

**MI VIA**  
**FMA TRANSITION**  
**FREQUENTLY ASKED QUESTIONS Revised 6/4/10**

**1. *What is a Financial Management Agent?***

A Financial Management Agent (FMA) is an entity that provides third party financial services (i.e. Payroll Checks) between participants and employees/contractors/ vendors of a benefit. An FMA is commonly contracted by a state to handle program related financial matters of participants enrolled in a public program like Mi Via funded with public money. All participants in Mi Via will have FMA services at no cost to the participant.

The State of New Mexico has contracted with ACS to be the FMA for the Mi Via program starting July 1, 2010. ACS has subcontracted portions of that contract to TNT Fiscal Intermediary Services, Inc (TNTFI) and to Greystone Consumer Empowerment Systems (GCES). ACS has a long history of processing Medicaid claims for the State of New Mexico.

The FMA will:

- Act as your payroll agent and take care of all money issues like timesheets, payroll, taxes and other employer-related requirements
- Send you a monthly budget report
- Contact you and your consultant if you request something that is not approved in your plan and budget
- Answer questions you and the people you hire may have about payroll matters

**2. *What does ACS stand for and what do they do?***

ACS stands for Affiliated Computer Services. Effective July 1, 2010, ACS will be the new Mi Via FMA for the state.

**3. *What is TNT and what do they do?***

TNT Fiscal Intermediary Services, Inc. (TNTFI) will provide certain employer and vendor payment services. They will also provide state and federal tax and regulatory reporting. TNTFI contracts with ACS.

**4. *What does GCES stand for and what do they do?***

GCES stands for Greystone Consumer Empowerment Systems. This company is responsible for developing and maintaining the online database system for the Mi Via program. GCES*online* is the system provided by GCES. GCES contracts with ACS.

**5. *How do I contact ACS if I have questions about the change to the new FMA?***

If you have questions regarding the transition to the new FMA, please contact ACS at (866) 916-0310 or (505) 924-2010. You may also contact ACS by mail at: ACS, Inc. P.O. Box 27460 Albuquerque, NM 87125-7460.

**6. *Does ACS have a local office where I can drop off a timesheet or invoice and speak with someone in person?***

Yes. ACS has a local office in Albuquerque. The address is 1720-A Randolph Road SE, Albuquerque, NM 87106.

**7. Will I be required to use the GCESonline System?**

No. You are not required to use the online system. If you decide to use it you can enter and approve your employee(s) hours online and not have to mail or fax in a timesheet. Or if you prefer, you may have your employee(s) enter their time online then you can approve the hours online. You would also be able to view your budget and service and support plan online even if you do not use the system to enter timesheets.

**8. Will training be provided on how to use the GCESonline System?**

Yes. Initial training will be provided within the regional locations (dates, times and location within each region to be determined). Ongoing training will be made available via webinars, online videos and call center support.

**9. Why is TNTFI's name and address on the IRS and State Agency documents?**

With TNTFI mailing address on these forms, TNTFI will receive communication by mail from the different tax agencies and will respond on your behalf.

**10. Why do I need to sign Form 8821 (IRS Tax Information and Authorization) and Form ACD-31102 (NM Tax Information Authorization)?**

These authorization forms allow TNTFI, the IRS and the different NM state agencies to communicate with each other regarding the payroll forms, payroll returns and payroll taxes that have been filed on your behalf.

**11. If I sign Form 2678, Form 8821 and Form ACD-31102 will the FMA have access to my personal income tax records?**

No, the forms only allow TNTFI to deal with payroll records for your employees.

**12. Will I ever get letters from the IRS and from the State of New Mexico?**

After you become an employer in Mi Via, you may get letters and forms from the IRS, New Mexico Taxation and Revenue Department and New Mexico Department of Workforce Solutions. If you do, please send them to ACS immediately and the appropriate people will reply to them on your behalf.

**13. How will my employees get paid?**

Employees will be paid every 2 weeks based on the Mi Via payment schedule. However, before an employee will be paid, ACS must receive your employee's new Employee Packet completely filled out and signed by both the employee and you, the Employer. ACS must receive a timesheet that is both complete and with the correct information. Only services that are included in your approved Mi Via budget will be paid. Your employee(s) will receive a W-2 each January showing their wages earned. Your employee(s) can expect to receive two W-2 forms for 2010. One will be from PPL for period January 1, 2010 through June 30, 2010. The second will be from TNT for period July 1, 2010 through December 31, 2010

**14. Will employees be paid on time?**

Yes. As long as all required employee paperwork is on record with ACS and the work performed is within the allowable services prescribed in the approved SSP/budget and services are provided on or after June 12, 2010 then employees will be paid on time beginning with the first ACS payroll period.

**15. Will there be any delays or hold-ups with direct deposits for employees?**

No delay will occur providing that the employee completes the required direct deposit form(s) and other information (i.e. voided check). To ensure that the process goes smoothly, please submit this information to ACS by June 1, 2010.

**16. Do I need to resubmit a new vendor, employee or employer packet to the FMA?**

You will need to submit some new forms to ACS because the federal government requires that certain forms be completed again with any new FMA. ACS will also be receiving copies of some records from PPL and will let you know if they need any additional information from you.

**17. What taxes are taken out of my employee's payroll checks?**

TNTFI will withhold the applicable taxes from your employee's paycheck. These taxes could include Social Security, Medicare (FICA), state withholding and federal income taxes from each of your employee's paychecks based on their specific tax status. These withholdings will be shown on your employee's paycheck stub.

**18. Do employers pay taxes too?**

Yes, as an employer, you must match the Social Security and Medicare (FICA) taxes that are deducted from your employee's payroll checks. As an employer, you must also pay for federal and state unemployment insurance for each employee. These employer taxes are paid from your Mi Via approved budget. The FMA will handle this for you. There is nothing you need to do.

**19. What happens if my annual budget expires between now and June 30, 2010?**

You will need to complete and submit a new budget to Molina for review as you have in the past. This is done with assistance from your Consultant.

**20. What happens to my budget after it is approved by Molina during the transition?**

If the budget is approved on June 30, 2010 or before then the budget will be handled by PPL and transferred to ACS effective July 1, 2010. Any budgets approved on July 1, 2010 or after will be handled by ACS.

**21. What if some of my personal information changes?**

If you have any information that changes such as address, phone number, fax number, email address, etc. please contact ACS to receive an Employer Change Packet and send to ACS as soon as possible so that we may keep your information up to date. There are some IRS or state documents that may have to be filled out based on your type of change. You may obtain the Employer Change Packet by calling ACS at (866) 916-0310. Please remember that any personal information changes that you may need to make prior to July 1, 2010 should be sent to PPL.

**22. When do I start sending employee timesheets to ACS or submit them online electronically?**

Employee timesheets need to be submitted to ACS by Saturday June 19, 2010. This is for payroll period June 12, 2010 through June 18, 2010. This is the first payroll cycle that ACS will manage. Timesheets need to be faxed, mailed or dropped off in person to ACS until the online system is available in the next few months. Any timesheets previous to these dates need to be sent to PPL. There is an adjustment period during the first payroll that ACS will process. For the payroll date of July 2, the payroll period will be for one week instead of two. The payroll period originally would have been for two weeks dated June 12 – June 25 but will now be for one week dated June 12 – June 18. After the July 2<sup>nd</sup> payroll the payroll periods will go back to two weeks.

**23. When do I start sending vendor/contractor invoices to ACS or submit them online electronically?**

All vendor/contractor invoices for goods and services should be submitted to ACS beginning June 12, 2010. Vendor/contractor invoices need to be faxed, mailed or dropped off in person to ACS until the online system is available in the next few months. Any vendor/contractor invoices previous to these dates need to be sent to PPL.

Vendor/contractor invoices for services beginning June 12<sup>th</sup> will be paid by ACS after July 1, 2010. This short interruption of vendor/contractor payment is necessary to ensure a smooth transition of vendor/contractor payment records from PPL to ACS.

**24. When do I need to turn in any outstanding timesheets or invoices to PPL?**

To ensure a smooth transition to the new FMA, the state strongly encourages participants to submit all timesheets and invoices for June 11, 2010 and earlier to PPL by June 11, 2010. If requests for reimbursement for services **PRIOR** to June 11<sup>th</sup> are submitted to ACS **AFTER** June 11<sup>th</sup> there may be a delay in payment.

**25. When is my Employer Enrollment Packet due to ACS?**

If you do not complete your Employer Enrollment Packet during the Enrollment meetings that are being held April 8, 2010 through April 17, 2010, you will need to complete and return the packet to ACS by **May 10, 2010**.

**26. When are my Employee Packets due to ACS?**

Your Employee Enrollment Packets are due to ACS by **May 10, 2010**. Please make sure that you review and sign these packets as appropriate before returning to ACS. There may be additional requirements for completing employee and vendor/contractor enrollment.

**27. Can I make a copy of the Employee Packet?** We have included two employee packets in the enrollment materials. These employee packets can be used for all employees currently approved to work. Employee packets are being developed and will be sent out to the Employer of Record very soon for all employees that are new and need to go through the credentialing process. If you need additional packets you can make photocopies of the packets we have provided for all existing employees or you can contact ACS and we will send you additional packets and will have available the new employee packets as soon as they become available.

**28. Will timesheets and payment request forms stay the same?** ACS is currently working with the State to approve the timesheets that will be used with the new FMA. One goal of this transition was to keep changes to forms as minimal as possible. However, we are using this opportunity to review forms and make changes that are needed to make the processes smoother. Once the forms are finalized, the new timesheets and payment request forms will be mailed to the Employer of Record.

**29. Will my employees be required to submit new fingerprint cards?** ACS has requested that PPL provide the criminal background information on your employees. As long as PPL has written verification that your employees have passed the background check, they will not be required to submit new fingerprint cards.

**30. Will I be required to get a W-9 form from my vendors?** All vendor information has been requested from PPL. As long as the vendor information is complete, you will not be required to provide any information to ACS on your vendors. If we are missing information, we will contact you.

**Key Dates for the Transition**

April 16	Last date to submit budget revisions (budget revisions between 4/17/10 through 8/1/10 will only be considered in an emergency situation to ensure a participants health and welfare)
May 10	Employer Enrollment Packets due to ACS
May 10	Employee Packets due to ACS
June 11	Last day to send timesheets or invoices to PPL
June 12	First day to start sending invoices to ACS
June 19	First day to start sending timesheets to ACS
After July 1	ACS Team will begin disbursing payments