

FISCAL ASSISTANCE REPRESENTATIVE PAYEE MANUAL



124 W. Holum Street
Deforest, WI 53532
608-846-7058

www.fiscalassistance.org

Representative Payee Functions

RESPONSIBILITY

Maintain main account for each client

- All client SSA benefits will be direct deposited in this account. In addition, depending on the individual's monthly budget, all paychecks may be direct deposited into the FA account. The need for this will be determined with the input of the team.

FA

Maintain secondary account for day-to-day spending for each client

- FA will deposit funds to this account at the beginning of each month for client to spend throughout the month, or throughout the month as additional money is needed. The residential agency will have complete control over this account; FA will only receive the monthly spending log and/or bank statement to monitor account balances for this account. Residential agencies must submit the spending logs/bank statement, including a check for any excess funds over \$500 to FA by the 10th of the following month (i.e. May's spending log is due by June 10th).

Residential Agency

Pay client bills

- All bills will come directly to FA from the vendor with the client's name on the bill.
- Billing addresses will be changed by the residential agency (during a transition).
- Client bills will be paid according to due date.
- If funds are limited, money will be used to pay rent and utilities before used for other purchases, according to the SSA approved guidelines. Any deviation from the budget will be communicated to the broker / residential agency at that time.
- FA will email broker / residential agency contact of any significant unanticipated deviation in spending patterns, such as spikes in long distance calling or cable charges, absence of utility bill, credit card charges, etc. prior to paying the bill.
- FA will pay MAPP premiums and cost shares automatically each month. The amount of the MAPP premium will need to be communicated to FA by either the broker or the residential agency and that amount will be paid until FA is notified of a change. The amount of the cost share will be retrieved from the county directly.
- Each rep payee staff member pays their specific bills on a certain day of the week. It would be appreciated if requests for that specific check run came in by noon on the prior day. This will allow for ample processing time for all schedules.
- If an individual has frequent deviations in their spending habits, the broker should lead the team in developing and submitting to FA an individualized bill paying protocol.

FA

FA

Residential Agency

FA

FA

FA

FA / Broker / Res. Agency

FA / Broker / Res. Agency

Broker

Revise client's budget each year

- Once the year's benefit amounts are confirmed, FA will update the client's budget. When additional

FA / Broker

changes are needed, anytime throughout the year, FA will update the client's budget with the input of the broker.

Submit Paystubs to SSA

- Paystubs will be forwarded to FA preferably directly from the employer. If the employer cannot do this, the vocational agency should take the lead. These should be received bi-weekly to give FA sufficient time to process.
- FA will submit paystubs to SSA based on the SSA deadline of the 4th of the month.

FA / Vocational Agency

FA

*****If paystubs are not received in a timely manner, it may jeopardize social security benefits and could cause delay or the inability to apply for energy assistance.***

Track \$2000 asset limit for SSI & MA

- In an effort to monitor two accounts, there will be a \$1250 asset limit on the account maintained by FA and a \$500 limit on the personal accounts, these include, but are not limited to, all checking and savings accounts, certificates of deposit, savings bonds, gift cards and uncashed checks.
- When the balance in the FA account exceeds \$1250 in assets, FA *will make every attempt* to notify the client's staff / team and a spend-down will be requested. The team will be notified during the week of the 15th of the month and the spend-down will need to be *completed* by the end of the month.
- When the balance in the secondary account(s) exceeds \$500, excess funds should be sent to FA to be deposited into the main account. These funds should be received by FA before the **10th** of the month with the client spending logs/bank statement. It is beneficial for the residential agency to notify FA when checks are going to be sent in case a spend-down will be needed.
- If no response is given to the spend-down request, rent and utilities may be pre-paid to ensure the countable balance stays below \$2000.
- In a further effort to track the asset limit, residential agencies will submit a personal spending log and/or bank statement for each client, to be submitted to FA by the 10th of the following month.

FA / Broker / Res. Agency

Res. Agency / Broker / Client

Residential Agency

FA

Residential Agency

Report changes to SSA (these are inherent to the rep payee duties)

- Changes in income – includes paystub reporting. We need start and stop dates of all employment.
- Changes in employment, FA will report to SSA, but the vocational agency **must** notify DCHS who will in turn shares with the Step Unit and FA.
- Change of Address – FA will report to SSA, but these changes need to be given to FA in a timely fashion, ideally when the new lease is signed, *not the day they move*.
- Notification of hospitalization/nursing home/other institution, even if temporary. This needs to be communicated to FA if the stay is going to be more than 30 days.
- Change in client's roommate, must be communicated to FA via residential agency in a timely fashion

FA

FA

FA / Vocational Agency

FA

FA

FA / Res. Agency

<ul style="list-style-type: none"> • Change in marital status. 	FA
<p>Review SSA Correspondence</p> <ul style="list-style-type: none"> • FA will receive all SSA correspondence and will forward to brokers / residential agencies, as needed. It is FA's suggestion that the broker or broker director become an authorized representative on each client's SSA record. 	FA
<p>Medicare Part D Prescription Drug Plans</p> <ul style="list-style-type: none"> • Medicare Part D plans will be managed by the brokers, with the help of the residential agencies • Any Medicare Part D cards/correspondences that are received by FA will be forwarded to the broker to then be given to the client, as needed 	Broker / Res. Agency FA
<p>Monthly reports to guardian/broker</p> <ul style="list-style-type: none"> • A paper copy of the client's monthly statement will be sent to the guardian. • An online version of the monthly statement will be available for the broker to view/print, as well as each residential agency for all of our mutual clients. Since we work hard to get this information out, we assume brokers are reviewing each month. 	FA FA FA
<p>Complete Annual Rep Payee Report from SSA</p> <ul style="list-style-type: none"> • FA will complete the Rep Payee Report and send back to SSA. 	FA
<p>Disability Report (completed every 3-5 years)</p> <ul style="list-style-type: none"> • FA will forward it to the broker for completion and submission, if any financial information is needed, it will be completed at that time. After completed, broker will send FA a copy of the report. 	Broker
<p>SSI Reviews (every 1-5 years)</p> <ul style="list-style-type: none"> • FA will complete these directly with SSA • FA must be informed of all of the following accounts and their values, including but not limited to, funeral trust accounts, WisPACT accounts, investment accounts, savings bonds, etc. 	FA FA FA / Broker / Res. Agency
<p>MA Reviews</p> <ul style="list-style-type: none"> • Conduct MA Reviews as needed for each client. • Financial information from FA will be provided to the Step Unit prior to the review. • Any changes in MAPP premiums or coverage in general should be communicated to FA in a timely fashion to ensure timely payment. 	Broker Broker FA Broker / Residential Agency
<p>Apply for Food Stamps</p> <ul style="list-style-type: none"> • The broker will apply for food stamps for each client. Any financial information that is needed will 	Broker Broker / FA / Res. Agency

be provided by FA. Once approved, FA may reduce grocery spending allowance if broker / residential agency feel it is warranted.

Apply for Energy Assistance

- FA will apply for Energy Assistance for each client. Once a consumer has initially applied for Energy Assistance, a short annual renewal form is automatically mailed to the client's residence. It is FA's assumption that form is completed by the residential agency OR forwarded to FA for completion. The yearly cycle of Energy Assistance applications start in September – October. If FA becomes the payee for a client after that timeframe, we will assume that Energy Assistance has already been applied for unless specifically told otherwise.
- If FA is completing the forms, residential agency will be asked to provide information we do not have, such as number of units in the building, if client is receiving government or rental assistance, other household member's income, including their paystubs, for the last three months, etc. *For clarification purposes, the live-in's income is counted in the household income. If there is a live-in in the house, Energy Assistance will be applied for by the residential agency.*

FA
FA / Res. Agency / Broker

Residential Agency

Prepare Earned Income Credit (Federal) and Homestead Credit (State) Tax Returns

- FA will utilize VITA (Volunteer Income Tax Assistance) to complete the clients' yearly taxes.
- Residential Agencies will forward all tax documentation to FA by February 15 for the prior year's taxes. Once February 15 has arrived, it will be assumed that all tax documents have been received unless prior notification has taken place.
- The clients' rent certificates will be completed by FA if FA was payee for the **full** tax year. These rent certificates will be forwarded directly to the landlord for their signature and returned to FA. If the client was not with FA for the full prior year, assistance from the residential agency will be needed to complete the rent certificates.

FA
FA
Residential Agency

FA / Residential Agency

Fiscal Assistance, Inc. 124 W. Holum Street, DeForest, WI 53532, 608-846-7058 Fax 608-846-3412

Carol	Richards	Executive Director	Ext. 11	carolr@fiscalassistance.org	
Amy	Krumpen	Assistant Director	Ext. 18	amyk@fiscalassistance.org	AFH, general questions and concerns
Linda	Rasmussen	Rep Payee Specialist	Ext. 13	lindar@fiscalassistance.org	Private pay, new applications
Whitney	Beck	SDS Coordinat	Ext. 12	whitneyb@fiscalassistance.org	SDS
Peyton	Miller	Rep Payee Specialist	Ext. 17	peytonm@fiscalassistance.org	Catholic Charities, CLA, Care WI, Integrity, new applications
GiGi	Bedner	Rep Payee Specialist	Ext. 15	gigib@fiscalassistance.org	CCLS, Dreamweavers, LSS, Neighborhood Connections, Rise Up, St. Coletta
Lori	Platt	Rep Payee Specialist	Ext. 19	lorip@fiscalassistance.org	REM, Create-Ability, Dungarvin
Beth	Chadwick	Administrative	Ext. 10	bethc@fiscalassistance.org	
Lacey	Riedel	Payroll Manager	Ext. 21	Lacey@fiscalassistance.org	Employer Agent general questions and concerns
Laura	Pollick	Rep Payee Specialist	Ext. 20	LauraP@fiscalassistance.org	CLC
Patti	Rasmussen	Payroll Specialist	Ext. 16	Pattir@fiscalassistance.org	Employer Agent – SDS/Care WI Employer Agent
Debby	Taschler	Payroll Specialist	Ext. 14	debbyt@fiscalassistance.org	Employer Agent – Dane County LTC
Kimay	Hasheider	Payroll Specialist	Ext. 22	kimnayh@fiscalassistance.org	Employer Agent – SDS/CLTS