MAINS'L FINANCIAL MANAGEMENT SERVICES

FREQUENTLY ASKED QUESTIONS

Does the system prevent overlap for an employee or a person?

Yes, unless there is a group service code that allows for overlap. Rules are in place to prevent a staff entering overlapping shifts. Similarly, rules are in place to prevent support brokers from entering overlapping shifts on an invoice.

Does the system meet CMS Electronic Visit Verifications (EVV) requirements?

Yes, we have developed both Apple and Android apps to meet the CMS Electronic Visit Verifications requirements and will be available by the 1/1/2020 deadline.

Do the timesheets and invoices get approved before being sent to payroll/accounts payable for payment? What controls are in place?

Yes, the system has multi-level approval options, as well as optional restrictions on required approvals before items are pulled for payment. The approval levels will be configured based on your business needs.

As a representative, how do I know I need to approve timesheets and reimbursements in the system?

The system has a Review Mode feature that will let you know, at a quick glance, if there is something that needs your approval.

Do you have a way to capture indirect time?

Yes, multiple ways. When a staff enters their time they are required to select if the shift is face to face or not. You can also set up separate distinct service codes that specify the indirect service.

Is there a way to interface with our payroll and accounts payable systems?

Yes, we would work with you and your payroll/ap company on the exact specifications needed to export from the system and import into their payroll/ap system.

Can the system help in OPWDD Billing?

Yes, the system will create, at the click of a button, the OPWDD billing forms for you to sign and submit

Can the system help in Medicaid Billing? Even for FI Fees?

Yes, the system will create, at the click of a button, a required billing export for you based on the specifications of the company you use for billing. The system also allows for both Level 1 and Level 3 FI Fee billing

MAINS'L | THE BUSINESS OF HOPES & DREAMS

FINANCIAL MANAGEMENT SERVICES FREQUENTLY ASKED QUESTIONS

Can expenditure reports be exports and sent to families?

Yes, we have a standard format of both monthly and annual expenditure reports which can be exported and sent to families. Families can view the budget directly from the system, at any point, and see the current spent and remaining amounts.

Can the system calculate the billing rate when two staff work on the same day and have two different rates of pay?

Yes, the system is able to calculate the daily billable rate by factoring all designated workers with all of their specific rate(s) of pay as well as the applicable fringe rate to include on a billing export.

Will support brokers time automatically calculate the total hours for that day to meet the 15 minute billable unit?

Yes, the system will add any number of shifts for the day which will add up to a billable unit

Will the system let us know when an employee has completed trainings or expiring trainings?

Yes, the employee checklist is created just for this function. You can check off that a required training has been completed. You can even add an expiration date which can be tied to a alert notification when the expiration date is approaching.

What type of audit functions does the system have?

Every entry and change has a timestamp on it which includes who the user was. Some items, such as timesheets, will display this information when reviewing it. Other areas of the system record and store the timestamp the back end and can be reviewed in various audit reports.

Do you have an electronic training to learn how to use it?

Yes, we have step by step and click by click video tutorials on how to use the system. We also have paper user guides available.