

# Employee Change Forms Frequently Asked Questions

Phone: 1.866.252.6871 | Fax: 1.888.272.2236 Website: <u>thearcccr.org/self-directed-services/</u> Need Help? Open a Customer Service Ticket:thearcselfdirected.zendesk.com/

# What is an Employee Change Form?

An <u>Employee Change Form</u> is a form Self-Directing Participants must submit to update one or more of their Employees' information. The form can be found under Employee Forms & Resources on the Forms & Resources on the Arc's website.

### When does a team need to use one?

- If an Employee's contact info changes legal name, address, email, or phone number.
- If an Employee needs a new service code added.
- If an Employee needs a rate increase or decrease. **NOTE:** Maximum rates depend upon the Participant's budget. Rate raises cannot be backdated.

**NOTE:** Pay rates requested on the employee change form must be supported by the approved budget sheet. Change forms not supported by the approved budget sheet will not be processed. Change forms can only be submitted AFTER the budget sheet has been approved by The Arc's budget review team.

Include the **Effective Date** for any changes when you complete the form. Please note that rate changes cannot be backdated.

# Who needs to sign an Employee Change Form for it to be processed?

Both the Participant (or their authorized representative) and the Employee must sign the change form. This can be done electronically.

Where do I submit an Employee Change Form once it is completed and signed?

Participants can send Employee Change Forms for any update to:

FMSEmployeeUpdates@thearcccr.org

How long will it take for a change to be processed?

- For updated contact info, the change will be made within a week of submission.
- For the addition of service codes, allow up to two business days for the update to be made.
- For updated pay rates, rate increases will be effective starting the next pay period after the pay period in which the form is received. The Arc does not process backdated retro payment.

# What if the requested change has not been made within the above timeframe?

Please submit a customer service ticket.