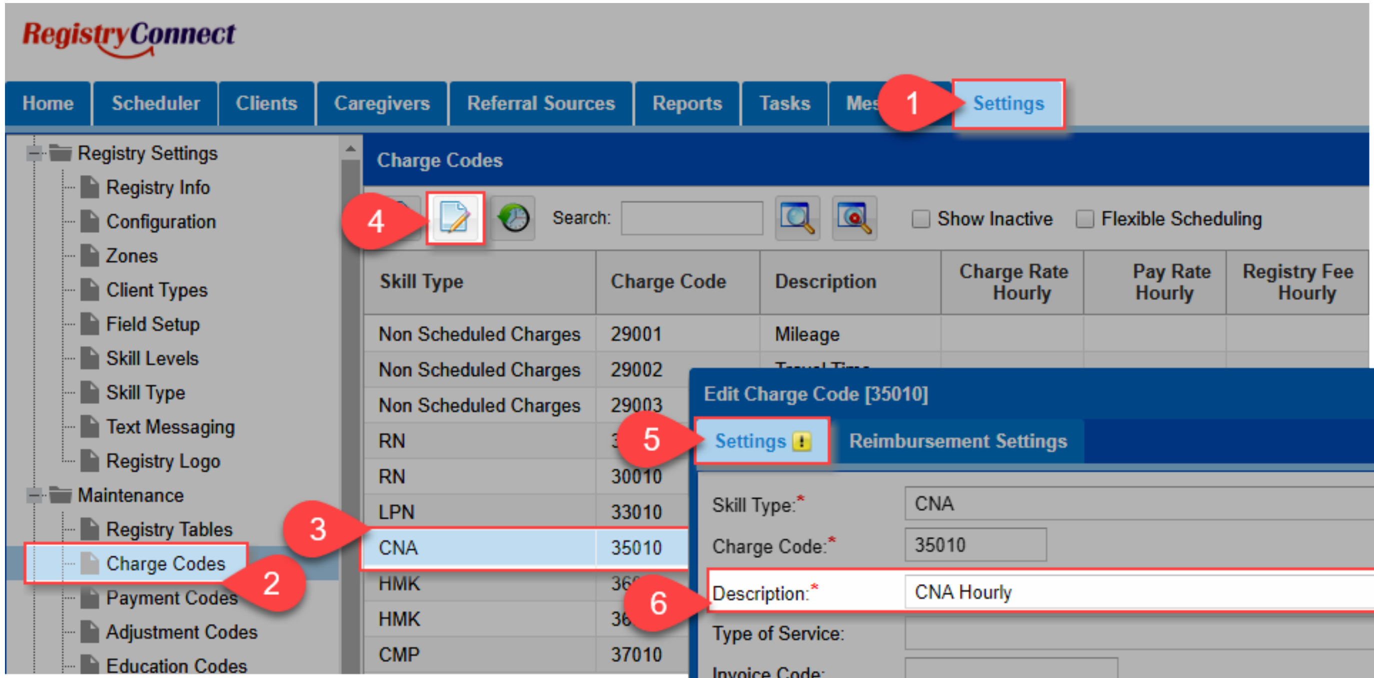


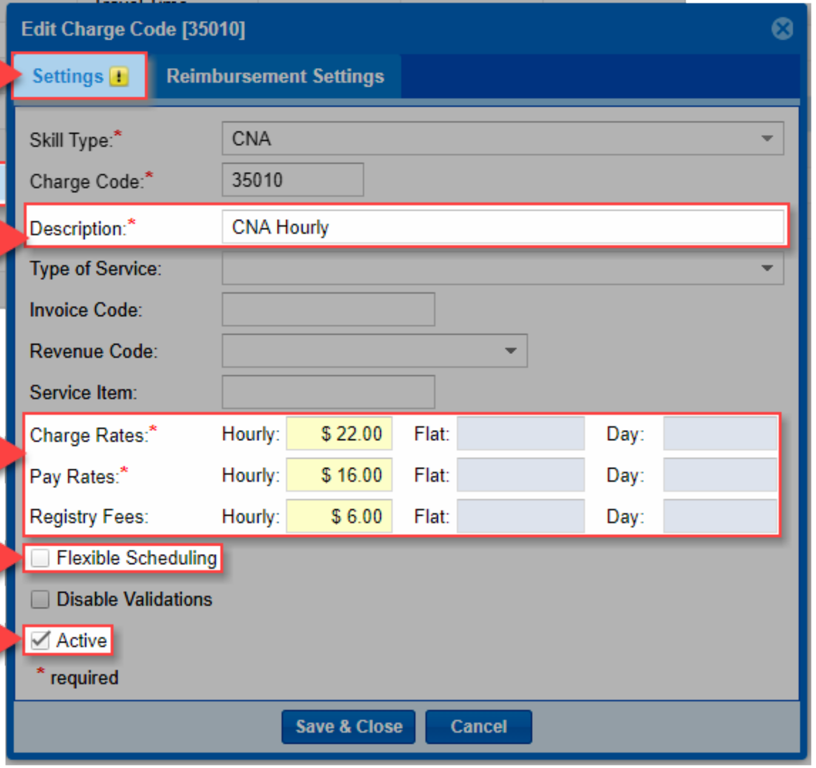
Check off whether this code is overtime or holiday eligible and click Save & Close.



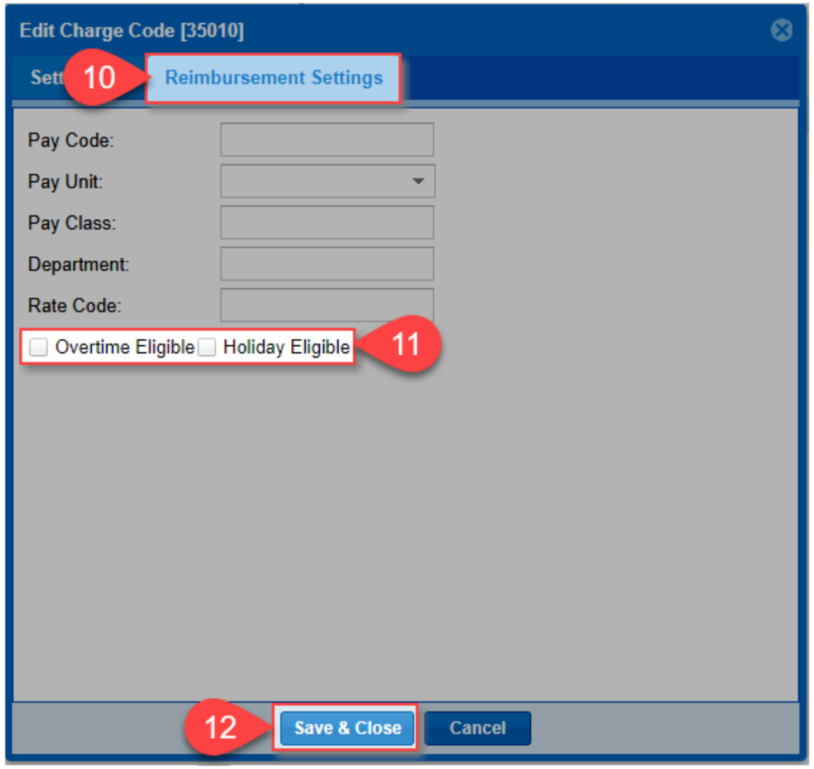
Any overtime settings must be set up with your AssuriCare Account Manager

Edit a Charge Code





Check or uncheck Overtime Eligible or Holiday Eligible if applicable and click Save and Close



To edit a charge code, click on the Edit icon after selecting a charge code from the list

You can edit the description or the rates, as well as enable / disable flexible scheduling.

Uncheck active if you would like to deactivate the charge code

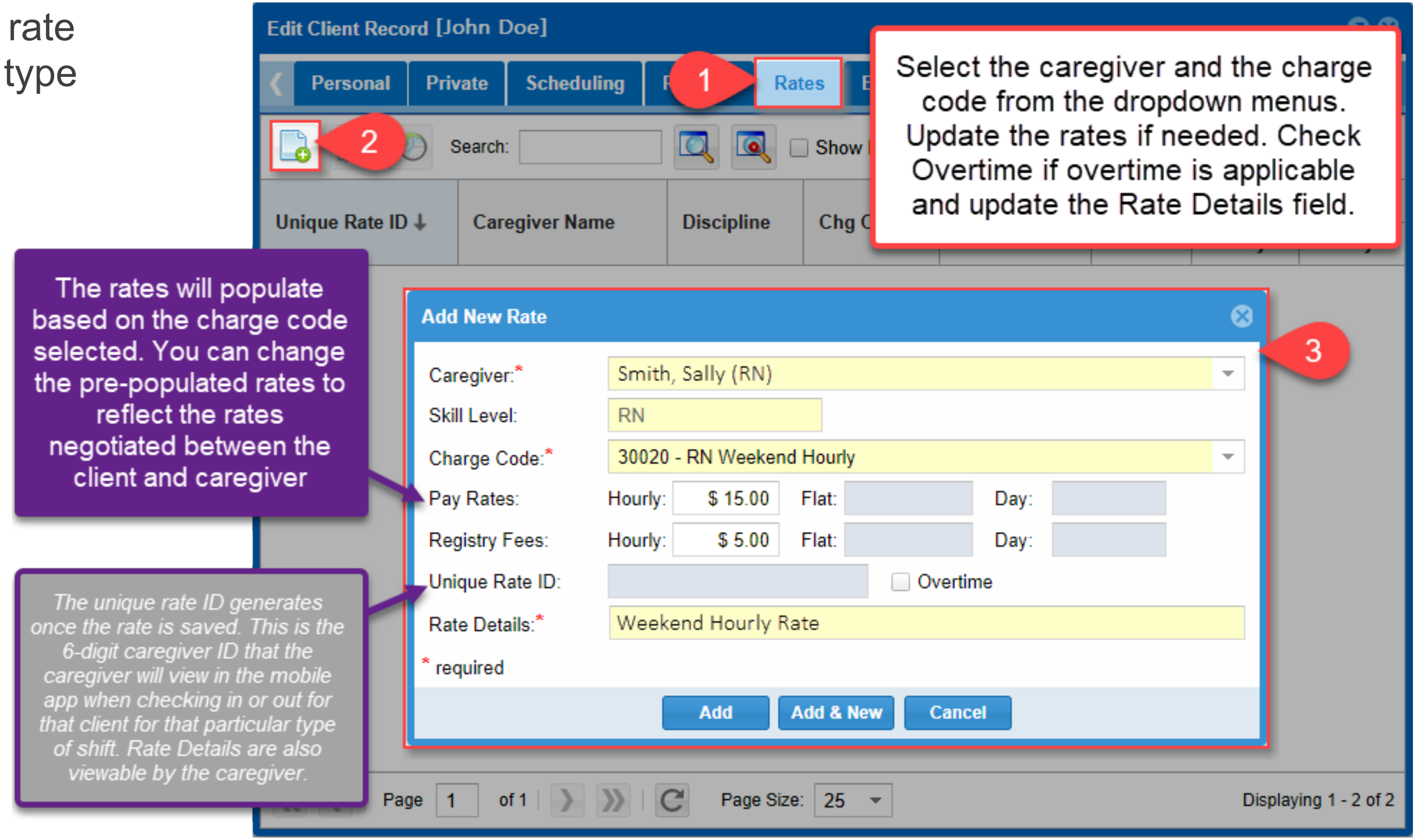
Creating Rate IDs for Client-Caregiver Relationships with Charge Codes

Charge codes provide default rate templates for a particular skill type and shift / service type.

These are used to pre-populate the pay rates and registry fees when creating a client-caregiver rate ID.

The standard rates can be left unchanged, or adjusted to reflect any negotiation between the client and caregiver.

**The unique rate ID generated is the 6-digit caregiver ID used to check in and out with the AssuriCare system*

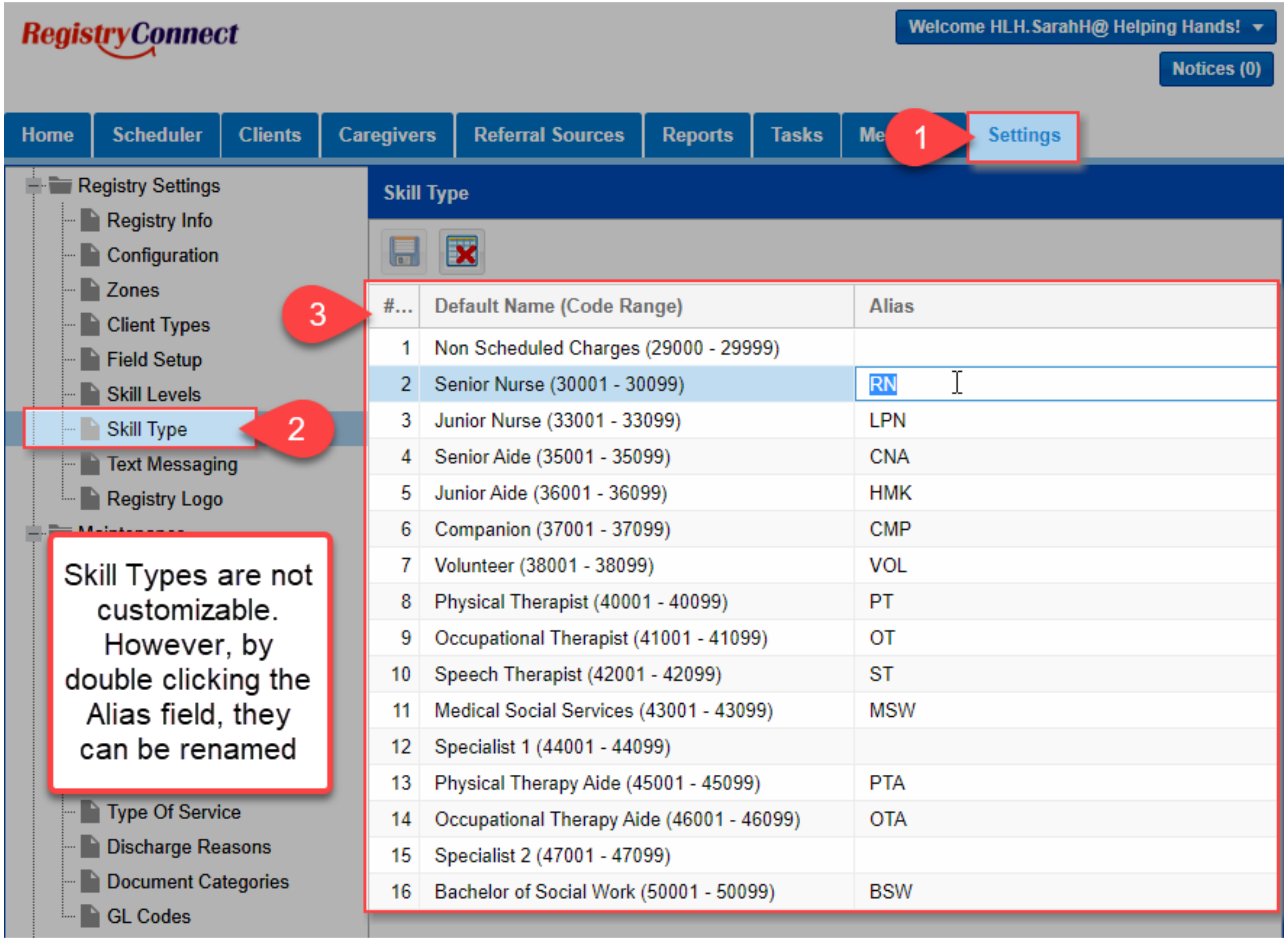


Any overtime settings must be set up with your AssuriCare Account Manager

Skill Types

Skill Types are groupings of charge codes by caregiver qualification.

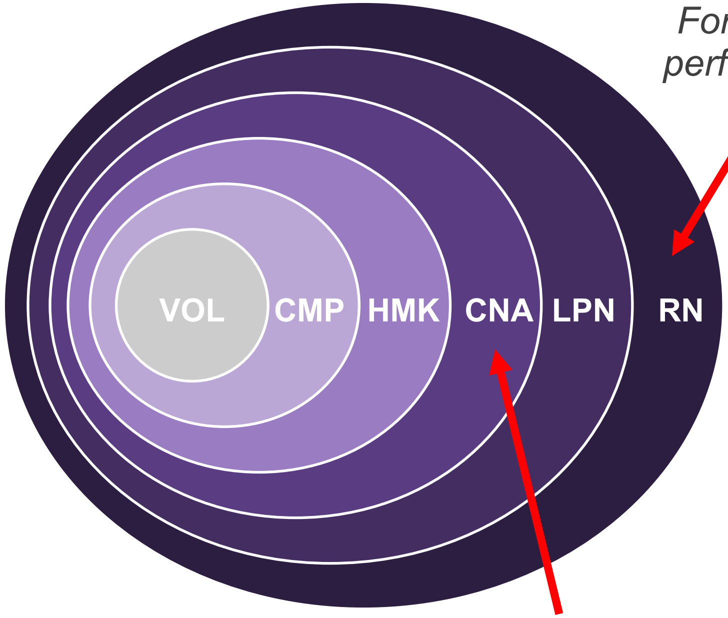
- Skill Types cannot be changed or added to, however the alias can be renamed.
- When you create new charge codes for different skill types, the code must fall within the range listed (e.g. 30001-30099 for RN).
- The Non Scheduled Charges skill type is used for charges like mileage, etc.



Skill Levels

Skill Levels are groupings or hierarchies of skill types, which represent different caregiver qualifications. Skill Levels are used to indicate the level of services that a caregiver can perform and ensure that caregivers with the correct qualifications are assign to provide the care needed.

Each skill is qualified to perform successively more tasks



For example, RNs can perform anything a CNA can do.

However, CNAs cannot perform anything a LPN or RN can do.

In this case, since Martha needs a higher level of care, only an RN could provide the care she needs. However, since Charlie does not need the same level, both Sharon and Gina could provide care for Charlie.

Sharon
RN Skill Level

Martha
Needs wound care and IV antibiotics

Gina
CNA Skill Level

Charlie
Needs assistance with transferring, dressing, and toileting

Skill Levels

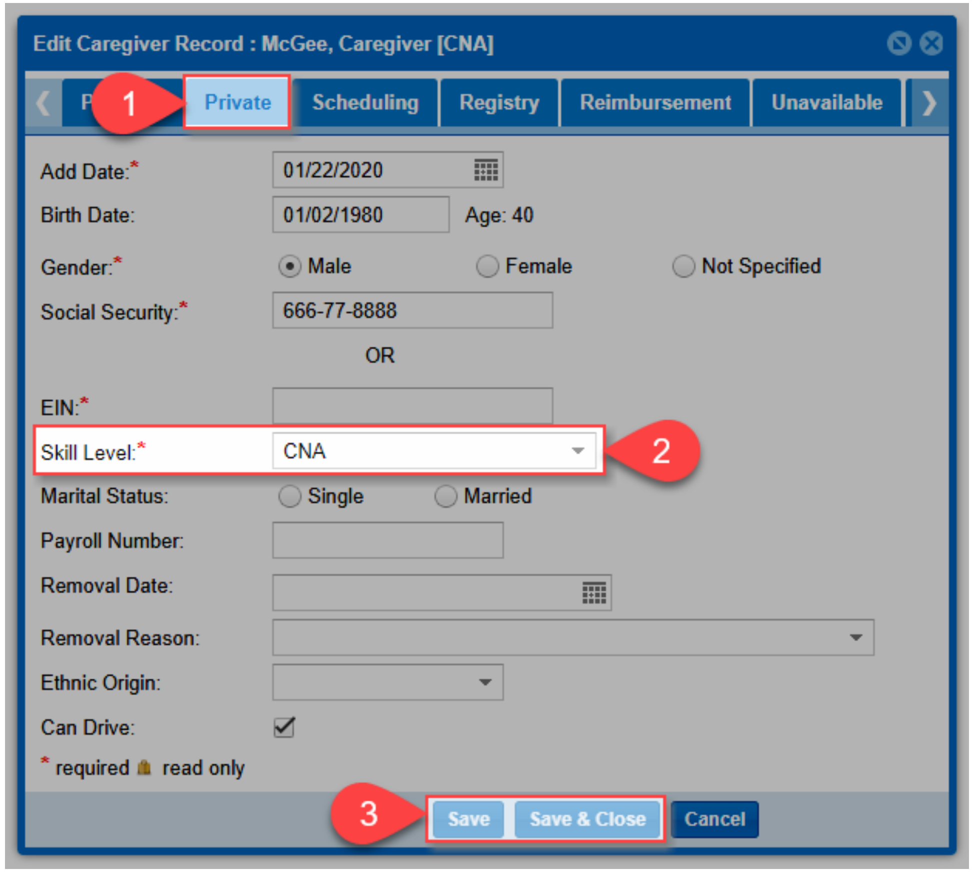
RegistryConnect comes with standard skill levels that can be customized

* required   Drag & Drop to prioritize skill levels.

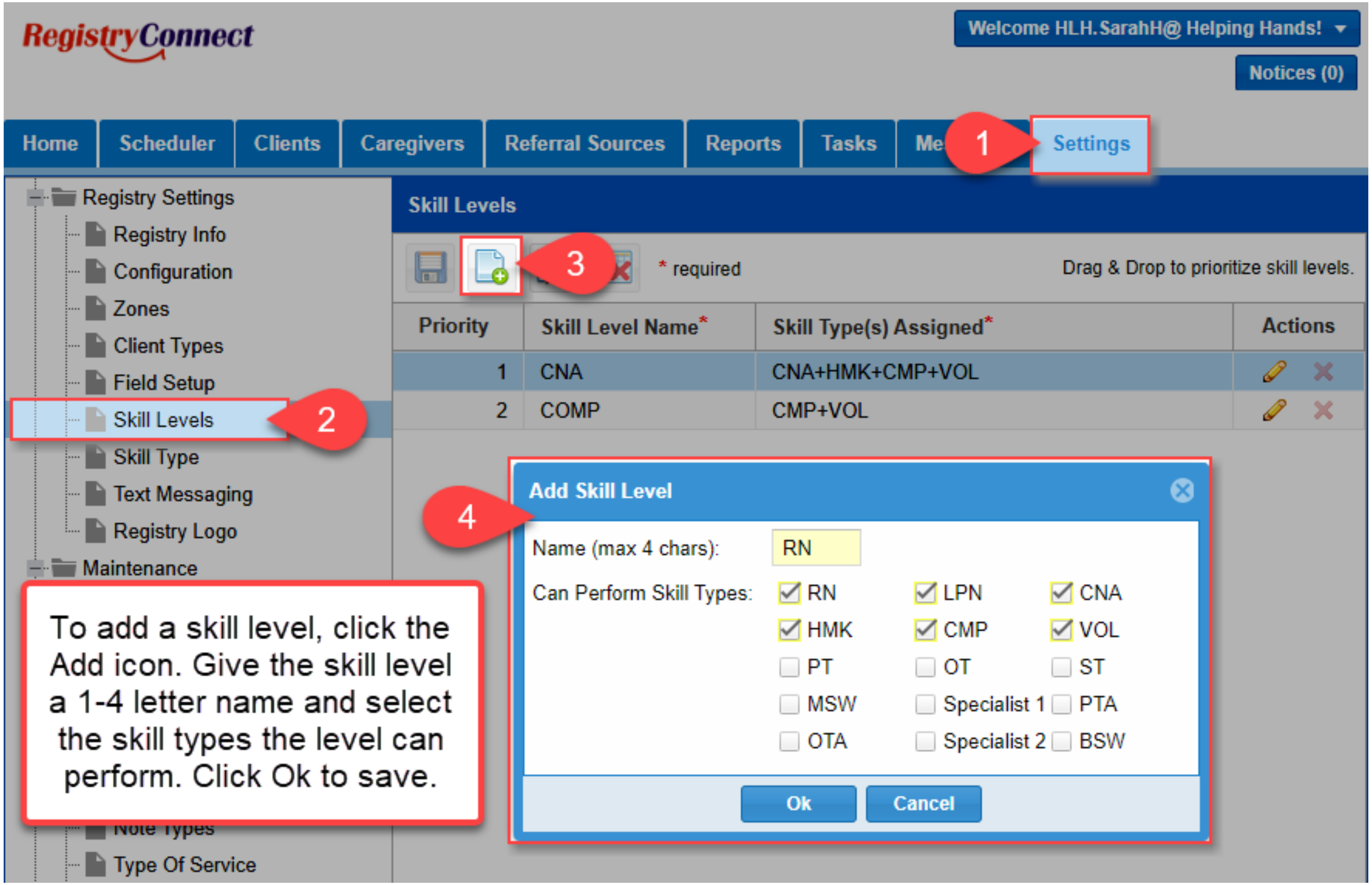
Priority	Skill Level Name*	Skill Type(s) Assigned*	Actions
1	RN	RN+LPN+CNA+HMK+CMP+VOL	
2	LPN	LPN+CNA+HMK+CMP+VOL	
3	CNA	CNA+HMK+CMP+VOL	
4	HMK	HMK+CMP+VOL	
5	CMP	CMP+VOL	
6	VOL	VOL	
7	PT	PT	
8	OT	OT	
9	ST	ST	
10	MSW	MSW	
11	PTA	PT+PTA	
12	OTA	OT+OTA	
13	BSW	BSW	
14	SP1	Specialist 1	
15	SP2	Specialist 2	
16	OFF		

Skill levels can be customized to include or remove different skill types. For example, if multiple skills levels may perform the same duties, each of those skill levels should have the same skill types assigned.

Skill levels are assigned on the Private tab of the Caregiver Record

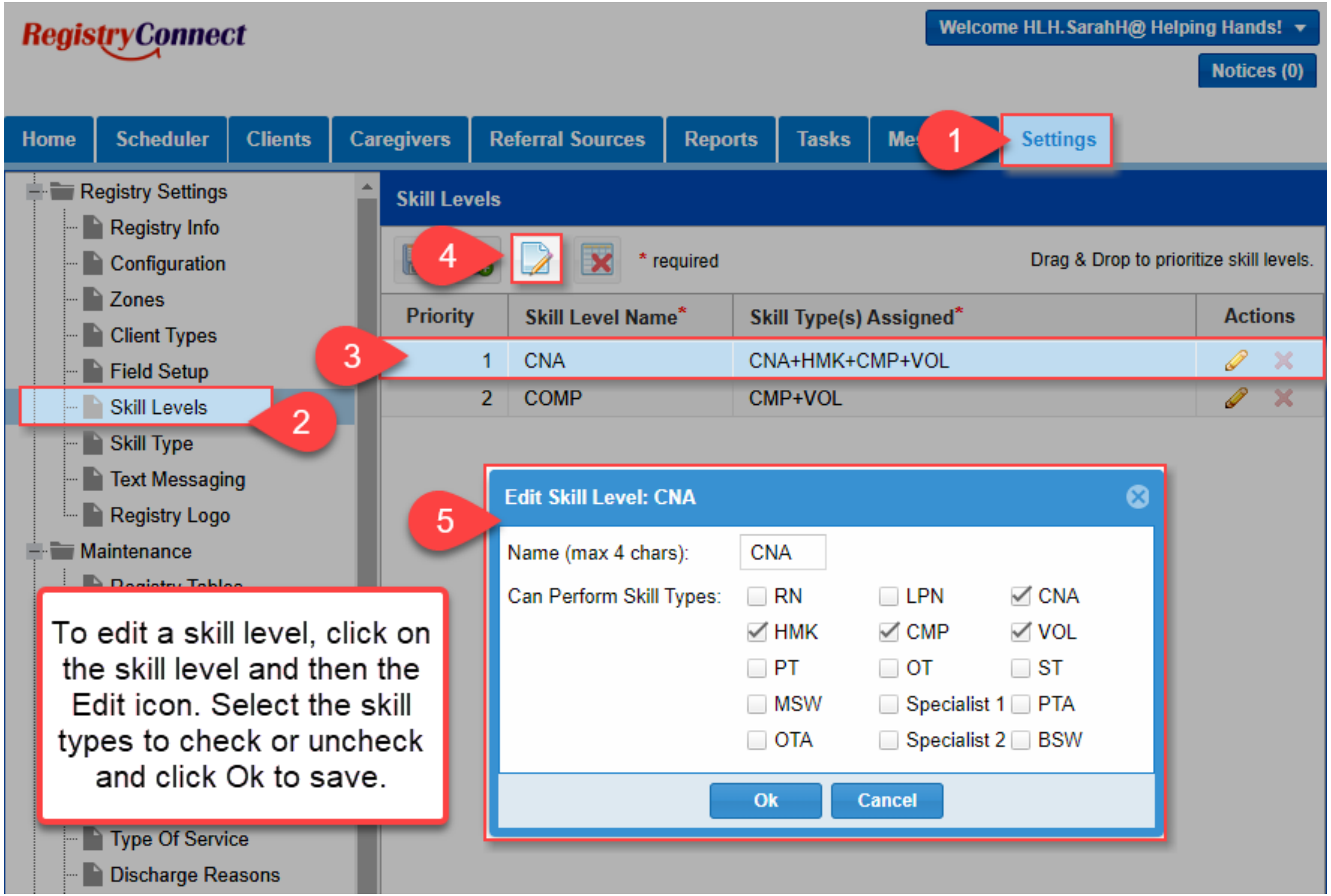


Adding a New Skill Level



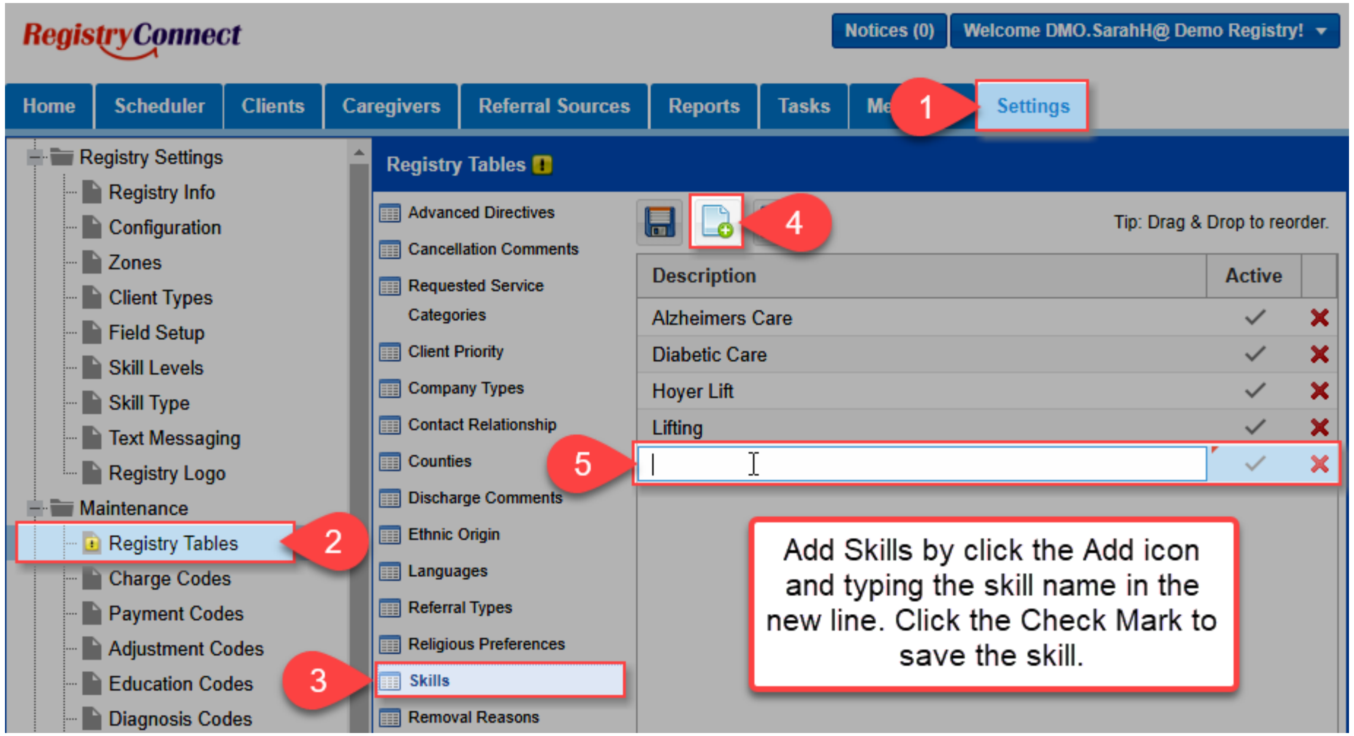
AssuriCare

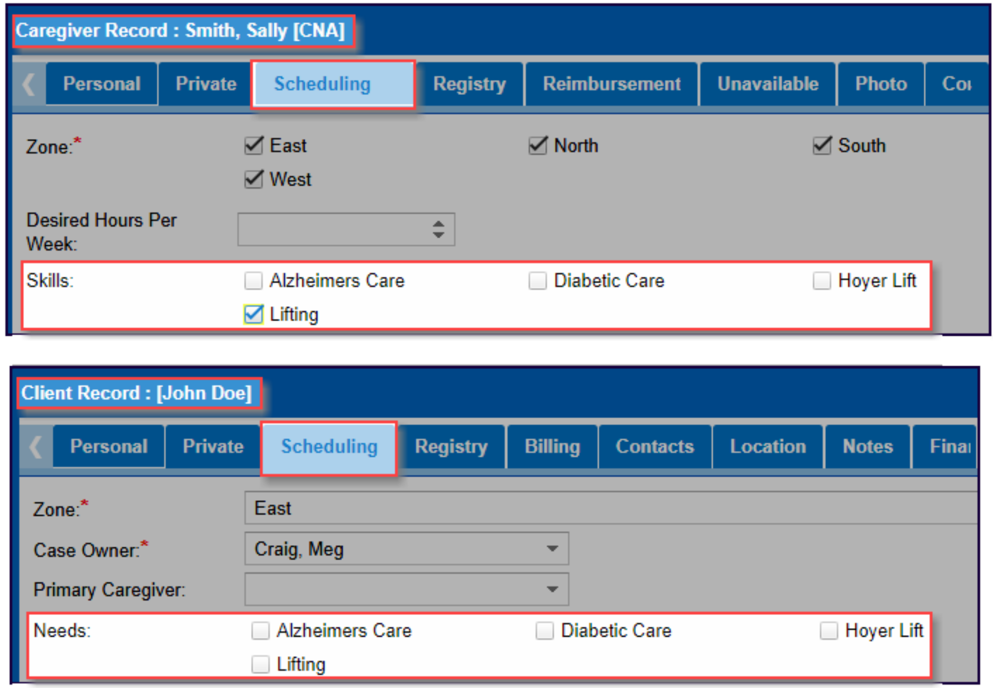
Editing an Existing Skill Level



A Note about "Skills"

Registries also have the option to use *Skills*, which are set up within the Registry Tables. These *Skills* are used to list specific abilities that caregivers may have. These skills will also show up on client records as *Needs*. Registries can use this information to further aid in ensuring that properly skilled caregivers are scheduled.

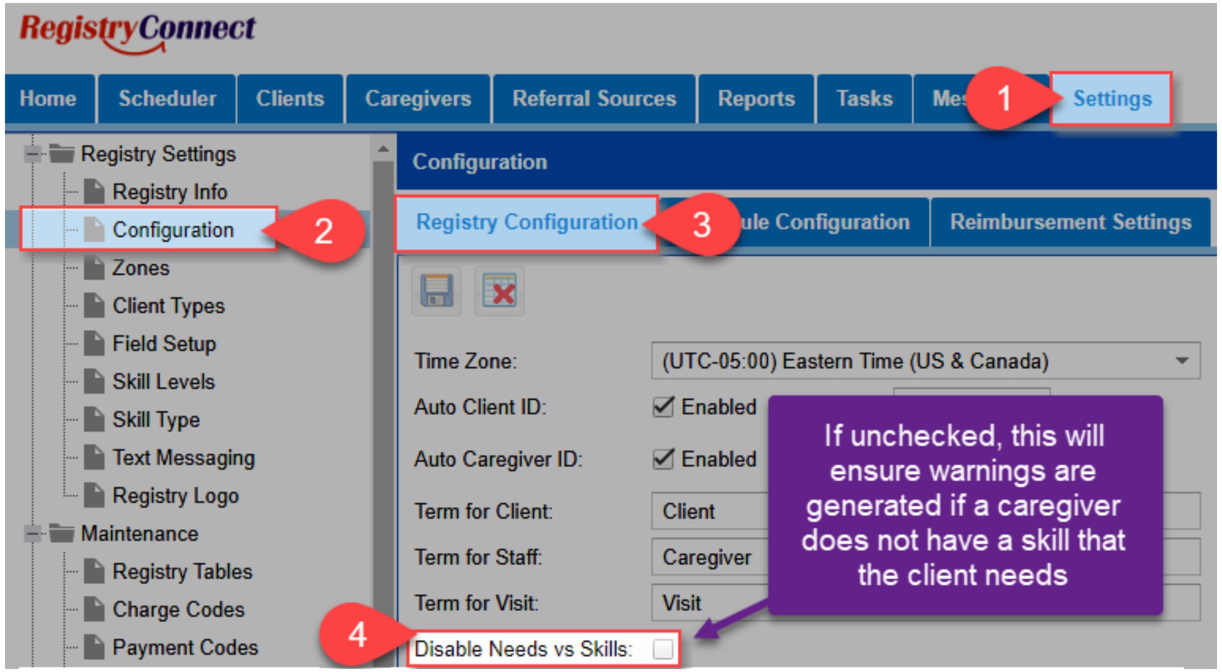




"Skills" and "Needs" as shown on the Scheduling tabs of the Caregiver and Client records

A Note about "Skills"

You can enable the warning for Skills v. Needs mismatch on the Registry Configuration Tab under Settings



The warning will show creating the visit. It will not prevent scheduling – the scheduler can click yes to finish scheduling or no to assign a different caregiver