Office of Developmental Disability Services (ODDS)

TNT FAQ

INTRODUCTION

This Frequently Asked Questions (FAQ) document is being distributed to help clarify and facilitate the services provided by the Office of Developmental Disability Services (ODDS) for adults with Intellectual and other Developmental Disabilities (I/DD) in Oregon and TNT Fiscal Intermediary. The answers provided in this document are current as of October 13, 2014 and are subject to change.

1. **If we have a customer transfer to us from another brokerage or county in Oregon, and they already have a PSW Employer (Employer of Record) set up with TNT, what paperwork is needed?**

   If a customer is transferring from another Brokerage or County and already has an Employer of Record established with TNT, please complete the EOR enrollment fillable-form request that has previously been provided. TNT will review to see if additional paperwork is required. TNT will review within 3 business days. If additional paperwork is required it will take 5-7 business days for the new Employer of Record or Employee paperwork to be processed from date of receipt, if all paperwork is correctly and completely filled out. Until the paperwork is accurate and complete, TNT will not be able to process.

2. **What are some common mistakes that are on the enrollment paperwork, which may delay processing time?**

Incomplete enrollment forms from either or both the PSW and the customer (employer) are the most common cause for delay. Examples of common issues are:

- Full name does not match the provided social security number
- Incomplete or conflicting information on enrollment forms
  - Employer of Record enrollment forms
  - Employee information form
  - W-4

- Declaration of Relationship form
- Direct Deposit enrollment form

In order to pay a PSW, the Customer information and setup must be complete, the Employer of Record (EOR) or Responsible Party information and setup must be completed, and the Provider information and setup must be completed.

Other issues that cause delays include enrollment materials and templates being uploaded with mislabeled file names or uploaded to the wrong folders. This prevents TNT from associating the information with the correct customer, EOR or providers.

3. Is mileage taxable?

Mileage paid to employees, is subject to IRS rules, and will not be reported to an employee on their W-2 as these payments are non- taxable. Mileage payments to independent contractors will be reported on form 1099 at the end of each year. A 1099 is an information return and the IC will need to work with their tax professional to determine if any of the amounts paid are taxable or need to be reported on the IC's tax return. IC's are independent businesses and the responsibility of determining tax treatment and applying any business expense deductions are the responsibility of the IC.

4. What "rate" is required for TNT to make payments?

The rate a PSW is being paid has been established with the employee or independent contractor prior to a rates and units file being submitted to TNT. The rates and units file must be completed accurately in order for the PSW to be paid accurately and have their hours reported to the State, Union and Health Trust accurately. There are three items that TNT needs to pay a PWS. The first item is the rate that the provider is being paid (i.e. $13.00, $175.00, etc). The unit is not necessarily the hours a provider works. A unit is reflective of the type of payment the provider is receiving (i.e hourly, daily, per event, per mile). If a provider is being paid per mile then the Unit would be the number of miles they drove (i.e. "531" miles), if they are being paid per day then this would be the number of days they worked (i.e. "5"). The hours are the actual number of hours the provider worked. So for example if a provider is paid $175.00 for a daily shift, and works 24 hours in that daily shift then the rates and units file would have a rate of $175, a unit of "1" day and hours of "24". There are no "hours" associated with mileage as this is not work time that this being paid.

5. When should an individual begin the enrollment process to establish a PSW or PSW-IC?

The enrollment process should begin at the earliest opportunity prior to the PSW starting work. Provided that the Customer and the Employer are already setup with TNT, to establish a new PSW DE or IC relationship, the following processes must occur:

eXPRS/State Enrollment Process:

- Request a Criminal History Check -
- Complete and submit the State forms for Provider Enrollment Application and Agreement

TNT Payment Enrollment Process:

- Complete the applicable TNT FI enrollment forms for either a PSW-DE or PSW-IC
    - These forms can be found at TNTFI.com
- Common causes of delay are:
    - Legibility problems
    - Completeness of information and necessary signatures
    - Inconsistency between forms for addresses, IDs, numbers, other information

Completing the enrollment process with TNT and the State can occur simultaneously, however if a problem occurs at any point of the process we will not be able to proceed until this problem is corrected. All enrollment paperwork for TNT must be submitted through the CDDP or Brokerage the customer is associated with.

6. What must be used for rate and unit submissions?

SharePoint must be used for all Rates and Units file submissions. All submissions must be completed on the templates that have been provided by the State.

7. What forms are required to establish a new customer with TNT?

If an individual has never worked with TNT, and wants to work only with a Vendor, then the Customer Enrollment for Vendor Disbursements Form must be completed.

In addition each PSW-IC will need to complete the Vendor enrollment form. These forms can be found at www.tntfi.com.

If an individual has never worked with TNT, and wants to work with an Employee (PSW), then the Employer of Record setup process must be initiated by completing the Employer of Record " EOR" enrollment request fillable-form that has previously been provided. This form is submitted to TNT via SharePoint. Within 2 business days, TNT will pre-fill the EOR forms and load the prefilled FI Packet to SharePoint for the CDDP or Brokerage to get the forms fully completed and submitted to TNT. TNT recommends they are uploaded to SharePoint to expedite processing. TNT will process complete and accurate forms within 5-7 business days. Further, the Employee paperwork www.tntfi.com must also be completed accurately, submitted to TNT, and processed prior to any PSW DE getting paid for this customer.

8. What forms are required to establish a new employee or vendor with an established customer?

Employee Enrollment forms and Vendor Enrollment forms need to be completed. These can be found at http://tntfi.com/enrollmentforms.html

If a customer is currently set up with TNT for Vendor Disbursements (not established Employer of Record) and wants to hire a PSW/employee, then the Employer of Record paperwork, as well as the Employee paperwork must be completed and submitted.

9. How long will it take TNT to process EOR, Vendor and Employee paperwork?

It takes TNT five (5) to seven (7) business days to process complete and accurate paperwork. Any paperwork that is inaccurate or incomplete and must be resubmitted, that paperwork will be processed within five to seven business days once the corrections are received by TNT.

10. When can a Vendor or Employee begin working?

Currently, a new Vendor or Employee may begin working once the Vendor or Employee can demonstrate that they have passed the required background check and all required enrollment paperwork is received and processed by TNT.

Beginning 1-1-15, a PSW may not begin working until they have:

eXPRS/State Enrollment Process:

- Submitted and Passed their background check;
- Their job description is complete and signed; and
- Their Provider Enrollment Agreement (PEAA) is received and processed by ODDS (the PSW will receive a Provider Number upon completion).

TNT Payment Enrollment Process:

- Completed all required enrollment paperwork (including Employer of Record or Responsible Party paperwork if it is a new customer);
- TNT has successfully processed all required enrollment paperwork which is accurate and complete

11. Can customers and vendors submit paperwork directly to TNT? If so, will the Brokerage or CDDP be notified when this is accepted?

All enrollment paperwork for TNT must be submitted through the CDDP or Brokerage the customer is associated with.

12. **If TNT finds errors in customer or vendor paperwork, or if the paperwork is incomplete who will they notify? How soon can a Brokerage or CDDP expect notification?**

TNT processes paperwork within five (5) to seven (7) business days and notification will usually occur in or around that timeframe. Depending on the method of processing, an automated message may be sent to a designated representative (or representatives) of the Brokerage or CDDP. Other times, a blind-copy email will be sent indicating that information is available for review on SharePoint.

13. **How many customer, vendor, and employee enrollment packets can be submitted at one time? By what methods can these be sent to TNT (mail, fax, email?)**

These forms may be submitted via SharePoint by the CDDP or Brokerage. During the FI transition period, bulk forms can also be mailed, shipped, or delivered to TNT. SharePoint offers all parties a tracking mechanism for what and when materials are transmitted. There are no limitations by TNT on the number of packets (by type or in totality) that may be submitted at a single time. Brokerages and CDDPs are encouraged to submit packets as soon as they are available to begin the processing and allow for any issues which may arise from incomplete or incorrectly completed paperwork to be resolved.

14. **Do any packets required original enrollment forms?**

No. However in certain special circumstances the IRS or State of Oregon may require an original signature on one of their forms for enrollment. These are limited special circumstances and TNT will reach out to CDDP or brokerage if we have not previously received the original form.

15. **Who is responsible for verifying legal status for PSWs? For ICs? Who is responsible to maintain the I-9?**

Verifying legal status is done by the Employer. The Employer of Record should maintain the I-9. This may also be maintained by the CDDP or Brokerage. This is not something that is sent to TNT.

16. **Where are rates and unit files expected to be uploaded?**

SharePoint.

17. **How does TNT expect Brokerages/CDDPs to edit submitted files when edits are required by TNT?**

Once the Rates and Units file has been submitted to TNT, the Brokerages/CDDPs there is no opportunity to edit that file. It is extremely important to review the Rates and Units file for accuracy prior to submission.

18. **What are some examples of when TNT will reject a bill? If a bill is rejected, how will TNT notify the provider? How will TNT notify the Brokerages/CDDPs?**

Common examples of items submitted in a Rates & Units which cause them to be rejected include:

- Providing incorrect identifying data (such as a telephone number in the social security number field or providing an EIN as the TIN when TNT uses the SSN for the TIN for a Vendor PSW)
- Incorrect procedure code or code pairing for Service Element (for example: a procedure code for SE 151 submitted under SE 49)
- Incorrect PRIME number
- Customer, Employer or Employee not enrolled with TNT
- Incomplete/blank information fields
- Mileage code with hourly information or vice-versus

TNT does not notify the provider.
TNT will provide the CDDP or brokerage a list (Category 3) that contains the line items that are not being processed for payment. This list is uploaded to SharePoint and contains the reason the line items are not able to be processed. This list is uploaded for the CDDP and brokerage on or before the check processing date.

19. **When TNT rejects a bill, who will revert that bill back to pending status? What is the expected timeline for that?**

This question refers to the TRACS system which is not a part of the State/TNT contract. This question should be directed to TNT/IES for response.

20. **How can corrections be made? For example, if a PSW is entered with two extra units causing overpayment, how can the correction be done the following pay period?**

The PSW must have hours submitted on a subsequent payment for the same EOR in an amount greater than the amount hours/dollars being recovered. In this case, submit a line item with negative Units for the amount to recover.

21. **How can corrections be made? For example, if a PSW is entered in the wrong month, how should the correction occur the following month?**

The Brokerage/CDDP will enter a negative line (negative Units, positive Pay Rate) and a positive line (as it should have been submitted) resulting in a zero balance.

22. **Does the process and timelines for error correction differ depending on whether the error was made by TNT, the brokerage or the PSW?**

If TNT makes an error, it will be corrected as soon as possible. If the CDDP/Brokerage makes an error with submission, this can be paid on the next Out of Cycle payment time-line. If the PSW or PSW-IC does not submit within the time-lines outlined in the Collective Bargaining Agreement, the PSW will be paid during the next regular payment cycle. Please remember if a submitted rates and units line item(s) is/are not paid, then the CDDP/brokerage must resubmit them when on a rates and units file after the issue delaying payment is resolved.

Who can a PSW or Vendor contact if there are tax withholding errors or issues on their paychecks?

The PSW can contact TNT if it is believed a tax withholding error has been made or to verify the tax withholding setup currently in place for that PSW.

It is important to note that any additional withholdings listed on a W-4 will be withheld for each check, for each employer on which the W-4 withholdings are being applied.

It is also important to note that with a semi-monthly pay period, all hours worked in that pay period are treated as having been worked in half of a month. Therefore the IRS tax tables will assume that a similar value of earnings will be reported for all twenty-four semi-monthly checks in a year's time to determine the estimated gross earnings in order to determine the tax bracket. Working and reporting large quantities of time in one pay period will have a different tax result than working and reporting the same value of time across two pay periods.

Vendors will not have tax withholding from their payments. In the event the vendor does not comply with the W-9 process or if the IRS issues a notice requiring mandatory back-up withholding, than TNT will withhold and remit at the statutory rate.

23. If providers are not paid by the ideal check date, and the Brokerage/CDDP has verified that hours were submitted timely, who should they contact?

The provider first needs to contact their CDDP or Brokerage to confirm that the correct number of hours were submitted timely AND were not listed on the Unpaid Items file (posted to SharePoint by Check Processing Date). Then the Brokerage or CDDP may contact TNT to confirm the address to which the payment was mailed or to the bank account to which the payment was sent electronically.

24. What are the forms and processes for customer and provider address changes?

If a Customer or Employer “EOR” changes their address or other demographic information, than the CDDP/brokerage must submit a Customer/Employer Demographic Change Form to TNT.

Providers should notify the CDDP/Brokerage with whom they work to complete a Provider Update Form. This should be submitted to the state Provider Enrollment unit.

Providers must also submit, through the CDDP and brokerage, a provider change form for TNT. CDDP and brokerage must submit this form to TNT for processing. Once the eXPRS transition is complete, the changes are expected to flow through the eXPRS system to TNT.