



# Fiscal Employer Agent (FEA) Enrollments and Transfers

This addendum replaces Sections 6.7 and 6.71 of the IRIS Policy Manual and Section 6.31 of the IRIS Policy Manual: Work Instructions.

## FEA Enrollments and Transfers

To assist with exercising budget authority and employer authority (when applicable), IRIS participants are required to receive fiscal employer agent services from an FEA. To establish the provision of FEA services, participants select their FEA at the time of enrollment.

### 1. FEA Enrollment: Initial Selection

#### a. Process Description

IRIS participants choose an FEA and IRIS consultant agency (ICA) during enrollment counseling at the aging and disability resources center (ADRC) or with the Tribal aging and disability resource specialist (ADRS). Once a selection is made, the ADRC or Tribal ADRS refers the participant to their chosen ICA. The referral to the ICA also includes the participant's FEA selection. The ICA then establishes the participant's FEA selection using the Department's enterprise care management system.

Once a participant has been referred for enrollment, their FEA selection is final and their choice of FEA can only be altered through the transfer process after enrollment is established.

#### b. Procedures

### FEA Enrollment Steps

Step	Responsible Partner(s)	Detail
1	ADRC/Tribal ADRS	The ADRC or Tribal ADRS provides enrollment counseling to the participant. After the participant selects their ICA and FEA, the ADRC or Tribal ADRS sends the <a href="#">IRIS Authorization form (F-00075)</a> to the participant's selected ICA.
2	ICA	Within three business days of receiving the referral, the ICA uploads the documentation received to the participant's case.
3	ICA	The ICA selects the participant's chosen FEA in the care management system.
4	FEA	The FEA pulls daily reports from the care management system to verify any new enrollees, as described in Step 3.
5	FEA	The FEA then verifies document uploads and begins processing participant information to prepare for enrollment.
6	FEA	The FEA will assist the participant to ensure they have obtained an FEIN number upon enrollment.

## 2. FEA Transfers

### a. Process Description

IRIS participants may transfer FEA providers. Individuals who wish to transfer should contact their local ADRC or Tribal ADRS. The ADRC or Tribal ADRS provides information on the FEA options available. Once a selection is made, the ADRC or Tribal ADRS refers the participant to their ICA with the participant's new FEA selection. The ICA then reviews and processes the participant's FEA selection per the rules and steps below.

### FEA Transfer Rules

- Once enrollment has been established, participants may transfer to another FEA with the assistance of their local ADRC or Tribal ADRS, in accordance with criteria detailed below.
- FEA transfers are conducted according to a pre-established calendar, known as the [IRIS FEA Transfer Calendar \(P-02239\)](#). The transfer effective dates are informed by IRS tax quarters and participant-hired worker (PHW) payroll cycles.
- FEA transfer requests cannot proceed if any of the following circumstances are present:
  - The participant does not yet have an active IRIS service plan.
  - The participant is behind on their Medicaid cost share obligation (a participant with a repayment plan is not considered current).
  - The participant is in the process of disenrolling from IRIS for any reason.
  - The participant seeks to transfer to an FEA that has a direct or indirect financial or fiduciary relationship with the participant's current ICA.
  - The participant has already transferred FEAs (or has enrolled in the program) during a consecutive transfer period identified on the transfer calendar (a new transfer request cannot be completed during consecutive transfer periods where a request was previously completed).
- FEA transfers may only proceed when steps 1-5, as indicated below, have been signed on or before the deadline dates outlined in the transfer calendar. Please note that if an ICA receives a transfer request from the ADRC or Tribal ADRS on the deadline date, the ICA still has three business days to complete this request.
- FEA transfers that are not signed by the detailed deadlines and requirements specified (including any submitted with inaccurate or unsigned documentation) will not be processed during the current transfer cycle. However, a transfer request can be moved to the next transfer cycle, if the participant is otherwise eligible.
- When a transfer is scheduled, the FEAs involved will collaborate to ensure a smooth transition, including resolving outstanding invoices and Medicaid payment suspension orders, closing out all tax and payroll related accounts, and completing any remaining timesheets and payment adjustments.

### b. Procedures

#### FEA Transfer Steps

Step	Responsible Partner(s)	Detail
1	Participant	Request to change FEAs with their local ADRC or Tribal ADRS, or send the request to their IRIS consultant who will refer them to their ADRC or Tribal ADRS.

Step	Responsible Partner(s)	Detail	
2	ADRC or Tribal ADRS	The ADRC or Tribal ADRS provides enrollment counseling to the participant. The transfer calendar is also reviewed with the participant.	
3	ADRC or Tribal ADRS	The ADRC or Tribal ADRS completes the <a href="#">FEA Transfer Request (F-02764)</a> with the participant. Once the request is complete, they will send a copy of the request form to the participant and their ICA.	
4	ICA	Within three business days of receiving the request, the ICA uploads the document into the participant's case in the care management system.	
5	ICA	Within five business days of uploading the request onto the care management system, verify that the transfer can proceed using the criteria listed on the <a href="#">FEA Transfer Checklist (F-01293D)</a> and complete and upload the form to the participant's case.	
5A	ICA	If the ICA determines that the participant is not eligible to transfer, send a <a href="#">Transfer Denial Letter (F-01293B)</a> to the participant indicating that the transfer will not proceed.	
6	ICA	When it is determined that the transfer can proceed, send a work request to the DHS administrators group in the care management system to review the transfer. Document the FEA transfer request and approval/denial status in the participant's record with a case note. Issue a FEA transfer work request to both the receiving FEA and the sending FEA alerting them to the transfer request and the transfer effective date.	
7	DHS	After all documentation is uploaded and the DHS administrators group is assigned to the transfer, DHS updates the care management system to reflect the new FEA with an effective date consistent with the FEA Transfer Calendar. DHS begins processing transfers 4-6 business days after the transfer request deadline. DHS sends work requests to the applicable ICAs as the FEA transfers are processed, up to and until two weeks before the transfer effective date.	
8	DHS	Two weeks prior to the transfer effective date, DHS sends a list of scheduled transfers to each ICA for confirmation.	
8A	ICA	Notify DHS of any missing or incorrect transfers within three business days of receiving the list so any corrections can be made. Additional transfers identified by the ICA transfer officer that are not on the original list from DHS will be evaluated on a case-by-case basis.	
9	ICA	End all current service authorizations effective the day prior to the transfer effective date. Create service authorizations with a beginning date that matches the transfer effective date within five business days of the transfer effective date. Note that this occurs only after the FEA has been transferred in the care management system; the ICA will be notified by the DHS administrators group as soon as the transfers are scheduled.	
10	Sending FEA	Within 10 business days of the ICA completing Step 6, create an FEA transfer information packet that includes at least the following items:	
		Form Number	Form/Document Name
		Form I-9	Employment Eligibility Verification and related documentation
		Form SS-4	Employer Federal Employer Identification Number (FEIN) application
		Form W-4	IRS Employees Withholding Allowance Certificate

Step	Responsible Partner(s)	Detail	
		Form W-9	IRS Request for Taxpayer Identification Number and Certification
		<a href="#">F-82064</a>	DHS Background Check Disclosure (BID)
		<a href="#">F-01246</a>	DHS Background Check Disclosure Form Addendum
		<a href="#">F-01201</a>	IRIS Participant-Hired Worker Employee Set-Up
		<a href="#">F-01201C</a>	IRIS Participant Employer/Participant-Hired Worker Agreement
		<a href="#">F-01312</a>	IRIS Provider Application(s)
		F-00180C	DHS Medicaid Provider Agreement and Acknowledgement of Participation
		<a href="#">F-00036</a> and IRIS form 2848	Power of Attorney for Finance and Property Declaration of a Representative or Power of Attorney
		<a href="#">F-01201A</a>	Worker Relationship
		<a href="#">F-82009</a>	Confidential Information Release Authorization
			Copies of guardianship papers
			Information on live-in caregiver difficulty of care
			Unemployment insurance account number or a notation if exempt
			Most recent PHW background check result
			Orders for garnishment, collection, or Office of Inspector General payment suspension
			A list of contact information for all vendors and PHWs serving the participant
			State unemployment insurance experience rate information and indication if the employer met the quarterly wage threshold
			Year-to-date wages and wages for each quarter that the provider had wages paid on behalf of the employer
			PHW direct deposit or pay card status information that could be helpful to the receiving FEA
			Any additional pertinent information the sending FEA would like to share with the receiving FEA
11	Sending FEA	Upload the transfer packet into the care management system (except for any PHW background checks that are sent directly and securely to the receiving FEA). Contact the receiving FEA to inform them that the transfer packet has been uploaded.	
12	Receiving FEA	Send a letter to all providers listed on the participant's service plan to inform them of the change in FEA and transfer effective date. Ensure all necessary FEA-specific information is issued to the appropriate providers, including electronic visit verification (EVV)-related trainings and processes. Compare the service providers noted in the transfer information packet from the sending FEA and make any updates needed to match the current approved plan, as noted in the care management system.	
13	Receiving FEA	Establish all payroll, tax, Social Security, workers compensation, unemployment insurance, and other related accounts. This includes using the correct account number(s) and any other information from the sending FEA.	

Step	Responsible Partner(s)	Detail
14	Receiving FEA	File a new <a href="#">Internal Revenue Employer/Payer Appointment of Agent (Form 2678)</a> revoking the sending FEA and establishing the receiving FEA as agent effective on the date of the transfer (may not be earlier).
15	Receiving FEA	Send the participant a welcome packet acknowledging the change request. Once sent, the receiving FEA closes the work request.
16	Sending FEA	Create and send a budget report to the participant and to the receiving FEA that displays the participant's current budget status.
17	Sending FEA	Close out all payroll, tax, Federal Insurance Contributions Act (FICA), Workers Compensation (WC), and unemployment insurance and other related accounts and revoke <a href="#">Internal Revenue Tax Information Authorization (Form 8821)</a> (if present).
18	Medicaid Management Information System (MMIS)	MMIS will send an automated confirmation notice to inform the participant of their official FEA transfer effective date.