



## EMPLOYEE FREQUENTLY ASKED QUESTIONS

### *Benefits*

How do I get reimbursed for my CTRS certification?

- Annually every recreational therapist must renew their certification. Assisted Independence reimburses each therapist for this. A Recreational Therapist gets reimbursed by notifying the Director of Recreational Therapy when they submit their renewal. It will then be reimbursed on a paystub through Paylocity.

When do I qualify for health insurance?

- When you are a full time employee (32+ hours) and have been employed for one month with Assisted Independence.

When do I qualify for 401K?

- Assisted Independence provides a 401K policy for its employees with a 1% match. All therapists are eligible for 401K plans after 12 months of employment and must be 18 years of age.
- Part-time Employees - You will be considered to be a Long-Term Part-Time (LTPT) Employee if you are a part-time employee who has not entered the Plan as a regular participant, but who is credited with at least three consecutive years beginning after December 31, 2020, with at least 500 Hours of Service in each year, and you have attained age 21.

How do I request Paid Time Off?

- You may request PTO on your Paylocity account either on the website or through the app. Go to Time Off and Add Time Off Request.

How do I see how much Paid Time Off I have?

- A therapist may see how much paid time off they have by visiting their Paylocity account either on the website or through the app. Go to Time Off and view Time Off Available.

Does Assisted Independence provide liability insurance?

- Yes! Assisted Independence provides professional liability insurance for all therapists annually.

## *Paystubs and Reimbursement*

Do I get reimbursed for CPR training? Do I bill for CPR training?

- Assisted Independence pays for all CPR training. When you register for a course, it will be charged to Assisted Independence. Yes, you do bill for CPR training. You may bill for 2 hours using the consumer, Admin, First Aid & CPR Training – 106.

How do the pay periods work?

- Assisted Independence employees are paid biweekly. Employees are paid on the 1st and 15th monthly, unless it falls on a weekend or a holiday. If this is the case, it will be the Friday before.

What do I do if I'm having technological issues with Paylocity?

- If you are having technological issues with Paylocity, please contact them by phone at 888-873-8205 or by email at [service@paylocity.com](mailto:service@paylocity.com). The company ID is 156311.

How do I check my pay stub?

- All staff may check their paystub's either through the website or the app. Once on the website, click Pay, and then Checks. Ensure the “Show” tab is clicked under the Private Data at the top right. You will be able to view the gross earnings, the hours, the mileage reimbursement, and any other reimbursements.

What is considered overtime? Is it the time we spend on notes and documentation or anything over 40 hours a week?

- Overtime is considered all hours between a Sunday and a Saturday work week. It does not matter if the hours fall between two pay periods. All hours are included in the 40 hours, including documentation time.

What do I do if there is an error on my pay stub?

- If you find an error on your paystub, notify the Director of Recreational Therapy and it will be corrected within 2 business days.

Is training time paid?

- Yes! You may be eight hours for orientation training.

I have a new bank account. How do I update my direct deposit?

- All staff can update their direct deposit information through Paylocity. You must visit the Paylocity website to do so. Visit Pay, and then Direct Deposit. Select the pencil mark to edit the information.

How can I access my W-2?

- The therapist may access their paystubs through the Paylocity website or app. Once on the website select Pay and then Tax Forms. You will then be able to select the year of the W-2 you need.

### *Miscellaneous*

How do I obtain a headshot?

- To obtain a headshot contact the Director of recreational therapy. Assisted Independence will reimburse up to \$100 for our photo.

What is an inspector general exclusion?

- An Inspector General Exclusion is a background check to ensure the staff has never committed healthcare insurance fraud. It is completed by Assisted Independence Administration.

What do I do if I am having technological issues with AccelTrax?

- If you are having technological issues with AccelTrax, please call 317-536-2756. The company code is 195.

What do I do if I am having technological issues with Webmail?

- If you are having technological issues with Webmail, please contact Ben Dennie by email at ben@sozo.tech or by phone at 317-406-0035.

Does assisted independence have social media accounts?

- Yes! Assisted Independence has a Facebook Instagram and Twitter account. Please follow them and ensure that all of your social media accounts are set to private.

What do I do if I lost my company ID?

- If a therapist has lost their company badge, contact the Director of Recreational Therapy for a replacement.

Can I get an accessible parking pass?

- Individuals that we work with sometimes require accessible parking. You may obtain accessible parking passes by going to the BMV with your individual. They will have to be present to obtain this pass.

Do I need to tell my supervisor when I am sick and not able to attend sessions?

- All staff must notify the Director of Recreational Therapy if they have an illness that will prevent them from being able to work for multiple days. If staff have a contagious illness, they are required not to work with individuals.

Can we purchase company attire?

- All staff may obtain company attire! Each therapist should receive a black Assisted Independence crewneck when onboarded. Assisted Independence also offers shirts, baseball caps, and sock hats.

## QUESTIONS ABOUT AND FOR INDIVIDUALS SUPPORTED

I have an individual moving. What do I do?

- If a therapist has an individual moving, they should notify the Director of Recreational Therapy. The Director will be able to determine if we have another therapist that may be able to support them or if they will have to be placed on the waitlist. Once the individual moves, the therapist should complete a discharge form on AccelTrax. The reason for discharge is moving.

My individual wants to obtain a license. Can I help with this?

- Absolutely! A therapist may help an individual obtain their license by studying for the exam, practicing safe road skills and practicing driving (whether a vehicle or other means of transportation like a golf cart).

An individual I support waiver just went in eligible. What do I do?

- If a therapist has an individual that becomes Medicaid ineligible, the first thing to do is ask the family if they are aware and if they have made any contact to try to correct this. A couple things to keep in mind and ask the family:
  - Have you moved in the past year? Sometimes when families move, the forwarding address is not updated through the Family and Social Services Administration. This means a family may have missed required documentation and have become eligible. To correct this they will just need to submit the paperwork by visiting the FSSA office.
  - Has the individual worked more than 32 hours in each week? Individuals receiving the Medicaid waiver whether, FSW or CIH, are not allowed to work more than 32 hours in each week.
  - Has the individual obtained more than \$2,500 in their personal checking account? Individuals receiving the Medicaid Waiver may not have more than \$2,500 in their account. This does not count for their parent or guardian. It is only applicable to the individual.

The family I support is requesting direct supports. Who do I notify?

- If the family you support is requesting Direct Support Services, contact the Director of Recreational Therapy. They will possibly be able to connect the family with potential Direct Support.

What do I do and the individual I support passes away?

- In the unfortunate event an individual you support passes away, please notify the Director of Recreational Therapy. Assisted Independence provides a bouquet of flowers to each family when an individual passes away.

I support an adult, but they are not their own guardian. Who signs the release?

- For HIPAA compliance, the guardian must sign the forms. The adult individual may also sign the form but will not hold legality if the guardian has not signed as well.

Is there a way to notify a guardian of all paperwork if they do not live with the individual supported?

- If someone does not live with their guardian, Assisted Independence can mail the documentation to the guardian. Notify the Director of Recreational Therapy so the forms may be mailed.

As an individual supported can I take the CPR classes for free?

- If an individual would like to receive CPR training, they may do so through Assisted Independence. This will come at no cost out of pocket. The family must request Family and Caregiver Training from their Case Manager to cover the cost of the course. This will come out of their Medicaid Waiver budget.

## **MEDICAID BILLING**

What is a Recreational Therapy unit?

- A Recreational Therapy unit is 15 minutes. It takes four Recreational Therapy units to equal one hour of service.

What do I do if I over utilize someone's budget?

- Each therapist is required to track utilization for each individual they support. If we do utilize an individual's budget, we must notify their case manager and request an increase in Recreational Therapy units. This is not always doable in every individual's budget. That is why it is important to keep track throughout their budget.

What do I do if a case manager asks for utilization report?

- If a Case Manager requests a utilization report, notify the Director of Recreational Therapy and they will submit it the report to the Case Manager.

How do I track units?

- Each therapist can track each individuals' units through AccelTrax.

## INTAKE PROCESS

I'm building my caseload. I've contacted a family by email and phone call. But no response. What is my next step?

- If you have contacted a family off the waitlist and they have not contacted you back after multiple attempts, notify the Director of Recreational Therapy. They may be able to provide another potential referral.

I had a Meet and Greet. What happens next?

- After a meet and greet, a family must submit a Pick List provided to them by the Case Manager. Once this is signed, the Case Manager will submit a Service Authorization to Assisted Independence. A therapist may not work with an individual until a Service Authorization is completed.

I received a referral from a Behavior Consultant. What do I do?

- If you receive a referral from a Behavior Consultant, notify the Director of Recreational Therapy. They will be able to either provide you a referral from the waitlist or place the Behavior Consultants referral on the waitlist.

Can we bill for Meet and Greets?

- Yes! A therapist bills for a Meet and Greet using the consumer, Admin, Meet and Greet - 112. A Meet and Greet should not be more than an hour.

What should be addressed in a Meet and Greet?

- In a Meet and Greet, a therapist should discuss the interventions they could implement, the goals an individual wants to work on, any health restrictions the individual may have, scheduling, and expectations the family has for Recreational Therapy.

What is the referral process?

- If a therapist is needing a new individual to support, they should notify the Director of Recreational Therapy. The Director will provide individuals off of the waitlist for the therapist to contact if they still need RETH support. If there are no individuals in the area on the waitlist looking for RETH still, the Director will then receive referrals from the Bureau of Disabilities Services Portal to give to the therapist to contact.

Can I provide support in a county I do not live in?

- Yes! A therapist may support an individual in a county they do not live in as long as it is within reasonable distance.



An individual wants to start RETH but lives in a county not approved by Assisted Independence. What do I do?

- Notify the Director of Recreational and they will be required to submit a request for RETH support in that county.

Can I start with someone if they are not in the Bureau of Disabilities Services (BDS) portal yet?

- No. A Service Authorization must be submitted before a Recreational Therapist may work with any individual. A therapist may only have a Meet and Greet with an individual before having a Service Authorization.

## ASSESSMENT (COMPLIANCE ITEMS)

I work with an individual that another therapist worked with. Do I have to complete a new assessment and treatment plan?

- No. The date will be set to when the first therapist that works with the individual completed it. As the second therapist, you will review the Assessment and Treatment Plan with the first therapist. When it is time to renew the Assessment and Treatment Plan, they will be completed together by both therapists.

How often does each document need to be completed?

- An Assessment (FACTR-R or GRST), Treatment Plan, Rights Assessment, and Safety Assessment must be completed annually for each individual.

An individual I support has Behavior Consulting on their plan but does not currently have a Behavior Consultant. What do I do?

- If an individual does not currently have a Behavior Consultant but it is on their plan, notify the Human Resource Manager to update your compliance item of Behavior Support Training for that individual.

How do we submit compliance items?

- Personal compliance items, such as vehicle registration, automobile insurance, and driver's license are uploaded on AccelTrax. Once on AccelTrax, on the left side of screen, select Employee Information, Documents Upload. Group: Employee, Section: Employee Compliance Documents, Type: \*Select the document being uploaded, Name: [First Name, Last Name, Document Type, Date]
- Compliance Items for individuals supported, such as Assessments and Treatment Plans are uploaded to the Bureau of Disabilities Services (BDS) online portal. Once on the portal, go to the profile of the individual. Select +Upload Document. Select the file being uploaded (must be PDF format on the portal), Select the Month/Year the document was completed. Under Category, select Provider Reports, and then the checkbox for Recreational Therapy. Select Upload and then confirm the document Is for the individual of the profile you are uploading to.

Can I still work if my compliance is out of date?

- You will be able to see individuals but will not be able to fully submit notes until all compliance items are up to date. It is imperative to submit compliance items before the due date to be able to submit notes in a timely manner.

Who do we contact for compliance issues?

- If you are locked out for compliance items you have uploaded, contact the Human Resources Manager to get the dates updated.

Where do I access and submit Behavior Support Plan training document?

- If a therapist completes the Behavior Support Plan training with a Behavior Consultant, the BC should upload the training to the individuals Bureau of Disabilities Services portal profile. A therapist can complete the Behavior Support Plan training independently on AccelTrax, under Forms: Behavior Support Training.

How do I access Intake Forms, Rights Assessments, Safety Assessments, and HIPAA Release forms?

- A therapist can complete the Intake Form, Rights Assessment, Safety Assessment, HIPAA release, and Media Release on AccelTrax, under Forms.

When do you do a Rights assessment?

- A Rights Assessment is to be completed after six months of support to an individual. It is then to be completed annually after.

When do you do a Safety assessment?

- A Safety Assessment is completed in the Intake Form during the Intake session. It is then to be completed annually after.

Where can I see an individual's PCISP?

- An individual's Person Centered Individualized Support Plan is viewable on each individual BDS portal profile. Once on their profile, select "PCISP" in the main tab bar. Then select the download arrow on the "Authorized-Active" PCISP in the first section, under PCISPs.

How do I access the Evidence-Based practice documents?

- All therapists have access to the Assisted Independence Google Drive that contains many resources for Evidence-Based Practices. Go to Google Drive and use the [username: assistedindependenceintern@gmail.com] and [password: internship] to gain access.

How can I tell what other support an individual receives?

- Viewing an individual's PCISP will show what other supports an individual receives. The PCISP will show what service, what agency, and number of units allotted to each support.

How do I find out when a quarterly meeting is?

- To find out the schedules of quarterly meetings, a therapist may ask the family supported or the Case Manager when the next quarterly meeting is scheduled.

## **PLANNING AND IMPLEMENTATION (GROUP PROGRAMS AND COMMUNITY ACCESS)**

### *Attendance/RSVP*

Do I need to sign myself and my individual up on Eventbrite?

- Yes! When you sign up, please sign up for all people attending with you. This includes you as staff, all individuals attending, and any family members attending.

Where do I RSVP for group programs?

- Visit Assisted Independence website at [www.assistedindependence.care](http://www.assistedindependence.care) and go to the Events tab. For each event, you will be able to RSVP through this link.

What if I do not have an individual able to attend a group - will I still be able to attend/bill?

- Yes! If you would like to participate in a group program, you will be able to attend and be paid your time at the program, even if you do not have an individual attending. We can bill for other therapists' individuals if a therapist has multiple individuals attending that program.

Can another therapist take my individual to a program?

- If you are not able to attend a program, but an individual you support would like to attend, another therapist may take and bill for them at the program.

What if an event is sold out?

- Specific events like kayaking and cycling do have a limited number of spots because of equipment and first come, first serve. If an event says sold out, please notify the Director of Recreational Therapy to see if there are any available spots.

What if I don't have a zoo pass?

- If you do not have a zoo pass and have individuals that would like to attend the group program, your and your individual's admission will be free by using the passes of other therapists.

How many people can be admitted on one zoo pass?

- Each zoo pass allows the pass holder and four people admittance.

Can I volunteer for an Assisted Independence program if I'm not employed with you?

- Yes! Assisted Independence accepts volunteers. Please apply at [www.assistedindependence.care](http://www.assistedindependence.care) for the **Application for Field Experience Hours & Recreational Therapy Field Experience Hours.**

Can students volunteer for Assisted Independence programs?

- Yes! Assisted Independence accepts volunteers. Please apply at [www.assistedindependence.care](http://www.assistedindependence.care) for the **Application for Field Experience Hours & Recreational Therapy Field Experience Hours.**

Can parents and family members attend company programs?

- Yes! They will need to RSVP on Eventbrite for the program.

Can direct support staff attend group programs?

- Yes! Direct Support Staff that would like to attend a program with an individual can do so. Direct Supports and Recreational Therapy can be billed at the same time. This also includes if the Direct Support staff works at another company.

Can parents and guardians RSVP?

- Yes! If a therapist is not attending, the family members may RSVP for themselves and the individual attending.

What do you do if an individual does not want to attend a group session, but you have other individuals that would like to during their session time?

- It is best practice not to cancel on an individual session. Instead, ensure that the individual that will have their session time interrupted for the group program has a rescheduled session. Do NOT cancel a session with someone if they cannot reschedule to attend a group program.

How do I encourage an individual to actively participate in recreational therapy?

- There are many ways to encourage an individual to participate in Recreational Therapy. Find different interests or hobbies of theirs and introduce it in new ways that are intriguing to the individual. If you are trying to be more active with the individual, try to implement things such as token economies or positive reinforcements. If you are trying to be more social with the individual, introduce them to a club or people that have the same interests as them so they feel comfortable and then are more willing to branch out independently.

Can I take an individual out of school to attend a group outing?

- No. Recreational Therapy sessions can not take place when an individual is supposed to be attending school.

*Cost*

How much is the zoo?

- Assisted Independence strives to provide affordable events for the individuals we support. Assisted Independence provides season passes for some staff that allow many people to attend.

What if I don't have a zoo pass?

- If you do not have a zoo pass and have individuals that would like to attend the group program, your and your individual's admission will be free.

Are there any places that allow staff free admission with individuals supported?

- Individuals and military veterans are eligible for free lifetime access to all the national parks and federal recreational lands.
- An individual supported may obtain an Access Pass. For \$2 per visit, the pass allows the individual and each family member, for up to two adults and dependent youth living in the household into the following facilities: BellaBoo's, Children's Museum Indianapolis, Conner Prairie, Crispus Attucks Museum, Dance Kaleidoscope, The Eitlejorg Museum, Fort Wayne Museum of Art, The Indiana Historical Society, Indiana Repertory Theatre, Indiana State Museum and Historic Sites, Indianapolis Ballet, Indianapolis Children's Choir, Indianapolis Motor Speedway Museum, Museum of Miniature Houses and other Collections, NCAA Hall of Champions, Newfields, Rhythm! Discovery Center, Terre Haute Children's Museum, Wonderlab Museum of Science, Health, and Technology in Bloomington.

How do we get an individual an Access Pass?

- An individual can obtain an access pass by providing proof of Medicaid Waiver Eligibility from the Family and Social Services Administration (FSSA) and a state-issued identification card. They also need to complete the application at Access Pass | The Children's Museum of Indianapolis ([childrensmuseum.org](http://childrensmuseum.org)).

How do we pay for group programs?

- All programs are free for staff. Assisted Independence tries to make all programs affordable for individuals and families supported. If a program has a fee, it can be paid for by cash, Venmo, or check to Assisted Independence, LLC.

What activities do we get reimbursed for?

- Assisted Independence provides reimbursement for staff on select interventions when with an individual. Activities that are reimbursed are admission fees (if the venue does not provide a caregiver pass), supplies for interventions such as art supplies, board games, and card games, and necessary cost for an activity to participate.
  - Purchasing Game of Life board game: Reimbursable
  - Purchasing tokens for an arcade game: Not reimbursable
  - Purchasing game of bowling to play with individual: Reimbursable
  - Purchasing food at the fair: Not reimbursable
  - Purchasing day admission to pool: Reimbursable
  - Purchasing movie ticket: Not reimbursable

### *Logistics*

Do we still host programs if it rains?

- All programs are weather permitting. Staff will be notified by the Director of Recreational Therapy prior to a program if it is cancelled or postponed.

What is acceptable to be brought to assisted independence programs?

- Depending on the program, the following items can be brought to a program: Cash and/or Debit Card, Cell phone, Umbrella, Walking Shoes, and Water Bottle

Is there transportation to Assisted Independence programs?

- The transportation varies depending on the program and location. When you RSVP on Eventbrite it will state in the description if transportation is provided. If it is provided for that event, it will be a first come, first serve basis.

What if an individual has a dietary restriction?

- When registering on Eventbrite, if a mealtime will be provided for all during the program, you will be able to state if a restriction is necessary. Otherwise, it is on the individual to bring food that meets their restrictions.



Is there an age limit to assisted independence programs?

- No! Assisted Independence does not have an age limit for programs unless the facility the program is in has age restrictions.

What should an individual pack for an assisted independence camping trip?

- An Assisted Independence Program Plan will be sent to attending staff for each camping trip and will include what to pack.

When is the Assisted Independence Fun Guide published? Where can I access it?

- The Assisted Independence Fun Guide will be published every September and March. Each guide provides programs for six-month periods. It can be accessed on our company website, [www.assistedindependence.care](http://www.assistedindependence.care).

Does Assisted Independence get accessible seating on group trips?

- Assisted Independence will try but cannot guarantee accessible seating at group programs.

How does the photography program work? Do they have to bring cameras? Do you teach how to take pictures on phones?

- Staff and individuals will go to the set location and use cameras provided by Assisted Independence. Personal cameras may be brought also. Assisted Independence will instruct individuals what to look for and how to take photographs.

Can we suggest a different program for Assisted Independence to implement?

- Yes! If you would like to create a Program Plan, please complete the Program Plan Template on our website, [www.assistedindependence.care](http://www.assistedindependence.care), under the Resources tab.

Are tickets digital or hard copy?

- Tickets vary for each program. Assisted Independence will ensure all people attending will have access to get in easily.

Can I obtain equipment while not doing a group program?

- Yes! Please contact the Director of Recreational Therapy or Nathan Red to see about availability and how to get the equipment.

Can we do group sessions that are not scheduled programs?

- Yes! It is highly encouraged for Recreational Therapists to collaborate not only with multiple of their own individuals, but to coordinate with other therapists and their individuals.

## EVALUATION (PROGRESS NOTES)

### *Notes*

What do I do if I do not submit my notes in the given time frame for submission?

- If a therapist does not submit their work on time, they will be able to still submit their notes by being unlocked by the Director of Recreational Therapy. While it is possible to be unlocked, this is not something that should become a habit. It is imperative for many systems Assisted Independence uses for progress notes to be submitted on time.

How do I see dates of work in progress in AccelTrax?

- A therapist may see Unsubmitted Work in AccelTrax by selecting the dropdown arrow under Unsubmitted Work (#). In the dropdown, it will show any dates that contain unsubmitted work.

My work summary does not match my hours worked. What do I do?

- If the work summary on AccelTrax does not match the hours that have been submitted, contact the Director of Recreational Therapy and they will confirm the hours submitted.

I see multiple siblings in the same family. Can I see them at the same time?

- Yes! You may see multiple people at one time. A therapist can see a maximum of four people at one time. When multiple people are seen at the same time, the time must be spread evenly between all of the individuals.

### *Cancellations*

How and where do I document a canceled session?

- All sessions cancelled by the individual should be documented on AccelTrax. This can be done on the Absence Form.

### *Behaviors and Incident Reports*

An individualized support demonstrated aggressive behavior while with other staff. What documentation do I need to complete?

- Once a therapist has been notified of any reportable incident, they must confirm if an incident report is being completed by the staff that was present. The therapist then should make note of the incident in their progress note for the individual.

When do I file an incident report?

- Incident Reports are to be completed (but not limited to) anytime alleged, suspected, or actual abuse, neglect, or exploitation occurs; anytime injury occurs, anytime death occurs, anytime structural or environmental problems threaten the health and safety of an individual, anytime a fire occurs at the site of service delivery, anytime elopement occurs, anytime alleged, suspected, or actual criminal activity by an employee of Assisted Independence, anytime a medication error occurs, anytime a physical or mechanical restraint is used, anytime an individual has a fall, or any unusual incident that may affect the health, wellness, and functioning of an individual.

Is there a discharge process?

- When an individual is possibly going to be discharged from a therapist's caseload, they must notify the Director of Recreational Therapy. If an individual is discharged for whatever reason, the therapist must complete a discharge form on AccelTrax.

### *Team Communication*

Do we have to attend team meetings?

- Yes! While it is not mandatory, the conversation in team meetings help to create and edit the policies and practices of Assisted Independence.

When and how do you respond to case managers?

- As a therapist, you should always respond to Case Manager inquiries about the individuals you support. If a Case Manager requests utilization reports or provides a referral for an individual needing RETH, pass the inquiry onto the Director of Recreational Therapy.

What does a site visit entail?

- When a student requests a site visit, the purpose is for them to see the practices of the therapists and the interventions they provide for the individuals they support. When having a student on a site visit, they will shadow the therapist in one or all of the sessions for the day. They will also need to observe the documentation process for the sessions.

When can I host an intern?

- A therapist must be employed with Assisted Independence for one year and certified through NCTRC for two years. Prior approval from Director of Recreational Therapy to host interns is required.