Related Services Provider

Platform & Compensation Explainer

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Welcome to Fullmind!

Dear Related Services Provider,

We're thrilled you're joining our community! Fullmind is expanding beyond instructional staffing to help districts close one of the toughest gaps in K–12: access to licensed related services. As a Fullmind Related Services Provider (RSP), you'll help students get the speech, occupational therapy, physical therapy, school psychology, or mental health counseling services they're entitled to — delivered live, remotely, on a platform built for clinical compliance.

This Platform and Compensation Explainer provides an overview of how the Fullmind RSP role works: how assignments are structured, how you're paid, what's expected of you professionally, and how our HIPAA-compliant platform protects you and the students you serve.

Thank you for bringing your clinical expertise to students who need it.

Fullmind Contact Information and Important Links

Resource	Detail
• Fullmind LMS Site	• lms.fullmindlearning.com
• Related Service Provider Portal	• Ed Portal
• Company Website	• https://www.fullmindlearning.com/
• Support Contact Sheet	• Support Contact Sheet

TIP: Need support ASAP? Use our chat feature and request to speak with an agent.

Fullmind Related Services Provider Description: 1099 Contractor

As a Related Services Provider (RSP) with Fullmind, you are engaged as a 1099 independent contractor. This means you are not a full-time employee but rather request assignment opportunities through our assignment portal. Upon approval of your assignment request, you will complete your sessions and submit an invoice for compensation.

Hiring	Compensation	Taxes
• You are an independent contractor	• Submit an invoice after each completed session	• Do not receive employee benefits
• Request assignments of your choice	• Payments are made following the established check run schedule	• Income is reported on the 1099 form
• Can work for other companies, districts, or agencies		• Compensation is made without withholdings
		• RSPs are responsible for managing and paying their own taxes

Assignment Details

Each assignment will have specific requirements and expectations depending on the district partner. Opportunities listed on the assignment portal will correspond to your discipline, license type, and state. Each assignment will include a suggested fee per hour — RSPs set their own rate within the posted range based on their professional judgment and expertise. Rates will vary based on discipline, caseload complexity, and the level of service the student needs. The agreed-upon rate encompasses both direct service delivery and any required documentation time, as a flat rate for all completed sessions.

Licensure and Credential Requirements

All Fullmind RSPs must hold a valid, active license or certification in good standing for their discipline, appropriate to the state in which services are being provided.

Failure to satisfy licensure requirements may affect assignment eligibility and continuation.

Professional Liability Insurance

As a licensed healthcare/clinical professional and independent contractor, you are responsible for maintaining your own professional liability (malpractice) insurance

appropriate to your discipline, in addition to the general insurance coverage outlined in your Independent Contractor Agreement (workers' compensation, state disability, and general liability coverage). Fullmind verifies credentials and may request proof of coverage for district compliance records.

Fullmind RSP Core Values

The following core values reflect the principles that guide effective, professional, and student-centered service delivery within the Fullmind ecosystem. These core values are intended to inform professional practice while fully preserving RSP autonomy. As an independent contractor, each RSP determines how best to deliver services in alignment with these principles, their professional discipline's ethical standards, and the needs of their assigned students.

RSPs independently determine the means and methods by which they practice their discipline, and with that autonomy comes the expectation of alignment with Fullmind's standards of excellence and with the ethical and practice guidelines of their licensing body.

Commitment to Student-Centered Care

- Delivering high-quality, evidence-based services that support student progress toward IEP/504 goals
- Fostering a virtual service environment that is welcoming, equitable, inclusive, and conducive to therapeutic or instructional progress
- Creating structured, engaging service sessions that reflect the goals of the student's individualized plan

Collaboration & Professional Community

- Approaching collaboration with openness to diverse perspectives and a solution-oriented mindset
- Engaging in professional and constructive communication with the care team (Teacher of Record, case manager, district coordinator, and other service providers)

Professional Judgment & Respectful Communication

- Exercising sound clinical judgment in interactions with students and stakeholders
- Communicating in a manner appropriate for a K–12 educational and clinical context
- Approaching challenges with professionalism, flexibility, and respect for diverse perspectives

Integrity & Accountability

- Maintaining focus on student progress and service quality
- Acting with honesty and professionalism in all program-related interactions

- Exercising professional discretion in how services are delivered while aligning with program and district goals

These core values are intended as guiding principles, not directives. They do not govern the manner, method, or means by which RSPs provide services, nor do they alter the independent-contractor nature of the RSP's engagement with Fullmind, nor do they supersede the ethical or practice standards of an RSP's licensing body.

Types of RSP Assignments

Fullmind RSP assignments fall into the service categories below and are delivered in 1:1 or group models, depending on student need and district request.

Service Categories

- Speech-Language Pathology (SLP)
- Occupational Therapy (OT)
- Physical Therapy (PT)
- School Psychology
- School Counseling
- Social Work

Assignment Delivery Models

- Direct Service — 1:1 or group virtual sessions delivered through the Fullmind LMS
- Live Staffing — a fully remote, 1099 arrangement where the RSP delivers services on the district's chosen platform on a recurring schedule, integrated into the school day

Procedures to Get Work — Using the Assignment Portal

Each assignment on the Assignment Portal will be listed with a suggested fee. Fees will vary based on discipline and the level of service the student needs. The agreed-upon hourly fee encompasses both session and documentation time as a flat rate for all completed sessions.

- Log in to your Fullmind LMS account and click on the “Assignment Portal” tab in the left navigation menu.
- A list of assignment cards will appear based on your specific license/certification and discipline. Click “Request Assignment.”
- Enter your availability for the assignment and your requested fee. Click “Request.” Be sure to include what time zone you are in.
- A green notification will confirm your request has been submitted. You will also receive an email confirmation.

Notice of RSP Absence or Assignment Cancellation

To align with Partners' and Fullmind's expectations for consistent service delivery, Fullmind requests RSPs provide as much notice as possible when a session or assignment cannot be fulfilled. If expectations are not met due to an RSP's inability to fulfill assignment obligations, the RSP may be removed from the assignment, or the contractor relationship may be ended.

Excessive absenteeism is defined as RSPs who:

- Miss two scheduled sessions within 30 days — Fullmind may reassign the caseload to ensure continuity of services for the student
- Miss three scheduled sessions within 30 days — Fullmind may end the contractor relationship due to inability to fulfill assignment obligations

If an RSP's pattern of late arrivals or early departures materially impacts service delivery, Fullmind may end the contractor relationship with the RSP.

Notice of Absence for a Single Session

- Request Fullmind Coverage within the LMS "Sessions" tab.
- Complete the notes section in the Fullmind Coverage Request and provide the prepared outline for the session.
- Please note that frequent coverage requests on an assignment may result in the assignment being reassigned to another provider to maintain instructional continuity for the student.

Last-Minute or Mid-Session Emergencies

If an emergency occurs immediately before or during a session, email customer support directly at customersupport@fullmindlearning.com so our team can assist as quickly as possible. Please include your name, the session date/time, and a brief description of the situation.

Notice to Cancel an Entire Assignment

- Submit the Request to Remove an Entire Assignment form, and
- Email staffing with the student name(s), discipline/service type, and school

Recurring cancellations or reschedule requests may result in an RSP becoming ineligible for certain assignment types, or in Fullmind ending the contractor relationship if the RSP is unable to reliably fulfill assignment obligations.

Professional Expectations

RSPs are expected to conduct themselves and deliver services in a professional manner consistent with the standards of the school and district communities they serve, and with their discipline's clinical and ethical standards. As independent contractors, RSPs retain discretion in how they meet program deliverables.

Conduct

- Maintain a professional, attentive demeanor with students
- Foster a safe and supportive service environment, respecting student privacy and boundaries
- Ensure sessions run for their entire assigned duration, even if students are not present
- Keep your camera and microphone on during service delivery
- Prohibit the exchange of personal contact information with students
- Avoid using PHI when communicating outside of the LMS

Work Environment

- Host sessions in a professional, distraction-free, private environment appropriate for delivering clinical/therapeutic services
- Maintain a backdrop and surroundings free of distracting elements
- Avoid conducting sessions from vehicles
- Remain the sole individual visible on camera; ensure you are well-lit and visible
- Silence other devices and close unrelated computer tabs
- Prohibit smoking, vaping, eating, or drinking alcoholic beverages during sessions

Service Delivery

- Deliver services consistent with your discipline's clinical/teletherapy practice guidelines (e.g., ASHA, AOTA, APTA, NASP)
- Provide a clear, measurable goal or objective for each session, aligned to the student's IEP/504 plan
- Use materials and protocols provided by the school district when applicable
- Create high-quality, evidence-based service materials when necessary
- Monitor and document student progress toward goals on an ongoing basis

Communication

- Respond to correspondence within one business day
- Ensure communication is clear, concise, and accurate, and free of PHI unless within the LMS.

- Maintain professionalism in interactions with parents, students, the care team, and Fullmind staff

Assignment Requirements for Payment

Once you have accepted an assignment, you will receive a confirmation email. Upon accepting an assignment, the following deliverables and steps are associated with the engagement:

- Review Assignment Information on Course Overview: discipline, service type, student grade level(s)
- Contact with Academics team: A member of the Academics team will reach out to share additional information as needed. If you have any questions regarding the assignment, please email academics@fullmindlearning.com
- Prepare for service delivery using your professional judgment and any materials provided by the school district linked in the student profile or Course Overview
- Be prepared for sessions and deliver services for the full scheduled time.
- Maintain complete and accurate session documentation in the session notes appropriate to your discipline for every session
- Submit progress monitoring data and any required reports per district/program requirements

Sessions With No Student Attendance

Providers must remain present for the full duration of scheduled time, regardless of student attendance. Providers are compensated for their attended time, and schools have access to student attendance.

How to Review and Submit Invoices for Assignments

RSPs may review their completed sessions and submit invoices as often as they like. Approved invoices will be processed according to the established check run schedule. Sessions will appear for approval within 24 hours. You will be compensated for completed sessions during the check run for which they are approved; if you approve sessions after the scheduled check run period ends, compensation will be included in the next check run.

Per your Independent Contractor Agreement, Fullmind will pay approved invoices within thirty (30) days of receipt of a properly submitted invoice. More information here.

Progress Monitoring and Documentation

Per Partner expectations, all sessions must include documentation of progress toward the student's goals, in a format and frequency appropriate to your discipline and the student's IEP, 504 plan, or service plan.

Session Notes

Session notes are due within 24 hours of session completion, using DAP or SOAP format. Each session note must include:

- Date of service
- Start and end times (AM/PM or military time)
- Student/patient identifier
- Provider credentials and signature
- IEP goals addressed
- Services rendered
- Patient response

Progress Monitoring

Progress monitoring is required for all Related Service Provider assignments in which services are directly tied to one or more IEP goals. Providers are responsible for tracking and recording student progress toward named IEP objectives at a defined cadence throughout the engagement, submitted at the intervals required by the school partner (e.g., each marking period, quarterly, or as specified in the IEP).

Maintain all documentation using Fullmind's secure LMS tools — never personal devices, personal email, or unsecured storage.

Assignments for Students With Disabilities

Individualized Education Programs (IEPs), 504 Plans, and Related Confidentiality

In accordance with the requests and requirements of our school partners, Fullmind RSPs are responsible for implementing the related services components of student IEPs and 504 Plans. RSPs must adhere to the Family Educational Rights and Privacy Act (FERPA), the Individuals with Disabilities Education Act (IDEA), and HIPAA confidentiality requirements where applicable to the records and information they handle.

Assignments for students with disabilities must be carried out in accordance with all applicable federal requirements and the specific state laws, regulations, district procedures, and service expectations that apply in the state where the assignment is located.

- RSPs can access student IEP and 504 documents through the student's profile on the Fullmind LMS, or will receive these directly from the school for live staffing assignments
- RSPs shall not share confidential information with anyone besides the regular education teacher, special education teacher, related service provider, or any other service provider responsible for implementation
- If printing hard copies, dispose of them by shredding at the end of the assignment

Committee on Special Education (CSE) / IEP Meetings

RSPs working with students with disabilities may be asked to attend CSE or IEP meetings, track progress on IEP goals, provide academic/clinical summaries, or offer extended assessment time per testing accommodations. CSE/IEP meeting attendance is compensated at your hourly rate.

Our HIPAA-Compliant Platform

Fullmind's related services platform is built for HIPAA compliance from the ground up. As a licensed clinical provider, you'll create protected health information (PHI) — clinical notes, session documentation, and progress data — and the platform is designed to keep that information secure throughout.

Platform Protections

- **PII/PHI Access Gateway —** every request for student data is centrally logged: who accessed what, when, and why.
- **Role-Based Access —** your access is tied to your active engagements. When an assignment ends, access expires automatically.
- **Tamper-Proof Audit Logs —** a comprehensive audit trail is retained for six years as required by HIPAA — searchable, immutable, and forensically ready.
- **Student Name Masking —** PHI is masked by default across the platform. You see only your assigned students, and only while engaged.

Your HIPAA Obligations

As a licensed professional creating PHI, you have obligations under HIPAA in addition to your professional license's ethics code:

- Comply with the HIPAA Privacy Rule (45 CFR Parts 160 and 164) and FERPA (20 U.S.C. §1232g) to the extent applicable to your role
- Use or disclose PHI and student records only for the purpose of performing your services, or as required by law
- Apply the HIPAA "minimum necessary" standard when discussing PHI in group settings such as CSE meetings
- Report any suspected unauthorized use or disclosure of PHI or student records to Fullmind within 24 hours of discovery. Email customersupport@fullmindlearning.com to report. This could include but is not limited to:

- Discussing a specific student's diagnosis, therapy goals, or session details in an email
- Sharing login credentials for the LMS with another person

  Downloading PHI to a personal device

Use of Technology

Media and Materials Guidelines

In accordance with school partner expectations, all materials and media used in sessions must be connected to the service goal and age-appropriate:

- Materials must be age-appropriate and free of sexual content, explicit language, or adult material including drug use, alcohol use, and violence
- Materials used in sessions should supplement, not supplant, your clinical approach
- Any student-created materials should be appropriate for a clinical environment

If submitted work or session content portrays a student harming themselves or others, the RSP is to submit a Student in Crisis Report (see below).

Platform and Conferencing

All live virtual sessions take place through Fullmind's integrated conferencing platform within the LMS. If you cannot launch a session, request assistance via the Fullmind Support Chat. If you experience issues that do not impact a live session, email customer support with details.

- A stable internet connection is required to fulfill all agreed-upon assignments
- Access to a camera and microphone is mandatory per school partner agreements
- Refrain from completing a system update within 5 hours of a scheduled session

Procedures for Reporting Session Concerns or Incidents

RSPs can report concerns and request assistance or guidance at any time. An internal review will be conducted, and a Fullmind team member will follow up with findings and next steps.

- Complete the incident report form with all necessary details
- Depending on severity or frequency, a Fullmind admin will follow up with the school district, student, and RSP regarding findings and next steps

Inappropriate Student/Family Behavior

If a student or family member behaves in a way unsuitable for a professional service environment:

- Redirect the off-task behavior and calmly remind the student of appropriate session expectations
- Do not attempt to manage a hostile or escalating situation with a family member

If respectful communication cannot be maintained, turn off your camera and microphone, contact Fullmind Customer Support for assistance.

Student in Crisis Protocol

Fullmind RSPs are entrusted to exercise their professional and clinical judgment in identifying signs of crisis in students, including expressions of serious and foreseeable harm to themselves and/or others. Such situations include, but are not limited to, suicidality, severe allergic reaction, abuse, neglect, dating violence, bullying, sexual harassment, and violence.

- Keep calm and keep the student in sight. Use active listening and clinical judgment to assess severity and ensure student safety.
- Contact Fullmind immediately using the Student in Crisis button. A Fullmind team member will work with you until the situation is resolved and the student is in the care of a parent/guardian or school personnel.
- Follow up: Fullmind will discuss next steps with you and the school. Depending on the nature of the incident, you may have an independent obligation to file a report with Child Protective Services in accordance with your state's mandated reporting laws.

As a licensed professional, you are also subject to your discipline's and state's mandated reporting requirements independent of Fullmind's internal protocol.

Student Data and Confidentiality Statement

At Fullmind, we are committed to maintaining the highest standards of professionalism and ethical conduct. As an RSP, protecting students' data privacy and confidentiality — including PHI — is paramount.

1. Confidentiality Obligation

As an RSP, you are entrusted with access to sensitive student information, which may include academic records, clinical assessment results, PHI, personal details, and communication records. You are required to treat all student data as strictly confidential.

2. Purpose of Data Usage

Student data may only be accessed, used, or disclosed for legitimate service-delivery purposes and in accordance with applicable laws and regulations, including HIPAA and FERPA.

3. Authorization

RSPs must obtain appropriate authorization from Fullmind before sharing or using student data for purposes beyond standard service delivery.

4. Data Storage and Access

All student data must live and remain within the LMS. Access is limited to those with appropriate, role-based permissions, including school-side personnel such as case managers and SPED directors, who are granted the access they need to session files and progress-monitoring notes directly within the LMS.

5. Communicating About Student Information

When discussing student information on an as-needed basis, whether reaching out to Fullmind for support or communicating with school staff, RSPs should direct recipients to the relevant location within the LMS (e.g., the student's profile, the session record) rather than including substantive student information in communications outside the LMS. When reaching out to Fullmind for support, RSPs should link to the student's profile rather than including the student's name.

Example — Do: *"Please see the linked student profile for context: [LMS profile link]"*

Example — Don't: *"Maria in 4th grade is behind on her reading goals per her IEP..."*

All student data sharing — files, progress notes, assessments, communication records — must go through the LMS. Never send student work, grades, PHI, or records via personal email, text, or file-sharing apps.

6. Data Security

RSPs are responsible for ensuring the security of all student data and PHI, using Fullmind's secure storage and transmission methods, including password protection or encryption.

7. Data Retention

RSPs should retain student data and PHI only as long as necessary to fulfill service-delivery purposes and comply with legal requirements, securely deleting or destroying it once no longer needed.

8. Data Sharing

Student data, including PHI, should only be shared with authorized individuals within Fullmind or external parties as the law requires. Never share student data via unsecured means such as email or non-encrypted channels.

9. Reporting Violations

RSPs must report any potential breach of student data confidentiality or PHI to Fullmind immediately, including unauthorized access, disclosure, or suspicious activity. Report to Fullmind within 24 hours of discovery by emailing customersupport@fullmindlearning.com.

Don't wait to confirm it — report as soon as you suspect something may be wrong.

Examples of a reportable breach include: student information or PHI sent via email or text; a lost or stolen device containing student data; LMS credentials shared with someone else or accessed without authorization; student records or PHI uploaded to a personal drive, non-Fullmind platform, or AI tool; or a file/message sent to the wrong recipient.

This Student Data and Confidentiality Statement may be updated as needed. RSPs will be notified of any changes; continued acceptance of assignments following notification constitutes agreement to the updated Statement.

AI Guidelines & Best Practices

If you use AI or a third-party platform to support service delivery or documentation, follow the guidelines below to ensure human clinical judgment remains at the forefront and student privacy and PHI are protected.

Protect Student Data and PHI

- Before entering any student information into an AI prompt, remove all PII and PHI, including names, birthdays, addresses, diagnoses, and specific ID numbers
- Use descriptive, de-identified placeholders (e.g., "Student A is a 4th grader working on articulation of /r/ and /s/ sounds") rather than specific identifiers
- Never import a student's IEP, 504 plan, or clinical records into an AI tool. You may input anonymized summaries of goals to support generating compliant materials
- If using personal/consumer AI accounts (e.g., ChatGPT, Gemini), toggle OFF "Chat History & Training" in settings

Maintain a Balanced Approach

- Use AI as a complementary tool, not a replacement for clinical judgment or human service delivery
- Combine AI-driven insights with professional expertise and direct observation
- Vet AI-generated suggestions against your clinical training and real-world observations of the student

Ensure Ethical AI Implementation

- Remain vigilant regarding algorithmic bias; review content for equity and cultural appropriateness
- AI is a complement to clinical expertise, never a replacement for professional judgment