

North Carolina Department of Health and Human Services
Division of Aging and Adult Services



Aging Resource Management System

Consumer Directed Services ARMS Requirements

With GT Financial Services serving as fiscal intermediary for Consumer Directed Services (CDS) some unique challenges arose with reporting. A new procedure for compiling clients and reimbursements in ARMS was created to reduce duplication of effort and increase fiscal transparency and ease of reporting

There are four main types of data entry in ARMS for Consumer Directed Services (CDS) Provider Agencies

1. Client information
 - Client demographics
 - Assessment information
2. Units for services received
3. Non-unit based reimbursement requests
4. Consumer contributions

CDS Reporting Procedures

Duties will be split between GT Financial and Local Agency

The illustration below displays the local agency, Yancey County Committee on Aging (D060), home screen when they login in to ARMS. The local agency (D060) is given access to their agency as well and access to GT Financial (D160).

Code	Provider	Status	Address	City			
D060	YANCEY CO COMMITTEE ON AGING	A	PO BOX 546	BURNSVILLE	Details...	Clients...	Services...
D160	GT FINANCIAL SERVICES-YANCEY	A	113 N MONROE ST	STURGIS	Details...	Clients...	Services...

Figure 1 - Local Agency Home Screen

GT Financial will have a unique provider code for each county it serves. The home screen for GT Financial is illustrated below. ARMS Provider User Access is given to person(s) identified by GT Financial to access each agency with one login.

Index on Agency Name: [All] - A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W - X - Y - Z							
Code	Agency	Status	Address	City			
D150	GT FINANCIAL SERVICES-ALLEGHANY	A	113 N MONROE STREET	STURGIS	Details...	Clients...	Services...
Q107	GT FINANCIAL SERVICES-BEAUFORT	A	215 BROADUS ST	STURGIS	Details...	Clients...	Services...
F112	GT FINANCIAL SERVICES-CABARRUS	A	215 BROADUS	STURGIS	Details...	Clients...	Services...
F155	GT FINANCIAL SERVICES-LINCOLN	A	113 N MONROE ST	STURGIS	Details...	Clients...	Services...
Q175	GT FINANCIAL SERVICES-MARTIN	A	215 BROADUS ST	STURGIS	Details...	Clients...	Services...
F160	GT FINANCIAL SERVICES-MECKLENBURG	A	113 N MONROE ST	STURGIS	Details...	Clients...	Services...
D160	GT FINANCIAL SERVICES-YANCEY	A	113 N MONROE ST	STURGIS	Details...	Clients...	Services...
M180	GT FINANCIAL-CUMBERLAND	A	215 BROADUS ST	STURGIS	Details...	Clients...	Services...

Figure 2 - GT Financial Services Home Screen

A budget for CDS services 501 and 503 will be created in ARMS under GT Financial Provider Code. In ARMS, GT Financial is allowed to key units of services for these two service codes and report any contributions. These budgets are set up in ARMS by the Area Agency on Aging (Region) for the county by service.

Provider Budgets					
Provider : GT FINANCIAL SERVICES-YANCEY(D160)					
Region	County	Service	Service Budget		
HIGH COUNTRY COG	Yancey	CDC-PERSONAL ATTENDANT(501)	\$4,580.00	SRWs	Contributions
HIGH COUNTRY COG	Yancey	CDC-FINANCIAL MANAGEMENT SERVICES(503)	\$976.00	SRWs	Contributions

Cancel Providers

Figure 3 - GT Financial Budgets

GT Financial cannot change budgets in ARMS. GT Financial shall submit budget revisions for their budgets to the Area Agency on Aging (Region). In the illustration above, request for budget revisions must be sent to High County COG, which is Region D.

Budgets are set up in ARMS at the beginning of the State Fiscal Year, but with ARMS processes being a month behind; August 1 is when Area Agencies are allowed to key new budgets for the year. Provider Agencies are not allowed to add services to new clients or key units of services until the Area Agency have set the budgets up in ARMS. If budgets are not set up by 10th calendar day of the month, provider agencies should call or e-mail the Area Agency of that county.

Provider Code :		D160			
Agency Name :		GT FINANCIAL SERVICES-YANCEY			
SRWCode	Description	Region	County	Service	
501	CDS- PERSONAL ATTENDANT	D	Yancey	CDC-PERSONAL ATTENDANT(501)	Details... Service Totals...
503	CDS- FINANCIAL MGMT SERVICES	D	Yancey	CDC-FINANCIAL MANAGEMENT SERVICES(503)	Details... Service Totals...

Figure 4 -Service Totals

The local agency can only assign these two budget services for clients of GT Financial as shown below.

	Service Code	Name	Service Status
<input type="checkbox"/>	501	CDC-PERSONAL ATTENDANT	Active ▼
<input type="checkbox"/>	503	CDC-FINANCIAL MANAGEMENT SERVICES	Active ▼

Figure 5 - Allowable Services

A budget for all other Consumer Directed service codes, 500, 502, 504, 505, 506, and 507 will be set up under the Provider Code of local provider agency.

Clients

The local agency will be responsible for all client entry. This includes setting up new client in ARMS, completing assessment information and adding client to appropriate SRW based on service. Therefore, the local agency has full access to GT Financial.

Code	Provider	Status	Address	City			
D060	YANCEY CO COMMITTEE ON AGING	A	PO BOX 546	BURNSVILLE	Details...	Clients...	Services...
D160	GT FINANCIAL SERVICES-YANCEY	A	113 N MONROE ST	STURGIS	Details...	Clients...	Services...

Figure 6 - Local Agency Home Screen

Local Agency will log into ARMS, click on clients link next to GT Financial Service Code. This will allow local agencies to add clients to GT Financial and assign contracted service(s).

<input type="button" value="Add Client"/>		<input type="button" value="Providers"/>					
Client List							
Provider Code :		D160					
Agency Name :		GT FINANCIAL SERVICES-YANCEY					
Index on Last Name: All - A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W - X - Y - Z							
SSN4	Last Name ▲	First Name	Sex	Date Of Birth	Provider Client Status	Registration Date	
0000	CROUSE	ELVIRA	F	11/28/2007	Active	11/28/2007	Details...
0000	EDWARDS	ANNA	F	5/1/2012	Active	5/1/2012	Details...
0000	MILLER	EDNA	F	5/10/2011	Active	5/10/2011	Details...
<input type="button" value="Add Client"/>		<input type="button" value="Providers"/>					

Figure 7 – Provider Client List

Provider Client Services				
Service Code	Service Name	Service Status	Allow Care Recipients	
503	CDC-FINANCIAL MANAGEMENT SERVICES	A	No	
501	CDC-PERSONAL ATTENDANT	A	No	
Add/Update Services				
Provider Client Assessments				
Assessment Date		Functional Status	Nutrition Health Score	
3/20/2012		At Risk .	Good Nutrition	Details...

Figure 8 – Services assigned to Client

Local agency will set up Site/Route/Worker (SRW) Codes for budgeted services and add clients to Service Totals data entry screen to key units of services. Refer to ARMS Provider User Manual, pages 54-58. This manual can be found on the ARMS Support Website at http://www.ncdhhs.gov/aging/arms/manual/ARMS_ProviderUser.pdf.

Responsibilities

Local Agency responsible for entering units and data for service codes:

1. 500 – Care Advisor
2. 502 – Adult day health
3. 504 – Personal care supplies, etc.
4. 505 – Home delivered meals
5. 506 – Emergency Response Equipment
6. 507 – Medical Adaptive Equipment

GT Financial responsible for entering units and data for service codes:

1. 501 – Personal Assistant
2. 503 – Financial Management Services

Implementation (Start-up)

1. AAA must request a separate provider code for GT Financial for each county where they provide financial management services (FMS). GT Financial’s name should be “GT Financial- County Name.” Example: *GT Financial-Alleghany*.
2. DAAS ARMS Staff will assign a unique Provider Code for GT Financial and register them as a Provider in ARMS. DAAS ARMS Staff will inform the AAA of the new Provider Code.
3. AAA must have the local provider agency complete a separate 732 budget form for the local provider for Service Code 500 (Care Advisor) and all other direct service codes under CDS including Adult Day Services (502), Home Delivered Meals (505), Medical Adaptive

Personal Care/Nutritional Supplements/Incidental Yard and Minor Home Repair (504), Emergency Response Equipment (506) and/or Medical Adaptive Equipment (507).

4. A separate 732 budget form must also be completed for GT Financial for Service Code 501 (Personal Attendant) and Service Code 503 (Financial Management Services Fee).
5. AAA must request ARMS Provider User access for GT Financial designated personnel to enter units for service codes 501 and 503. The [ARMS User Request Form](#) must be submitted to DAAS ARMS Administrators from the AAA and not from GT Financial.
6. **GT Financial and/or the Local Provider Agency will not be able to access this new provider code until a budget has been set up in ARMS by the AAA and the new provider code added to their login.**
7. Local service provider agency should have ARMS access to all CDS service codes for purposes of monitoring and oversight of all funds budgeted for CDS.

Service Codes for Funding Plan

- Service Code 503 has a set unit rate of \$75.00
 - Each client will receive 1 unit of code 503 the first month they receive service. This unit will cover the costs associated with setting up a new client and employee.
 - Each client will receive 1 unit every month for monthly payroll services provided by GT Financial (Note- This means that the very first month of service by GT, a client will receive 2 units for 503. Every month after they will receive only 1 unit)
 - Service code 501 should **initially** be set up with unit rate of \$10.87 (per DAAS).
 - Four times a year (Quarterly – September 30, December 31, March 31 and June 30), GT will send the local agency a breakdown of actual costs for the Personal Assistant code for the preceding months to be start of the fiscal year and calculate a new average year-to-date unit rate.
 - Agency will complete a 732r with new unit rate for service code 501 and submit to AAA for ARMS entry. Note: AAA's and local providers should maintain backup documentation for unit rate adjustments throughout the year. **County approval for each unit rate adjustment is not required until the final unit rate adjustment is made at the end of the fiscal year.**
 - The new unit rate will apply to all units reported for the year to date and ARMS will adjust the reimbursement rate in the following month's payment.
8. AAA should request 40% of state funds for HCCBG 501 budget for GT Financial from DAAS before service begins. At least 30 days is recommended.

- Once signed HCCBG contract is received by AAA, AAA will release advance to local provider.
- Note- A Local Provider Agency can agree to pay GT Financial up to 40% in advance before they receive payment from the AAA (in the case of a hold up in HCCBG contract).

Monthly Reimbursement

ZGA-370 report: This report shows service specific reimbursements by service codes in each county and serves as a monthly invoice of services provided by both GT Financial and the local provider agency.

NORTH CAROLINA DIVISION OF AGING AND ADULT SERVICES												
PROVIDER REIMBURSEMENT REPORT - ZGA370												
REGION D COUNTY 100 Yancey												
PROVIDER D160 GT FINANCIAL SERVICES-YANCEY												
CATEGORY IN HOME AND SUPPORT SERVICES												
SERV CODE	GROSS BUDGETED SERVICE COST	PROGRAM GROSS HCCBG ALLOTMENT	CURRENT UNITS	GROSS UNIT RATE	GROSS CURRENT MONTH EXP	CURRENT MONTH CS/PI	OTHER ADJ	ADJ CURRENT MONTH EXPEND	CURRENT MONTH LOCAL SHARE	NET CURRENT MONTH EXPEND	NSIP CURRENT MONTH REIMB	TOTAL REIMB
501	4,580	763	88	10.8700	957	0	-194	763	76	687	0	687
503	976	163	1	75.0000	75	0	0	75	8	67	0	67
CATEGORY IN HOME AND SUPPORT SERVICES TOTAL												
	5,556	926	89		1,032	0	-194	838	84	754	0	754
PROVIDER D160 GT FINANCIAL SERVICES-YANCEY TOTAL												
	5,556	926	89		1,032	0	-194	838	84	754	0	754
COUNTY 100 Yancey TOTAL												
	5,556	926	89		1,032	0	-194	838	84	754	0	754

Figure 9 - Sample ZGA-370 Reimbursement Report

To calculate amount to be paid each month, the County or Local Provider Agency will need to:

1. Add together the “total reimbursement” columns for code 501 and 503.
2. Take that total and divide it by 0.9. The new amount will be the total reimbursement to be paid to GT that month. (*note- The reimbursement amount on the ZGA report is 90% of expenditures reported. The 10% local match is provided from resources available to the local provider agency and not GT Financial)
3. CDS reimbursements other than service codes 501 and 503 will be remitted to the local provider agency for the services rendered by the agency or for payment to a contracted local provider agency.

NOTE: The AAA and County handle funds for the CDS program per established procedures of the Region for paying local agency providers of HCCBG funded services.