

A tropical beach scene at sunset. The sun is low on the horizon, casting a warm, golden glow over the sky and the water. The sky is filled with soft, white and yellow clouds. The ocean is a deep blue, with white foam from the waves washing onto the sandy beach. In the foreground, the fronds of a palm tree are visible on the left side, partially obscuring the view. The overall atmosphere is peaceful and serene.

# Continuum Fiscal Services It's Personal

# With Continuum It's Personal

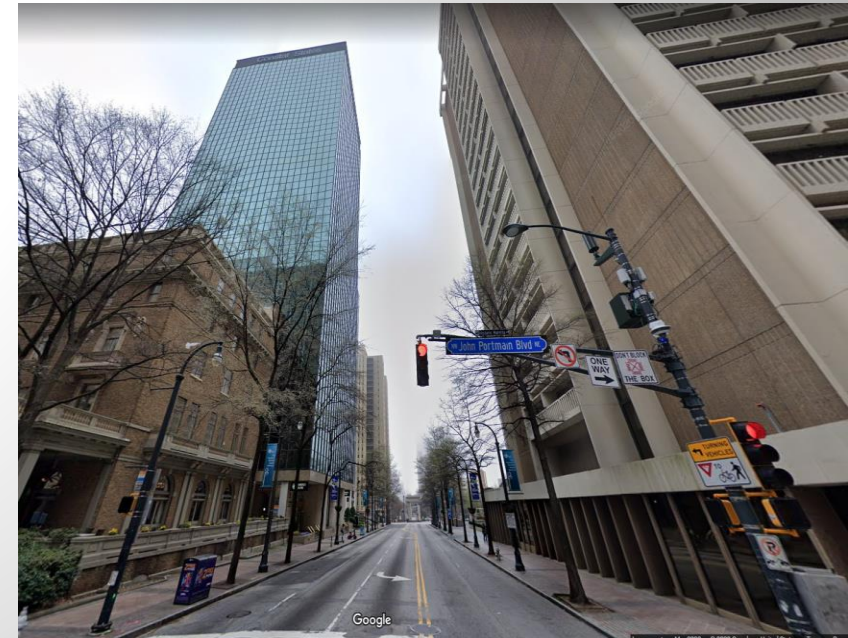
## Location

We are your neighbors. Conveniently located at:  
**260 W. Peachtree St. NW #1500, Atlanta, GA 30303**

We are located only 4 blocks from the DBHDD office in downtown Atlanta and we are conveniently located across the street from the Peachtree Center MARTA station.

## About Us

Continuum was established in Georgia as a fiscal agent in 2013. Continuum currently serves approximately 500 participants in the COMP, NOW, CCSP and ICWP programs.



# With Continuum It's Personal

- Participant-Direction (aka Self-Direction) is a waiver program option authorized by the Department of Behavioral Health and Developmental Disabilities (DBHDD) to allow Participants and/or their Representative to choose a non-traditional approach to care...referred to by DBHDD as...“A way to ‘take charge’ of your waiver...”
- PD offers 15 waiver services that can be authorized/approved by Support Coordination to manage ‘participant’ daily living support needs.
- Under this model personal support staff, hours of service, type of service(s), training, pay rates and vendors utilized are the responsibility of the ‘participant’.
- All of the fiscal/financial aspects of this waiver program are managed through ‘authorized’ Fiscal Agents (or Fiscal Intermediaries).

# With Continuum It's Personal

- How do you get started...it is easy...once you chose CFS there are 'enrollment packets' for you and your intended staff to complete. Our enrollment specialists will assist you every step of the way.
- You will notify your Support Coordinator who will assign your services and budget to CFS.
- Once all documents are complete you will receive all of the information needed for you to successful manage your waiver responsibilities (user name, password, timesheet instructions, etc.)

Note: your intended employees must submit to and undergo a Background Check.



# With Continuum It's Personal

- Our friendly, courteous, and helpful client representative(s) will attend to all your needs.
- No automated calls and No call center.
- User-friendly website and client portal.
- We are always here to help you!



# With Continuum It's Personal



- Enrollments- Signing up with Continuum is as easy as ever electronically or on paper.

Our client representatives are happy to assist you with completing a participant enrollment packet on the phone or via a zoom meeting.

- Timesheet and Budget- We offer the benefit of submitting timesheets electronically via our portal in “Real Time”
- Timesheets- If/when you need help with a timesheet, we are always available via email or phone to assist you.
- You are able to view your budget 24 hours a day, 7 days a week in ***Real Time***. You will always know exactly what is left in your budget.

# With Continuum It's Personal

## Personalized payroll and emergency assistance

- Processing your payroll is easy-your client representative will guide you to a complete understanding of your budget and available services. We will help you understand your optimal employee *pay ranges*.
- The Continuum Portal is accessible on a variety of devices: smartphone, computer, tablet, etc.
- The portal is where you view your budget (*in real-time*), timesheet entries and employee information are maintained. It allows you to save records in the Notes/Comment section of the timesheet tab.
- We understand that 'things happen'. Continuum will readily work on your behalf resolving time entry or payroll related issues.
- We are able to offer a flexible payroll process because with ***Continuum It's Personal!***



# With Continuum It's Personal

## Quality Assurance

In our effort to further comply with our goal to make ***It Personal***, we have created a Quality Assurance Division. This is a separate division of Continuum Fiscal Services whose mission is to receive and address all issues of concern our Clients may have. We have a dedicated line to receive the concerns with a commitment to address all concerns within a 24-48-hour period.

In addition, our Quality Assurance team will evaluate our processes and procedures to ensure that Continuum Fiscal Services are providing the best possible services to our clients.





# Contact Us

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- To enroll a new Participant, click [here](#)