

Frequently Asked Questions:

1. **How do I know if I qualify for the ACF Incentive Program and meet the program rules?**

Access the What are the Program Rules link

<http://mha.ohio.gov/Default.aspx?tabid=572#2092433-what-are-the-program-rules> for a description of the program rules.

2. **I have an OAKS Vendor ID#, but I am not sure if I can use it for this program, what should I do?**

If you currently have an OAKS Vendor Number already set up with the state that you have used for other transactions in the past, please contact Ohio Shared Services (OSS) to ensure that number is current and you are able to receive Incentive Funding to that account:

Ohio Shared Services (OSS)
PO Box 182880, Columbus, OH 43218-2880
1 (877) 644-6771
Email: vendor@ohio.gov
Fax: 614-485-1052

3. **I do not have an OAKS Vendor ID# what should I do?**

You can contact Ohio Shared Services (OSS) at the number above and they will walk you through the process. They also have this information and the forms available on their website at:

<http://ohiosharedservices.ohio.gov/VendorsForms.aspx> and a “Vendor Information Form Instructional Video” link to assist in completion of the forms. OSS is responsible for issuing the OAKS Vendor ID 10-digit Number (i.e., 0000299777) not OhioMHAS.

4. **What should I do once I receive my OAKS Vendor ID#?**

Email the number along with your ACF name to the ACF-AFoHIncentive@mha.ohio.gov or fax to 614-485-9747.

5. **What do I do if I requested direct deposit and I received a check instead, who should I contact for this to be corrected?**

Ohio Shared Services (OSS). All checks and EFTs are coordinated through OSS and not the responsibility of OhioMHAS.

6. Once I have completed my ACF/AFoH Home Operator Incentive form(s), where should I send them?

- a) If you are sending your ACF/AFoH Home Operator Incentive form(s) by U.S. Mail send them to:

Theresa Rohrbaugh, Housing Policy and Resource Administrator
Ohio Department of Mental Health and Addiction Services
30 East Broad Street, 36th Floor
Columbus, Ohio 43215

- b) If you are sending your ACF/AFoH Home Operator Incentive form(s) by email sent them to:

ACF-AFoHIncentive@mha.ohio.gov

- c) If you are sending your ACF/AFoH Home Operator Incentive form(s) by fax send them to our confidential fax number at:

614-485-9747

Please do not use any other fax number unless specifically directed by OhioMHAS staff so that we can reduce and/or eliminate the risk of lost information.

7. Who do I contact regarding the ACF/AFoH Home Operator Incentive Form?

- **Theresa Rohrbaugh at 614-466-4061**

If Theresa is not available, contact:

- **Kueiting “Tammy” Betts at 614-466-9955**

8. What will happen if I submit my ACF/AFoH Home Operator Incentive form(s) without an OAKS Vendor ID Number?

OhioMHAS Housing staff will hold the form(s) until a number has been received from the operator. It is the operator’s responsibility to contact OhioMHAS and give them the number.

- **Please note:** neither your EIN# nor SS# can be used (substituted) for this required number.

9. **What does the *new* OhioMHAS ACF/AFoH Home Operator Incentive Form look like and where may I obtain a copy?**

<http://mha.ohio.gov/Default.aspx?tabid=572#2092432-what-is-the-application-process>

10. **Where can I get a copy of my Facility License Number?**

Adult Care Facilities (ACF) (includes: Family and Group Homes) listed alphabetically and listed by county:

<http://mha.ohio.gov/Default.aspx?tabid=333#1949346-list-of-adult-care-facilities>

This number is not applicable to Adult Foster Homes (AFoH), but the list of homes is available at:

<http://mha.ohio.gov/Default.aspx?tabid=333#1949347-list-of-adult-foster-homes>

11. **How often am I required or may I submit my ACF/AFoH Home Operator Incentive Form(s)?**

- Quarterly
- Bi-annually (once every six months)
- Once a year (request all four quarters at the end of the year)
- Example, the first quarter is from July 1, 2014 through September 30, 2014, you should submit the quarterly form not later than October 31, 2014 (30-days after quarterly end day).

However, if you choose to submit your 1st and 2nd quarters together at the end of the second quarter you are welcome to do that as well. You must complete both sections of the form for both quarters.

This form may be printed **once** for each facility and used for each of the three (3) subsequent quarters requesting payment **or** you may print a new form for each quarter you are requesting participation.

- **ACF/AFoH Incentive Verification Form** (*linked to open form*)

Once this form has been completed you may wish to save it as one of your favorites on “your desk top”; otherwise, this form is not savable; print, sign and date (choose from one of the four allowable dates) and send it to OhioMHAS. A timely submission would be considered received within 30-days of the end of that particular quarter. All forms received after that will be processed in the next funding cycle. We will make every effort to process requests when received in a timely manner; if forms are received in a large volume, we will enter what we can before the cut off and pick up during the following processing period. **Example**, if we receive 200 requests three days before we close that payment cycle we may not be able to enter all 200. We will enter what is reasonably possible and pick up the next funding cycle.

NOTE: You may not request funds in advance. Please follow the quarterly due dates when requesting funds (located on the form). * Funding is based on a first come/first serve basis for complete and accurately submitted forms. Once all funds have been distributed the program will be closed. Incomplete forms are not considered until the date of completion (are able to be fully processed).

12. Will you call me to confirm that you have received my fax?

No.

We are anticipating having over 400 potential facilities that may choose to participate in this funding year; therefore, we will not attempt to call to confirm.

However, if you call us, we will make every effort to confirm receipt. When you call (if you have to leave a voicemail), please give the name of the facility you are calling about, the phone number we should return the call to with the name of the person we should ask to speak to. If you have multiple homes with the same or very similar names please include the facility license number (for example: 03-7979 or 04-9797).

Please remember, Home Operator(s) (or Designee) is responsible for maintaining originals and/or copies for your files in case forms need to be resent for any reason. OhioMHAS will not re-fax forms.

The best way to receive reasonable assurance that your forms have been sent and received would be to email the forms. Once we open the email, we will respond via email that we have received your form(s).

NOTE: Please be aware that we are using an electronic system and there can be unforeseen glitches so please monitor your email to ensure you do not receive a non-deliverable notification.

13. How do I receive payment?

Once you have obtained your OAKS Vendor ID# and completed and submitted the ACF/AFoH Home Operator Incentive Program Form, OhioMHAS will compile a final payment file and request payment be made to the home operator. Payment will then be issued by OSS according to the information as your registered OAKS Vendor ID#. **Note that payment takes 4 to 6 weeks AFTER OhioMHAS approves the final payment. (OhioMHAS does not issue any payments via EFT or checks.)**

14. How are funds calculated for payment(s)?

Per Person Allocation	# of Person	Anticipated Payout	1 Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	Annual Allocation
\$ 72.00	1	\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00	\$ 288.00
\$ 72.00	2	\$ 144.00	\$ 144.00	\$ 144.00	\$ 144.00	\$ 144.00	\$ 576.00
\$ 72.00	3	\$ 216.00	\$ 216.00	\$ 216.00	\$ 216.00	\$ 216.00	\$ 864.00
\$ 72.00	4	\$ 288.00	\$ 288.00	\$ 288.00	\$ 288.00	\$ 288.00	\$1,152.00
\$ 72.00	5	\$ 360.00	\$ 360.00	\$ 360.00	\$ 360.00	\$ 360.00	\$ 1,440.00
\$ 72.00	6	\$ 432.00	\$ 432.00	\$ 432.00	\$ 432.00	\$ 432.00	\$ 1,728.00
\$ 72.00	7	\$ 504.00	\$ 504.00	\$ 504.00	\$ 504.00	\$ 504.00	\$ 2,016.00
\$ 72.00	8	\$ 576.00	\$ 576.00	\$ 576.00	\$ 576.00	\$ 576.00	\$ 2,304.00
\$ 72.00	9	\$ 648.00	\$ 648.00	\$ 648.00	\$ 648.00	\$ 648.00	\$ 2,592.00
\$ 72.00	10	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 720.00	\$ 2,880.00
\$ 72.00	11	\$ 792.00	\$ 792.00	\$ 792.00	\$ 792.00	\$ 792.00	\$ 3,168.00
\$ 72.00	12	\$ 864.00	\$ 864.00	\$ 864.00	\$ 864.00	\$ 864.00	\$ 3,456.00
\$ 72.00	13	\$ 936.00	\$ 936.00	\$ 936.00	\$ 936.00	\$ 936.00	\$ 3,744.00
\$ 72.00	14	\$ 1,008.00	\$1,008.00	\$1,008.00	\$1,008.00	\$1,008.00	\$ 4,032.00
\$ 72.00	15	\$ 1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$1,080.00	\$ 4,320.00
\$ 72.00	16	\$ 1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$1,152.00	\$ 4,608.00

15. When will my request be processed for payment?

We anticipate processing all payments on either the 15th or the 30th of the month after the quarter closes.

For example, the first quarter ends September 30, 2014 and the first requests will begin to be entered on October 1 through October 15th. We will make every effort to enter as many as possible and close out that request(s) and send for payment approval. On the following day, October 16th we will begin to enter any remaining requests and new requests to the end of October 31st.

A timely submission would be considered received within 30-days of the end of that particular quarter. All forms received after that will be processed in the next funding cycle. Again, we will make every effort to process request(s) when received in a timely manner; if forms are received in a large volume, we will enter what we can before the cut off and pick up during the following processing period. **Example**, if we receive 200 requests three days before we close that payment cycle we may not be able to enter all 200. We will enter what is reasonably possible and pick up the next funding cycle.

Please note, forms are not processed and submitted for payment on an individual basis (one at a time), they are sent in batches for payment which could be a hundred or so in one batch.

16. What are the Quarterly Reporting Periods and when are the forms due?

Quarters	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Dates of Quarter	2014 July 1—September 30	2014 October 1—December 31	2015 January 1— March 31	2015 April 1— June 30
Last day of quarterly reporting period (Date to be used for the counting number of linked residents on Home Operator Incentive Form)	September 30, 2014	December 31, 2014	March 31, 2015	June 30, 2015
Due date for forms	October 31, 2014	January 31, 2015	April 30, 2015	July 31, 2015

17. How can I keep up to date on the status of communication regarding this program?

Go to: <http://mha.ohio.gov/Default.aspx?tabid=572>

- Click on the ACF Bulletin Board

18. Will OhioMHAS issue 1099's for these funds?

No, 1099's will not be issued

For additional information about applying for/accepting these funds and whether or not these funds are taxable/countable as income, please consult your accountant and/or attorney for legal advice. OhioMHAS is not permitted to give legal advice in this matter.

TRAINING & INFORMATION OPPORTUNITIES

Training & information opportunities will be determined by the Department. Check the “Training & Information Opportunities” for updates. There is a video presentation explaining the program and instructions for completing the form under this link.

19. When will the program close for the year?

All Home Operator Incentive Forms are to be submitted to OhioMHAS no later than July 31, 2015. The program will be closed for year-end processing August 1, 2015. However, if all funding has been expended prior to July 31, the program will be closed and a notice will be posted on the “ACF Bulletin Board” as official notification of closure.

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