



About GT Independence

GT Independence isn't your traditional fiscal employer agent (F/EA). We're built by a family, for families. And we started from one family's question: Why?

The Carmichael family looked at traditional care facilities for their son (and brother). They came away with questions: Why can't people with disabilities live the lives they choose? Why can't they stay in their own homes and communities? This question turned into an idea. And this idea became a mission. The mission grew, branching out into a company—GT Independence—that serves tens of thousands of people across the United States.

Today, GT Independence is run by people with disabilities, for people with disabilities. We're filled with people of all ages, backgrounds, and abilities, and we work together to serve the people in our communities. But we don't stop there. At GT, our goal is for every person to have the choice to direct their own care.

How We Support the Participant Directed Option

As an F/EA in Florida, we help people self-direct their care and support through the Participant Directed Option (PDO). This means that we handle all the required legal paperwork that comes with hiring workers, including tax documents, time tracking, and payroll. Participants can avoid the high costs of traditional agency care providers. Instead, they can stay in their own homes and communities, choose their preferred services, and hire their own workers, including friends and family.

What Fiscal Employer Agent Services Mean to Us

GT has delivered fiscal employer agent services (F/EA) since 2004 and currently serves 12 states. Our model centers on providing core services that meet the needs of each individual state. To do this, we deliver services within a local area—such as Florida—using local GT employees who understand the relationships, expectations, and cultures within that state and area.

Our services include the core features of customer service, enrollment and processing, Electronic Visit Verification (EVV) and payroll, billing, tax and accounting, reporting, and quality and compliance. All provided within the context of a person-centered, values-driven approach.

Focusing on Person-Centered Customer Service

We focus on delivering a superior experience to everyone we serve—from participants to our MCO partners. For example, our customer service telephone system features automatic call routing based on the caller's telephone number. This ensures that callers are directed to dedicated customer service associates trained on the business rules specific to that program, state, or contract in under 60 seconds.

- Average speed of answer of under 30 seconds
- 90% of customer service requests are resolved during the initial phone call
- All voicemail messages are responded to within 24 hours
- Average resolution time of 75 minutes over the past quarter
- 96.2% satisfaction rating among our customers

Ensuring Accessibility Through Language Access

We support our participants, DSWs, and MCO partners with bilingual staff members who speak languages beyond just English and Spanish, and we also have access to translation services and can communicate in any language to meet participants' needs. In addition, customer service associates are trained to accommodate people who experience barriers to communication, and we provide access to TTY services for those participants who prefer this level of service.

Enrolling People Quickly and Efficiently

We perform face-to-face in-home enrollments (when permitted by the pandemic), completed by local field teams. Getting participants prompt access to services is extremely important to us, and we make sure to complete enrollment within three to five days.

Making Timesheets Easy and Convenient

Our Caregiver app and GT Portal provide a simple, easy-to-use access to time-tracking and real-time services and reports. Direct service workers can use the Caregiver app (available in English and Spanish), to submit service documentation, such as timesheets and any reimbursement requests. The Caregiver app is compatible with both Android and iPhone devices and meets all 21st Century Cures Act requirements for ETV. The Caregiver app is used by internal GT employees as well as the direct service workers, which gives customer support associates daily experience and in-depth understanding of the app.

Getting People Paid on Time

One of our promises is that we will get people paid, on time. In order to do this effectively, we have built and managed a payroll system that receives service documentation, processes this documentation, performs quality checks, and issues payroll. All these measures ensure that we have an error rate of less than 0.5%.

Giving Access to Real-Time Reporting

We are committed to giving participants, case managers, and our MCO partners the reporting tools and data they need to effectively manage public dollars. Our customized suite of reports, available through the GT Portal, provides access to information that is easy to use and supports program success. We can customize reports and offer both standard delivery of reports and access to real-time data through the portal.

Ensuring the Highest Level of Quality and Compliance

Our experienced staff uses policies, procedures, and internal controls to ensure that we stay up to date on regulations, laws, and program rules. We regularly conduct internal audits of our work to maintain the highest levels of quality, because we believe this is not just a responsibility but a clear way, we can

reflect our commitment to providing quality service for the self-directed community. We have maintained CARF accreditation since 2013.

Learn More About Us

If you'd like to learn more about what we do, we're always more than happy to talk with you. Call Rob Lewis, National Director of Business Development, at (269) 569-2332 or send him an email at rlewis@gtindependence.com.

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