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IDAHO NON-IT MSP | MANAGER GUIDE

What Changes for You and Your Contractors

Go-live: November 1, 2026

The State of Idaho is moving statewide non-IT temporary staffing to a Managed Service Provider (MSP) model, with CAI as the MSP. This guide covers what changes for you, what we need from you, and who to contact.

What Is Not Changing

- Your current contractors stay on assignment. Their suppliers are enrolling in the new program.
- Your team, reporting lines and the contractors' daily work stay the same.

What Is Changing

- **Timesheet approval.** Starting November 1, contractors enter time in PIXID VMS Pro, managed by CAI. You approve timesheets weekly in the same system, on desktop or mobile. Time worked through October 31 is approved in the current system you've been using.
- **Billing.** One monthly invoice from CAI, coded to your PO, cost center and funding source, replaces separate invoices from each supplier.
- **Requesting new staff.** Request contractors through CAI by contacting David Shelton or creating a requisition in PIXID VMS Pro.
- **Healthcare roles.** Clinical and licensed healthcare roles go to Sunburst Healthcare Staffing, not CAI.

Before go-live: keep using your current contracts

Until CAI confirms in writing that non-IT requisitions are open, continue placing requests through your current DOP staffing contracts. There will be no gap in coverage.

Key Dates

Date	What happens
October 22nd, 2026	Send CAI the information listed under What We Need From You. **if requested*
Before go-live	Watch for your PIXID VMS Pro login email. Check your spam or junk folder.
[Training date]	Manager training session on PIXID VMS Pro.
October 31, 2026	Last day of time approved in the current timekeeping system.
November 1, 2026	Go-live. Contractors enter time in PIXID VMS Pro; you approve weekly.

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Date	What happens
Monthly	One consolidated invoice from CAI.

What We Need From You (*unless you have already provided this to CAI)

1. Confirm the contractors you manage, and flag anyone ending, converting or not continuing past October 31.
2. Name your timesheet approver and a backup approver.
3. Provide the PO, cost center and funding source for each contractor.
4. Share any onboarding requirements for future roles, such as background check level, fingerprinting, drug screening or badging.

Contractor Questions

Contractors remain employees of their supplier. Your role is the work; CAI and the supplier handle the employment side.

If a contractor asks about...	Refer them to
Pay, rates, benefits, time off policy or HR matters	Their supplier or CAI
PIXID VMS Pro login or timesheet entry	CAI Help Desk
Performance concerns (raised by you)	CAI, who will handle it with the supplier

Your Contacts

Contact	Details
David Shelton, Local Idaho Account Manager	David.Shelton@cai.io | (615) 310-5134
CAI Help Desk	Idaho.Help@cai.io | 6:00 AM to 5:30 PM MST
Leah Pelletier, CCWP, Regional Program Manager	Leah.Pelletier@cai.io | (505) 417-2414

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