

Family Reimbursed Respite (FRR)

Reimbursement Resource

Family Reimbursed Respite (FRR)- is a reimbursement service to the family for the expense they incur in being relieved of their primary caregiver responsibilities. Services are designed to be used as needed, up to the amount budgeted

- AIM offers a **FRR Log sheet/invoice** which includes the date, AM/PM times, hours and cost for the FRR utilization to **submit for reimbursement**; signature is required by the caregiver seeking FRR services
- Requests can be made up to the Self-Direction budgeted amount or the max annual amount of \$3,000
- FRR Billing Dates: Verification Date (in eVero)

Reimbursement Requirement:

- **must specify the date, AM/PM times, hours and cost of the supports**

Please Note:

- If there is an overlap in staff supports/shifts additional justification may be requested in order to process payment
- If there is a significant FRR amount requested for a date of service additional justification may be requested in order to process payment

* eVeroPortal- utilized by individuals or representatives to submit reimbursement requests. Reimbursement Requests can be submitted on the mobile app or website

Note: this document is designed to show individuals, families, and advocates how to upload invoices for reimbursement

Additional AIM Supports:

Recurring Payments- memberships invoiced yearly will be processed and paid out on a monthly cycle; if desired AIM can set up recurring payments which will assist in automatic monthly invoices to populate for reimbursement (total cost of invoice divided by 12)

Direct Pay- AIM offers a direct payment option with all direct pay cleared vendors. This allows AIM to directly pay the provider and for the person receiving supports to avoid initial out of pocket expenses.

Preapproval Team- AIM offers an additional support of programmatic item review which can assist teams with a pre-approval or denial of the requested opportunity. Requests can be submitted through your SD Coordinator or preapproval@aimservicesinc.org

AIM Approved Activities- AIM maintains a Self-Direction approved list of activities across NYS; available per request from SD Team

AIM Self-Direction Web Portal- <https://www.aimservicesinc.org/services/self-direction/>

AIM Reimbursement Policy:

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Any invoice/request with all necessary supporting documentation entered by the 1st of the month will be processed and paid by the 16th, or the next business day.

Any invoice/request with all necessary supporting documentation entered by the 15th of the month will be processed and paid by the 31st, or the last business day of the month.

AIM holds a **60-day reimbursement window** from the date of service

Examples:

Submitting by the 1st (example):

Invoice submitted on July 1st (with programmatic criteria met) will be paid on July 16th

Submitting by the 15th (example):

Invoice submitted on July 15th (with programmatic criteria met) will be paid on July 31st

60- Day Reimbursement Window (example):

Date of Service is the 1st of May; submission for reimbursement available until July 1st

Please see below example of FRR Log sheet:

Joe Average's parent has to leave the home—requiring assistance while they run errands due to Joe needing a responsible adult present and cannot be left home alone. Joe's parent can ask a friend, neighbor, or natural support to stay with Joe while the caregiver runs errands. Joe's parent communicates they are able to offer \$100 dollars for the person's time with Joe (this provides a relief to Joe's caregiver).

After payment has been made, Joe's parent can log the cost relief using Family Reimbursed Respite and submitting directly in eVeroPortal for reimbursement or use the FRR Log Sheet which is shown below:

Self Direction Family Reimbursed Respite Log

(Please include AM/PM designation on times)

Date of Service	Start Time	End Time	Total Cost
8/17/2023	8am	4pm	\$100

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- Reach out to your SD Team if this form is needed

Please Note:

- Accommodations can be made for families who are struggling with submitting on eVero
- Please contact your SD Team for support with submitting or if a hard copy of the FRR Log sheet is needed