

Payroll Procedures

7/1/2011
Options Home Care

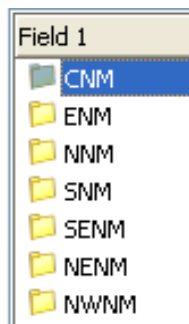
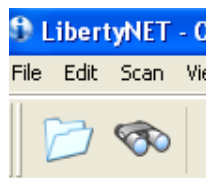


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District Payroll process



Print the PDC (Payroll Data Collection) Report

1. Print the DO Payroll Reports from LibertyNet
 - a. Open LibertyNet
 - b. Click on the white folder in the upper left corner of the screen
 - c. Double click on District folder to open
 - d. Double click on the Ops Specialist folder to open and choose the payroll packet and print

District Office (DO) will scan payroll packet into LibertyNet by established DO deadline on Tuesday

SENM & NENM – 1:00 PM
NNM, CNM & SNM – 3:00 PM
ENM – 8:00 PM

Highlighter Colors

- **Yellow**—Questions for the DO
- **Purple**—Item to be Calendared
- **Blue**—Item needs to be changed in ROWDI

Timesheet exchange process

1. Caregiver's (CG) can begin turning in their timesheets at 7:30AM at the District Office (DO) or lead location.
2. The Payroll Admin (PA) reviews Timesheet's (TS) as they are submitted. The Payroll Admin verifies the following information.
3. CG presents Option's badge to verify identity. CG ROWDI© number is rewarded on TS in applicable field.

Reference the "Timesheet Do's and Don'ts" flyer for more information on how CGs should complete the TS


There is a CG and DO rep training docs on TS completion

- Total hours and back up hours worked are correct
- The total hours worked on the TS should be compared to the Individual Plan of Care (IPoC). For discrepancies, the CG must explain.
 - The reason for the discrepancy determines which form to complete and should match the certifiable reasons for missed care. Below are two examples.

- CHIF – Consumer Health Incident Form
- ROC – Refusal of Care
 - Please reference applicable process for directions to complete forms.
- The form should be completed at the time of notification.
- Consumer has initialed each day worked.
- Consumer has signed the timesheet at the end of the week.
- CG has signed the timesheet at the end of the week.
- DO records CG # and signs and dates the TS in appropriate section.
- DO initials at the top of the TS once correct pay period is established.
- Time sheets are to be alphabetized by consumer's last name.
- A time sheet is considered late if it is not turned in by 5:00 PM Monday. When a CG is late to turn in their timesheet, the supervisor is given TS to issue an EC.
 - However in order to process a late timesheet, a CG may turn in their timesheet on Tuesday between 8:00 AM – 5:00 PM at the District office, in order to be paid the following week.

Return TS to CG for correcting any errors, incomplete lines or perform “on-the-spot” training

The CG is responsible for TS corrections and having the consumer initial changes before resubmitting the TS to the DO for processing



PDC Form w/Zone for the Period: 07/02/2011 – 07/08/2011

CNM
Zone: CNMZone2SA1b

CG ID: CG Name: Last 4 digits of SSN: CG. Phone: Hours App.: 46.50 Has CHIF: No

Cons. ID: Consumer: Phone: O of C: Directed Last week Hrs.: 14.00 This week hours: Resp.?: BU?:

Sun.	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Total
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

New Consumer Name: _____ Hrs. Worked: _____ Resp.?: _____ BU?: _____ Emp. Signature: _____

4. The District Office Rep enters the CGs total hours worked for the Consumer during the current week, then CG signs on the signature line to verify the hours entered was correct.
 - When any hours worked were back-up or respite, those hours should be recorded next to the applicable heading.
 - If the CG worked for a new consumer, the DO Rep enters the consumer name, hours worked and indicate respite and back up hours.

Scan all HVS, lead, out-of-period and overhead timesheets by 10 AM each Day

1. Each District has a box where the TS, PDC and Training forms are placed
2. The Lead HVs or the office certifies the TS
3. PA scans and indexes all HVS, Lead, Out of Period timesheets (OOPS) and Overhead TS into LibertyNet and sends to the Operations Specialist (OS) folder each day by 10:00 AM
4. Times sheets are to be alphabetized by consumer's last name
5. Every other week (bi-weekly basis) salaried and administrative TS are scanned and indexed into OS folder.
6. OS enters TS while they are still being collected in the field
7. DM talks to the OS when there is a holdup with a reason

Preparing for timesheet entry into ROWDI

1. Log into ROWDI: <http://sqlserver/osiweb/>
2. Once you logged in you are directed to the home page:
3. Click on "Payroll Data Entry" you then now see the Payroll Data Entry screen

Main Menu

Find a Contact
Add a Contact
Client Reports
Employee Reports
Payroll Reports
Payroll Data Entry
Territory Specialist Maint.
DAP
CHIF

OPTIONS
Home Care Services

Main Menu ▾

Payroll Data Entry

Pay Per. Start Date: First Name:
 Pay Per. End Date: Last Name:
 Contact ID:
☐ Out of period payroll

Contact type
☒ Client
☐ Employee

Search Options
☐ Only frozen records
☐ Include Archived Records
☐ Load All Records?

	Frozen?	Pay Start	Pay End	Client ID	Client	Emp. ID	Employee	Dept. Code	Pay Rate	Backup	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Total Hrs	TID's	Added/Updated By	Date Added
Edit	<input type="checkbox"/>	6/25/2011	7/1/2011	238		176		NENM Caregiver	8.00	<input type="checkbox"/>	0	0	0	0	0	0	0	10.25	Delete		7/2/2011
Edit	<input type="checkbox"/>	6/25/2011	7/1/2011	238		138		NENM Caregiver	8.00	<input type="checkbox"/>	0	0	0	0	0	0	0	29.75	Delete		7/2/2011
Edit	<input type="checkbox"/>	6/25/2011	7/1/2011	350		222		NENM Caregiver	8.00	<input type="checkbox"/>	0	0	0	0	0	0	0	27	Delete		7/2/2011

4. Make sure the pay period start and end dates are correct.
 - Uncheck the "Load all Records" option to make system faster.

These dates should default to the correct date range when you log in

Enter Timesheets

Enter hours from the PDC and NOT the timesheet directly.

The screenshot shows the 'Payroll Data Entry' form. At the top left is the 'OPTIONS Home Care Services' logo and a 'Main Menu' button. The form includes input fields for 'Pay Per. Start Date' (6/25/2011) and 'Pay Per. End Date' (7/1/2011). There are also fields for 'First Name', 'Last Name', and 'Contact ID'. A 'Contact type' section has radio buttons for 'Client' and 'Employee'. A 'Search Options' section has checkboxes for 'Only frozen records', 'Include Archived Records', and 'Load All Records?'. A 'Search' button and an 'Exit' button are at the bottom left. Below these is a table with columns: 'Frozen?', 'Pay Start', 'Pay End', 'Client ID', 'Client', 'Emp. ID', 'Employee', 'Dept. Code', 'Pay Rate', 'Backup Set', 'Sun', 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Total Hrs', 'TID's Added/Updated By', and 'Date Added'. The first row of the table has values: 'Cancel', '6/25/2011', '7/1/2011', '0', a dropdown menu, '0', a dropdown menu, a dropdown menu, a dropdown menu, '0', '0', '0', '0', '0', '0', '0', 'Update', 'Delete', and '7/5/2011'. An 'Add' button is located below the table. Numbered arrows point to the following elements: 1 points to the 'Add' button; 2 points to the 'Client ID' field; 3 points to the 'Emp. ID' field; 4 points to the 'Total Hrs' field; 5 points to the 'Backup Set' field; and 6 points to the 'Update' button.

1. Click "Add" then an empty row appears to add the hours.
2. Enter the Client ID using PDC report – the Consumer name automatically updates.
 - If you do not know consumer ID number, click on the drop down menu under "client" and select the consumer's name.
 - Be careful to select the correct consumer as many consumers have the same or similar first and last name
3. Enter Employee ID using PDC report – the CG name, department code and pay rate automatically updates.
 - If your do not know the CG's Employee number, click on the drop down menu under "Employee" and select the CG's name
 - Be careful to select the correct CG as many CGs have the same or similar last name.
4. Key in totals hours worked for the week.
5. Once all hours have been entered and verified for the PDC entry, click "Update."
6. Repeat steps 1-6 for the remaining CGs from the PDC

There should only be one consumer on TS. If there are multiple consumers listed, the TS should be rejected and the CG needs to submit new TS for each consumer. Multiple TSs for one CG may result and must be individually entered into ROWDI.

When the DO is Unable to Enter Hours into ROWDI

If the CG does not have a department code entered in ROWDI, then hours cannot be entered.

1. Open Microsoft Outlook.
2. Open a new email
3. In the body of the email, list the Consumer's name, the CG.s name, the total hours worked and the dates worked.
4. The subject line should read "Payroll Issues"
5. Repeat step three for all hours, you are unable to enter.
6. Once you have updated the body of the email with all hours you cannot enter, send the email to Operations Specialist (OS) and the ToCalendar (CC to the ToCalendar).

It is the OS's responsibility to ensure all hours are entered from the email. If OS is unable to enter hours, they escalate to the Operations Manager (OM).

How to process a back-up timesheet

1. The TS and PDC is marked as back up.
2. Verify that the CG did work back up by checking the calendar first and then the office white board.
3. Enter the hours in ROWDI as outlined above.
4. Check the "Backup" box in ROWDI.
5. The OS changes the rate of pay in ROWDI to ensure CG is paid at the back-up rate.

Code	Pay Rate	Backup	Sat	S
er	8.00	<input type="checkbox"/>	0	0

The OS reviews the calendar to change BU rates before closing payroll.

Verify Reports

Friday Morning:

1. DM logs into ROWDI: <http://sqlserver/osiweb/>

ROWDI

Remote Operating Web Developed Information


User ID:

Password:

Main Menu

Find a Contact
Add a Contact
Client Reports
Employee Reports
Payroll Reports
Payroll Data Entry
Territory Specialist Maint.
DAP
CHIF

2. Once logged in you are directed to the home page
3. Click on Payroll Reports.
4. From the department code drop down report menu select the PDC with Zone Report.
 - Choose District and zone then select “Run Report” (when applicable select the zone for the lead TS exchange)



PDC Form w/Zone for the Period: **07/02/2011** **- 07/08/2011**

CNM
Zone: CNMZone2SAlb

CG ID: CG Name: Last 4 digits of SSN: CG. Phone: Hours App.: 46.50 Has CHIF: No

Cons. ID: Consumer: Phone: O of C: Directed Last week Hrs.: 14.00 This week hours: Resp.?: BU:?

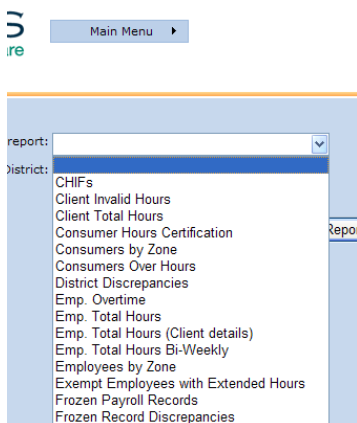
Sun. 0.00 Mon. 0.00 Tue. 0.00 Wed. 0.00 Thu. 0.00 Fri. 0.00 Sat. 0.00 Total 0.00

[Report](#)

Payroll Certification Procedure

You are now ready to print your payroll reports in the District Office

1. In ROWDI©, move curser over Main Menu tab for drop down menu to appear and click on “Payroll Reports”
 - From the “Select a report” drop down menu
 - First, choose the correct pay period for the week you are entering data on.
 - Select the district of choice
 - then click to run report and print each of the following reports:
 - Clients with invalid hours – pull by district and pay period
 - Client Total hours – pull by district and pay period
 - District Discrepancies – pull by pay period
 - Employee Overtime – pull by district and pay period
 - Exempt employees with Extended Hours – pull by district and pay period
 - Frozen Payroll Records – pull by district
 - Non Billable Hours – pull by district and pay period
 - Non Reporting Clients – pull by district and pay period
 - Non Reporting Employees – pull by district and pay period



Each report opens in a new window

Verify Data Entered

Clients with Invalid Hours

- Consumers with hours over or under their authorized hours
- Consumers that are missing an authorization form in ROWDI

Clients with Invalid Hours for the Period: 05/07/2011 - 05/13/2011

Employee
District: CNM

Client Name: Allen, [redacted] Hours Approved: No Auth./Auth. Changed Total Hours: 368.50 Total Non-Respite Hrs: 42.00
Auth. Start: 6/1/2011 12:00 Auth. End: 5/31/2012 12:00

<u>Employee</u>	<u>Service Hours</u>	<u>Department Code</u>
Baca, [redacted]	4.00	CNM Caregiver
Baca, [redacted]	7.50	CNM Caregiver

Write "OK" here

1. Missed care should always be recorded on the Calendar
2. Each consumer's hours approved per week and the total hours worked for the week are shown. You must explain why the hours do not match using the Certifiable Reasons for Missed Care.
 - a. If hours approved stated No Auth/Auth
 1. Verify last approved authorization under ROWDI submissions.
 - a. In ROWDI go to the Contact Look Up
 - b. Enter Consumer name
 - c. Click on submissions to view all authorizations.
 2. If hours match last approved authorization, write „OK. In the bottom right corner and proceed to next consumer.
 - b. For every variance, the reason should match the Certifiable Reasons for Missed Care. This dictates which form should be completed.
 - c. If hours worked are over or under the approved hours you should write the reason in the bottom right hand corner of that consumer. Examples of reasons would be „refusal of care. (ROC) or did not notify (DNN). This should match the Certifiable Reasons for Missed Care form.
 - d. Repeat process for each consumer on the report.

Client Total Hours

- Only verify the respite hours (last page of the report), this is respite relief for primary CG

Client Total Hours for the Period:			6/4/2011 - 6/10/2011	
Pease		27.00		
Richa		21.00		
Rojas		30.00		
Roma		16.00		
Santi		28.00		
Trim		10.00		
Wilki		22.00		
Client Name	Total Hours		Dept. Code: 107137	NENM Respite
Baca,	5.00			
DeVa	5.25			
Hurle	3.00			
Lope	1.00			
Marti	10.00			
Marti	2.00			
Pepp	7.00			
Varos	4.00			
NENM	Total Hours:	3,601.00		
	Total FTE's:	90.03		
	Total Clients:	128		
			0.00 Non-Reporting Clients	
Hours Grand Total:	3,601.00			
FTE Grand Total:	90.03			
Client Count Grand Total:	128		0.00 Non-Reporting Clients	

Write "OK" here

- The DO reviews Respite Tracker in ROWDI© and choose District
- Unfreeze whatever you received and put in the date timesheet was received to verify that Consumer received an authorized amount of respite hours.
 - DO looks at the number of respite hours available for the Consumer in order to ensure that there are enough hours remaining for the week.
 - When there are not enough hours to cover the week, the DO makes a note for the OS to change any overage hours to regular.

District Discrepancies

- This report shows consumers from one district that received care from a CG from another district.

District Discrepancies For the period :			6/4/2011 - 6/10/2011	
Client	Client District	Employee	Total Hours	Employee District
Martinez,	NENM	Martinez,	40.00	NNM
Lopez,	NENM	Lopez,	29.00	NNM

1. The District enters hours that the Consumer lives in.
 - a. If there are no Consumers on the report. write OK
 - b. Verify the CG and Consumer match or make a note for the OS to correct the CG name.
 - c. Print even if report is empty

Employee Overtime

- This report would reflect leads, cores or HVS. (CG are not eligible for overtime pay)

Employees with Overtime in the period :

<u>Employee Name</u>	<u>Primary Client</u>	<u>Total Hours</u>	<u>O.T. Hrs</u>	<u>Contact Phone</u>
	None			

1. Write "none" if there is no OT.
2. All OT should be approved through an RTF prior to working.

Exempt employees with Extended Hours

- This report shows any CG that works 60 or more hours in the pay period.
- Overtime is monitored for:
 - Burnout on the part of the CG and
 - Quality of care provided by CG
- Time over 60 hours needs prior approval

Exempt Employees with Extended Hours:

<u>Employee Name</u>	<u>Primary Client</u>	<u>Total Hours</u>	<u>O.T. Hrs</u>	<u>Contact Phone</u>

1. Open the Authorization tracker at: (O:\Public\Trackers\Authorization Tracker) and choose District
2. Unfreeze whatever you received and put in the date timesheet was received – You need to select your district folder.
3. On the extended auth tab, verify that hours worked are below the maximum hours approved.
 - a. If below maximum, hours write OK next to CG name.
 - b. If Consumer is directed the hours are OK
 - c. Confirm hours worked are for the approved Consumer.
 - i. If they are not, DO must note reason why
4. Expiration dates for each approval are to follow up with the consumer on the extended hours form

Frozen Payroll Records

- This report shows consumer hours that have not yet been billed.
- They are held for billing purposes even though the CG still gets paid

Frozen Payroll					
CNM	<u>Date Entered</u>	<u>Employee</u>	<u>Department Code</u>	<u>Total Hours</u>	<u>Date Entered</u>
	6/4/2011 - 6/10/2011				
		Lopez, Annie			
		Bernal, [REDACTED]	CNM Caregiver	10.00	6/13/2011
		Bernal, [REDACTED]	CNM Caregiver	9.00	6/13/2011
		Porath, [REDACTED]	CNM Caregiver	17.50	6/13/2011
CNM				<u>36.50</u>	
Grand Total:				<u>36.50</u>	

1. Review each consumer and write “F” to keep record frozen if you are still missing a TS or “U” to unfreeze the record if you have received all TS.s for that pay period for that consumer.
 - a. Records would be frozen if you are missing or holding TS for one of the consumers CGs.
 - b. When the District receive the TS, they inform the OS who then unfreezes the record

Records that are 5 weeks or older must be unfrozen for billing as invalid hours

Non Billable Hours


- This report reflects only lead time hours
- We can bill for training

Non-billable Hours for the Period :				-
District:	<u>Emp. ID</u>	<u>Employee Name</u>	<u>Phone</u>	<u>Tot. Training</u>
Total Training Hours:				
<u>Grand Total Training Hours:</u>				

1. Verify hours are correct and write OK

Non Reporting Clients

- This report shows Consumers without hours.
- We have approved hours for the client but no hours were reported




Non-Reporting Clients as of: 7/5/2011

<u>District</u>	<u>Client Name</u>	<u>Phone</u>	<u>Units Auth.</u>	<u>Auth. Start</u>	<u>Auth. End</u>	<u>Option of Care</u>
CNM	Abeyta		25.50	11/20/2010	10/21/2011	Delegated
CNM	Archuleta,		30.00	2/28/2011	3/31/2012	Delegated

- Follow the “Client with invalid hours” report for verification process.
 - Look for justifiable reason from the “Certifiable Reasons for Missed Care” Form
 - Who to go to:
 - Directed consumers (them)
 - Or CG for Delegated consumers

Non Reporting Employees

- When a CG has been inactive for 90 days, the DO files an e-separation.
- Weeding out who needs to be kept active or terminated
 - Active for up to 90 days of no work (may want to add to back up list)



Non Reporting Employees 7/5/2011

<u>CNM</u>	<u>Emp. ID</u>	<u>Employee</u>	<u>Primary Client</u>	<u>Phone</u>	<u>Physical City</u>	<u>Last Work Day</u>	<u>Pri. Lang.</u>	<u>Mailing Address</u>	<u>Mailing City</u>	<u>State</u>	<u>Zip</u>
					Albuquerque -	06/03/2011	English		Albuquerque	NM	87109
					Albuquerque	05/20/2011			Albuquerque	NM	87114
					Albuquerque -	04/22/2011			Albuquerque	NM	87110
					Albuquerque -	04/01/2011			Albuquerque	NM	87114
					Albuquerque -	04/22/2011			Albuquerque	NM	87107

- Review each CG on the list and write “KA” for keep active or “NA” for not active to the left of CG name.
- Look at the column titled “Last Work Day” if this date is less than 90 days write “KA” next to the CG.s name.
 - Exception: write “NA” if you have just separated the CG from the company.
- When there is no date entered in this column, verify last contact date in ROWDI.
 - Pull up CG by Employee ID:
 - Add the contact date to your report.
 - If the date is within 90 days write “KA”.
 - If the date is greater than 90 days click on edit hired information and check for a rehire date. If rehire date is within 90 days write “KA” otherwise write “NA”.

The specific reasons for each discrepancy must align with the reasons identified on the Certifiable Reasons for Missed Care form.

You are now ready to have your District Manager (DM) review all of the above reports. The DM must review every page and initial at the bottom of each page.

1. Complete the Payroll Coversheet Final to ensure you are including all reports. This is located at O:\Public\Forms\Packets\Packet Coversheets
2. Must have all the CARES forms scanned
3. Scan the payroll packet to the Operations Specialist box in LibertyNet for OS verification.
 - a. The deadline to scan the payroll packet to your OS is below:
 - SENM & NENM – 1 PM on Tuesday
 - NNM, CNM & SNM – 3 PM on Tuesday
 - ENM – 8 AM on Wednesday

Payroll Packet Reviewed By OS

OS reviews all reports and contacts District via email with questions and comments by:

CNM, NNM, NENM, SNM, SENM & NWNM - 8:30 AM MST Wednesday

ENM – 10 AM MST Wednesday

1. OS reviews all reports to verify and either agree or disagree with the District and then sends to the Auth Manager for them to review
2. OS contacts District via email with their questions and comments by:
 - a. CNM,NNM,NENM and NWNM – 8:30 AM MST Wednesday
 - b. ENM — 10:00 AM MST Wednesday

OS Payroll Certification Process

Payroll packets—Monday's time sheet exchanges are when caregiver turns in their time sheet (between 7:30 – 12:30) at specified location (lead location), by close of business day at the District office or call in hours (between 12:00 AM Saturday and 11:59 PM Sunday). The OS checks if the payroll data sheet in ROWDI© and time sheet tracker at (O:\Public\Trackers\NO TS) and choose District. Unfreeze whatever you received and put in the date timesheet was received, match hours. Account for missing hours from CGs based on what was approved. Print out OOPS Time Sheets. On Tuesday, the OS goes through all the payroll submissions in order to verify and justify the approval of expenditures in the field from their District. It is important to look for discrepancies/errors to prevent fraudulent claims. Payment is then authorized as needed. The following are required for authorization of the timesheets:

Employee: Complete this timesheet DAILY as you complete your shift. At the end of the week, call your hours into the time reporting line (1-866-247-4224). Then, leave this timesheet in your binder for your supervisor to pick up. Without your call, we cannot process your paycheck. Please ensure that you call in your hours EXACTLY as they appear on this timesheet as any discrepancies will be subject to disciplinary action.

Employee Name: Debbie Employee SSN: 5 Client Name: John

Please check (✓) one: ☒ I am the client's primary caregiver. ☐ I am the client's secondary caregiver. ☐ I am filling in as a back-up.

SUNDAY	MONDAY	TUESDAY
Date: 9/11	Date: 9/12	Date: 9/13
Start: 8:00	Start: 8:00	Start: 8:00
End: 1:30	End: 1:30	End: 1:30
Total Hours worked: 5.5	Total Hours worked: 5.5	Total Hours worked: 5.5
Tasks you performed today:	Tasks you performed today:	Tasks you performed today:
Assisted with medication	Assisted with medication	Assisted with medication
Helped client use bathroom	Helped client use bathroom	Helped client use bathroom
Helped client to do things	Helped client to do things	Helped client to do things
Helped client eat	Helped client eat	Helped client eat
Prepared meals for client	Prepared meals for client	Prepared meals for client
Cleaned home	Cleaned home	Cleaned home
Helped bathe or dress client	Helped bathe or dress client	Helped bathe or dress client
Helped care for client's skin	Helped care for client's skin	Helped care for client's skin
Helped client walk or get in/out of chair	Helped client walk or get in/out of chair	Helped client walk or get in/out of chair
Maintained/cleaned client's assistive device(s)	Maintained/cleaned client's assistive device(s)	Maintained/cleaned client's assistive device(s)
Performed errands/transportation	Performed errands/transportation	Performed errands/transportation
Other:	Other:	Other:
WEDNESDAY	THURSDAY	FRIDAY
Date: 9/14	Date: 9/15	Date: 9/16
Start: 8:00	Start: 8:00	Start: 8:00
End: 1:30	End: 1:30	End: 1:30
Total Hours worked: 5.5	Total Hours worked: 5.5	Total Hours worked: 5.5
Tasks you performed today:	Tasks you performed today:	Tasks you performed today:
Assisted with medication	Assisted with medication	Assisted with medication
Helped client use bathroom	Helped client use bathroom	Helped client use bathroom
Helped client to do things	Helped client to do things	Helped client to do things
Helped client eat	Helped client eat	Helped client eat
Prepared meals for client	Prepared meals for client	Prepared meals for client
Cleaned home	Cleaned home	Cleaned home
Helped bathe or dress client	Helped bathe or dress client	Helped bathe or dress client
Helped care for client's skin	Helped care for client's skin	Helped care for client's skin
Helped client walk or get in/out of chair	Helped client walk or get in/out of chair	Helped client walk or get in/out of chair
Maintained/cleaned client's assistive device(s)	Maintained/cleaned client's assistive device(s)	Maintained/cleaned client's assistive device(s)
Performed errands/transportation	Performed errands/transportation	Performed errands/transportation
Other:	Other:	Other:
Total Hours This Week: 38.5		

Employee Signature: Debbie Consumer Signature: John

I hereby certify that the hours and tasks shown on this TIME RECORD are true and correct.

CALL IN TO REPORT THESE HOURS TO THE OFFICE IMMEDIATELY!! 1-866-247-4224

YOU MUST REPORT YOUR TIME BETWEEN THE HOURS OF 8 A.M. AND 5 P.M. EVERY SATURDAY IN ORDER TO ENSURE YOUR PAYCHECK IS PROCESSED ON TIME!!

NEXT, SIGN YOUR TIMESHEET TO ENSURE THAT YOUR PAYCHECK CAN BE PROCESSED!!

THEMESHEETS WILL NOT BE PROCESSED WITHOUT BOTH CLIENT AND EMPLOYEE SIGNATURE.

REMINDER: Payday is every other Monday.

The time reported on this timesheet will be paid on: _____

Supervisor Signature: _____ Date Signed: _____

Only Black or Blue ink pens are accepted – legal documents and should be treated as such

- Only the last 4 digits of the Care Giver (CG) social security number on the timesheet
- CG's full name, their consumer's full name, CG's signature or thumb print and their Consumer's (or Power of Attorney [P.O.A.]) signature is on the timesheet
- CG is not to perform tasks for consumer that are not approved in the service plan
- All Consumer's (or P.O.A.) need to initial every day that caregiver works. This should happen at the end of every shift
- The start and end time must be present and legible, must add up to the total hours approved for the day and the time of day is indicated by circling AM or PM
- Each day worked must have the days completed tasks marked with an "X". Tasks must follow the schedule. Marks made all the way down or blobs placed in the boxes are not acceptable
- Each day must be added correctly and the total given must be correct. Respite and regular hours must be clearly marked each day, and in the total for the week
- Changes and/or corrections on timesheets: need to have a line through the mistake and the Consumer (or P.O.A.) and caregiver initials next to the correction – no scribbles, no white out
- Date changes on timesheets: If the caregiver is using an older or newer timesheet and the dates do not match the week, being turned in – the dates can be changed but must be changed for each day on the timesheet with the caregiver and Consumer's (or P.O.A.) initials. Current timesheets are always available in the office
- Timesheet exchange: takes place at the drop off location during specified hours on Monday 7:30am-12:30pm, open hours at the DO and Tuesday 8:00am—12:00pm in the office. Some locations allow phoning in hours 12:00 AM Saturday – 11:59 PM Sunday. CG must call the office ahead of time if they cannot turn in during those times

Time Sheet authorization Procedure:

Log into ROWDI©, select from the menu “Pay Roll Reports”. Then click on “Employee Total Hours” from the next menu. Select the district you are working with and choose Start and End dates for the pay period. A new window pops up that has a document showing total employee’s hours for the chosen district. Printout the report, and use LibertyNet to view the actual forms that were scanned into the database.

Employee Total Hours for the Period :				7/2/2011 - 7/8/2011			
District:	ENM	Emp. ID	Employee Name	Phone	Tot. Hrs.	Non-Billable Hours	Tot. OT

Open LibertyNet and click on white folder, choose the district you are working with and then click on “Ops Specialist” and select “Admit Time sheet”, a new window pops up that is the timesheets from the district. Compare both forms for accuracy. Check for the following:

- If the scheduled hours for respite have been approved
- How much was billed and what is available for respite compared to what is left to meet the need of upcoming scheduled respite.
- If hours of employees add up to what was authorized for work
- Accuracy on what was authorized or not
- If employees want to stay active, mark employees that need to be canceled
- Non billable hours check
- Check for preapproval for CGs if they worked over 60 hours for that overtime. (CGs are not paid overtime unless they do office work) If hours worked over what was approved, an RTF needs to be filed.
- If CG and consumer are in different districts, check for data entry error
- Compare “the Non-Reporting Clients as of” form with the “CARES” forms and Calendar as needed, research if there is any discrepancy.
- “Millage Logs” are accurate and realistic
- “Payroll Check/Adjustment Requests” accuracy and if cards need to be loaded
- CHIFs forms to see if actions need to be Calendared or authorizations signed.
- Check for date consistency
- Look into reasons for ROCs (Refusal Of Care)
- See if there are any missing time sheets and Calendar as needed
- Make sure consumers have permanent CG
- CHIF reports, make sure times spent in hospital don’t overlap reported care

If time sheets fit within approved care granted for hours worked, then approve payment. If there are discrepancies, then contact district to discuss. Admin receives approval from the OS as they make comments on the open documents in LibertyNet by creating a dialog box for typing information.

While processing payroll, ask questions like, “Did we call that consumer?”, “what follow-ups need to be done?” in order to understand each entry before authorizing and weed out discrepancies. Attach CARES forms to the back of the printout for added documentation. Enter any data that is not in ROWDI© or

adjust entries that need updating or added information. Talk with the DM about all the discrepancies in an email; this is called a Question Check. If an item was disapproved then fix it before authorization.

OS Payroll Reports Process

Open LibertyNet and print the following reports:

Admin Timesheets

1. Make sure each has district and week beginning and ending dates
2. Make sure their district is on it
3. Make sure signed by employee and DM and dated
4. Index as "Admin Timesheet"
5. Forward to Payroll as Core Group and Overhead Timesheets

Mileage Logs

1. Make sure they used the form stating reimbursement rate is 0.205
2. Make sure they have week beginning and week ending dates (add as needed)
3. Make sure it is signed and dated
4. Make sure their district is on it
5. In cases for DM, make sure DM has signed and dated it
6. Forward to Corp Admin

Core Group Timesheets

1. Print all core timesheets
2. Make sure each has district and week beginning and week ending dates
3. Check office and travel times and highlight each line of these items
4. Double check that they do not have travel time except to/from office (unless otherwise approved)
 - a. When they put down a comment (e.g. "hand appt") under a consumer's name, make sure it was not really travel time, which is not non-billable
 - b. Add each day's time together and put total at end of day in margin
5. District should have entered the client's time because they should have timesheet; with no TS entered by Tuesday morning, email to find out why

Open ROWDI© print out all the reports

Payroll data entry

- a. Enter total of each day's non-billable under that day (leave consumer blank)
 - b. Double check that ROWDI total non-billable time is same as you calculated on the Core Timesheet
 - c. Do a search under that pay period beginning and ending dates to make sure each core is at a total of 40 hours for the week
6. Mark L'net timesheet as entered by your initial and direct to file
 7. Mark paper copy as "done" and write non-billable hours in top left corner

- a. Make sure all non-billable core hours do not exceed “Core Un-billable Hours” for district (on the calendar wall for that district) when they do, an RTF must be filed.

Private Pay—indicated by type of plan for consumer

1. Check in ROWDI© under submissions Type, to make sure they are claiming correct hours

Submissions by Type as of: 7/27/2011

District:

Submission Type:

<u>Client Name</u>	<u>Option of Care</u>	<u>Specialist Name</u>	<u>Submit Date</u>	<u>PCSP Start</u>	<u>Submission Status</u>	<u>Response</u>	<u>Hrs. Req.</u>	<u>Hrs. App.</u>
Number of	Approved:	Denied:	Request for more Info.:	Pending:				

2. Index timesheets and when they have a schedule with it, index schedule separately as “other programs acknowledge”
3. Double check timesheet to make sure they have beginning and ending hours for each day and that the total hours are correct
4. When CG has scribbled anything out, make sure they also have initialed next to it
5. ROWDI©
 - a. Payroll Data Entry
 - b. Enter total of each day’s hours under that day and check that total is same as on your timesheet
6. Give copy of each to Options Accountant
7. Mark your copy as Done

Time off Requests

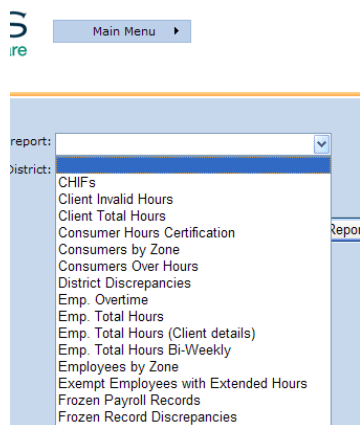
1. Make sure they use the Time off Request Form
2. Make sure it is signed by both employee and supervisor
3. DM time off request goes to Corp Manager and end up with payroll
4. Other time off requests go behind the time sheet that has the request dates on it and forwarded to payroll and can group “CAREs Group and Overhead Timesheets” Folder as :
 - a. Special note: non + ok
 - b. Payroll + ok
 - c. HB Management Group + ok
 - d. Payroll@HBmgmt.com
 - e. No cc
5. As problems come up, put a note to yourself via ToCalendar

Please Calendar for:

- OS to review CHIF
- For OS to update CHIF tracker
- For OS to update BIT

OS payroll verification

1. Print the following Payroll Reports: (dates of last week's payroll)—Clean Copy, From ROWDI©



- Non-reporting clients as of: (today's date)
- Clients with invalid hours for the period (date of payroll)
- Non reporting employees
- Client total hours for the period
- Frozen payroll
- Non-billable hours for the period
- Exempt employees with extended hours
- Employees with overtime in the period
- District discrepancies for the period
- Consumers over approved hours for the period – run this to the end of the year
- Employee total hours for the period (district does not print this one)
- Out of period payroll not sent to Paycom as of: (today's date)
- Payroll packet sent to you by the district—Dirty Copy, From LibertyNet
- Put each clean copy on top of matching dirty copy

Highlighter Color Codes

- **Pink**—Corporate
- **Yellow**—questions for District to ask via email
- **Purple**—Calendaring (example: missing TS needs EC)
- **Blue**—authorization issues such a need a change in ROWDI©

DM Initials

- When you receive payroll reports from district, make sure the DM's initials are on each page of each report or reject. If DM is unavailable, initials of whomever the DM appoints in their absence is also acceptable.
- Write "OK" on top of any report that has nothing in it

Client total hours for the period

- Go down to the part of the report that has "District Respite"
- Open the Respite tracker in ROWDI© sent the Friday before
- When the plan is a D& E expired plan, write "expired but in process"
- It is okay when they use 20-30 hours, but find out why over hours were used
- Make sure respite hours left is not under 100, when found to be under 100, write with **purple pen** on Calendar the total hours remaining – exactly 100 hours gets **highlighted and calendared in white with purple**

How to find all ROWDI reports

Consumers over approved hours

- A. Check to see if RTF is filed and when there is none, file and RTF as long as there is preapproval for overtime by either the VP, the DDCO (Deputy Director, Corporate Operations) or the DDFO (Deputy Director, Field Operations)
- B. Check in ROWDI© to see what consumer's submissions are and whether those hours were worked or not, as well as why when not worked.
- C. When all is OK, write "None" on that report

District discrepancies for the period

- A. Check to make sure that consumer is an approved consumer in
- B. Check to make sure correct district is chosen when the payroll entry was happening
- C. Sam Cordova—works for CNM and NENM, he is always OK for either
- D. Supervisor is always OK because it was entered by the OS; usually meaning the salaried employee worked for a client because there was no one else

Exempt Employees with Extended Hours—over 40 hours in pay period

- A. Open Auth Tracker at: (O:\Public\Trackers\Authorization Tracker) to see that extended hours were approved for anyone over
- B. Consumers who are directed care do not need extended authorizations
- C. Anything under 60 hour is OK
- D. Make sure each CG over 60 hours for the week has prior approval and are in tracker or reject

Non Billable Hours

- A. If the District has a Lead, make sure they are on the report
- B. These hours include driving or office time – we do not bill consumer for these hours but pay employees for the hours worked
- C. Enter hours in ROWDI© Payroll Data Entry. When there is no department code, email the DDCO to enter
- D. Separate Leads from Cores then write totals for each at bottom of the page

Out Of Period report (OOPS)

- A. For OOPS timesheets, place on last week's payroll the date you received them

Frozen Payroll Report

- A. Go by what the District says on their report (Whether "U" unfrozen or "F" frozen)
- B. Keep frozen when waiting for TS to be turned in
- C. Check the No Timesheet Tracker at: (O:\Public\Trackers\NO TS)
- D. In ROWDI©, go to Payroll Data Entry
 - i. Unfreeze by un-checking the box under "frozen"
- E. Mark "U" for unfreeze or "F" for freeze on the report by each person
- F. EC does not have to be issued before you unfreeze
- G. Report can only be frozen for 6 weeks and then must unfreeze, making sure action has been Calendared

Non Reporting Employees—active employees with no hours

- A. Write “KA” for overhead employees
- B. Look in ROWDI© for all non overhead employees
 - a. Fill in any missing data from the report
 - b. Write on report if inactive over 90 days, “Do we need to term?”
- C. When District sends term forms, enter them into ROWDI© immediately (prior to DDCO printing this report)
- D. You can have Options terms form without a State term form but not vice versa

Non Reporting Clients—missed care

- A. There must be a certifiable reason for missed care as chosen from the For ROC (Refusal of Care):
 - a. Pull the CARES to check that name on CARES report is the same name as the District wrote on this report. When there is a discrepancy, write the discrepancy concern and “why?” Then highlight in yellow. Also, make sure you have a completed CARES form for each, and the information on forms is the same with each other and well as the Calendar.
 - b. Write number of hours on the report to verify that missing hours add up to their authorized hours.
- B. For 2 different reasons, (put number of hours for each [from CHIF] and make sure total is correct amount according to their submissions in ROWDI©)
- C. Verify the District’s answers: check to see that case closures have been done after providing a reason (answer)
- D. Make sure reason is “verifiable” by information in ROWDI, Auth/CC Trackers or CHIF.
- E. When it states “No TS”, look up in Payroll Data Entry the consumer name:
 - a. Write consumer’s name on the report next to the CGs name
 - b. Write “No TS” on the same line with a Blue pen
 - c. In ToCalendar, request for an EC for all “No TS” unless they just work Respite
 - i. Write with a Black pen “this CG just works respite
 - d. In the No TS Tracker at: (O:\Public\Trackers\NO TS), add names from all No TSs on this report
 - i. When you used a Blue Pen (not Black), make change in ROWDI©
 - 1. Client who is supposed to be closed in ROWDI© do to CC (Case Closure)

Clients with Invalid Hours

Total Hours - Approved Hours = Variance in discrepancy

- A. Figure out difference in hours by subtracting the total hours from approved hours.
- B. Look up consumer in ROWDI© (“find client”, type in name, make sure you have correct client and choose “view”) and read notes
- C. Look up CG in ROWDI© freeze because of not having a TS (“Edit”, “Freeze”, “Update”)
- D. When you do not have department code, email DDCO for them to enter
- E. Calendar for DM to issue and EC for no TS (mark page with purple highlighter)
- F. Calendar to update

G. Calendar to receive TS

Total Client Hours for the period

1. Check respite remaining respite hours in ROWDI©
 - a. Deduct the respite hours used this week from the above report to find current hours left
2. Match each name from report and check authorization status
 - a. When authorization is still good, (not over hours) no action taken
 - b. When authorization is expired, (hours over), change the client to regular hours and Calendar to reduce
 - i. Calendar when client reaches 15 hours left to the priority box
3. Notify District in cases of any hours under 100

Payroll Action Cover Form

1. Always keep several copies of the form (if you need more get a copy from another OS)
2. Fill in the District, date of payroll week, chiefs and pink mark for Corp
3. Fill in number of items on each report and the RTF #
4. Check everything that is complete

OOPs Procedure

OOPS are timesheets that are turned in late. For OOPS timesheets, place on last week's payroll from the date received. OOPS need to all be entered on Tuesday by the end of business day current pay period. To retrieve OOPS timesheets, open LibertyNet.

Liberty Net—consumer and employee files where data is entered for timesheets based on home care provided. Choose a name then print time sheets (make sure you choose under the print option the correct printer you want and the “select all” so that all of your sheets will be **printed**).

1. Click on white folder on top left of toolbar
2. Choose region
3. Click on “OPS Spec”
4. Choose individual employee or consumer name
5. Check for:
 - ✓ Consumer and Care Giver signatures
 - ✓ Hours added correctly
 - ✓ Correct hours based on approved hours (check in ROWDI© in hours are not known)
 - ✓ Good reason when hours are over or under approved hours
6. Reject timesheet if any of the above are missing
 - a. On timesheet, open a text box and type in reason for rejection



- b. Close timesheet and highlight the timesheet by clicking on it
- c. Click on the above green arrow in order to forward document to a specified folder
 - i. Type in the *special note* window, "TS rejected" and the reason and sign your name, then click "OK"
 - ii. Now choose destination folder as "District Reject"
 - iii. Click "OK" then choose "Options Services"
 - iv. Then choose the name of the individual you want to be notified to receive this at the District office and click on "OK"
 - v. CG and consumer names, dates worked out of period and hours worked



7. Print OOPS timesheets

The next task is to verify the timesheets that were late. Open **ROWDI©** by typing in user name and password.

1. Click on "Payroll Data Entry"
2. Check the box entitled, "out of period" by clicking the box
3. Fill in the start and end dates based on the timesheet
4. Fill in the last name of the consumer
5. Click on "client"
6. Uncheck the "load all records" box by clicking the box
7. Click on "Search"
8. Locate the record for the timesheet and click on "edit"
 - a. Freeze account when hours are missing for purposes of pay.
 - i. For example, when consumer is approved for 29hrs and the timesheet only has 20hrs, 9hrs are missing. Enter the timesheet for 20hrs and freeze until the 9hrs are accounted for. When missing timesheet is received, for the 9 hrs, enter and unfreeze
 - ii. When a timesheet entry was not frozen when it should have been, the OS needs to email accounting that time from the timesheet that was not frozen for the previous time entered
 - b. Check back up box if hours are back up time
 - c. Write "entered" on the time sheet when done recording
 - d. Load all records then write client ID on sheet
 - e. Calendar to DM to issue a EC (Expectation Clarification)
 - i. Once EC is issued then OS updates tracker (EC date issued)

9. Open **no time sheet tracker** on O drive and one at a time to verify each

- a. Click on "My computer"
- b. Click twice on "O" drive
- c. Click twice to open "public" folder
- d. Click twice to open "trackers" folder
- e. Click twice to open "No TS" folder
- f. Click twice to open desired District
- g. Click twice to open excel spreadsheet

O:\Public\Trackers\NO TS

Cons Last Name	Cons First Name	Payroll Period	CG Last Name	CG First Name	Total Hrs For Missing TS?	Frozen? Y/N	EC Issue Date	Date TS Received	Notes
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10. Search under date of OOPS and look for consumer last name, see whether the time for the OOPS's CG hours were recorded

- a. When hours were recorded:
 - i. Update information from the timesheet
- b. When hours were not recorded:
 - i. Add new field and enter all the information from the timesheet
 1. Move cursor to dates worked and right mouse click on any name in that range.
 2. Choose "insert"
 3. Choose "entire row"
 4. Type in data based on timesheet

11. When done with OOPS timesheets, do a direct to file

- a. On the LibertyNet task bar, click on "perform lookup in ROWDI©"
- b. Then click on "File Document"



Payroll Questions Email

OS has until 8:30 AM (10 AM for ENM) Wednesday to email questions and comments. Each report is separated out and the questions listed below the applicable report.

1. The subject of your email will include the following:
 - a. The district
 - b. Pay period dates
 - c. The words "Payroll Questions"

Ex. NNM 2/26-3/4/11 Payroll Questions

2. In the body of your email write the title of the first report and below enter the question or comment for each consumer or CG.
 - a. For example, see above for Non Reporting Clients. They listed the first consumer (Joe Smith) – the reason he had no hours and the number of hours not worked (ROC 26.5) followed by the question (will he accept anyone now?)
 - b. Repeat for each individual question for each report.
3. Once you have entered all of your questions, send the email to the DO PA, DO DM, the district to calendar and the OS.
4. Continue to work all payroll questions through the email for documentation until you are ready to close payroll.
5. Each time you reply to the email you must select an unused color font.
 - A. The DO responds to all aspects of the email.
 - B. Reply all to the email and give response next to each question. Be sure to select a different color font when responding.
 - a. This process continues back and forth between OS, DO and Payroll Admin until all questions have been fully answered.

From: Jennifer Young
Sent: Wednesday, June 7, 2011 8:30 AM
To: Nicole Trujillo
CC: Carla Fernandez; NNM To Calendar; Jennifer Young
Subject: NNM 6/15-7/1/11 Payroll Questions

1. Non Reporting Clients
 - a. Smith, Joe -ROC 26.5 hrs – Will he accept anyone now?
2. Clients with invalid Hours
 - a. Smith, Joe -DNN 4 hrs – CARES needs to be connected – Missing date & schedule, date and time signed by DO
3. Frozen Payroll
 - a. 6/15-7/1/11 – I had to unfreeze – at 5 weeks
 - i. What would you like me to do with the rest? Blank

Turn into DDCO (OS copy each report in on top of the District's copy)

1. Payroll Packet Checklist
2. Copy of the questions you asked the District
3. Copy of CARES from the past Friday's Calendar
4. Non-reporting Clients as of:
 - a. With your answers written in to explain all entries
 - b. District copy
 - c. CARES forms that answer the questions for Non-reporting clients report
5. Clients with Invalid Hours for the Period
 - a. Your copy with answers
 - b. District's copy with answers

- c. CARES forms that answer the questions for Clients with Invalid Hours report
- 6. Non Reporting Employees with “Keep rest Active” written next to report title
 - a. Your copy with answers
 - b. District’s copy with answers
- 7. Client Total Hours for the Period
 - a. Your copy with answers
 - b. District’s copy with answers
- 8. Frozen Payroll
 - a. Your copy with answers
 - b. District’s copy with answers
- 9. Non-Billable Hours for the Period
 - a. Your Copy with answers
 - b. District’s copy with answers
- 10. Exempt Employees with Extended Hours
 - a. Your copy with answers
 - b. District’s copy with answers
- 11. Employees with Overtime in the period
 - a. Your copy with answers
 - b. District’s copy with answers
- 12. District Discrepancies for the Period
 - a. Your copy with answers
 - b. District’s copy with answers
- 13. Consumers Over Approved Hours for the Period
- 14. Employee Total Hours for the Period
- 15. Out of Period Payroll not sent to Paycom as of
- 16. Core TS and OOPs

Payroll Data Collection Process for Exceptions

(Caregivers who do not participate in the weekly timesheet exchange)

- 1. By the close of business on Friday, the Corporate Admin (CA) accesses ROWDI in order to run the Payroll Data Collection (PDC) with Zone Report, with criteria of “Exception” as the zone (Exhibit 1). This Report is used to record the number of hours called in by each caregiver (CG) who is classified an exception.
- 2. On Monday, the CA accesses www.personalreachmanager.com in order to check the messages left by the CGs. The CA refers to the Personal Reach Instructions (Exhibit 2). The CA fills in the hours reported by the CGs on the PDC form by the close of business on Monday.
- 3. On Tuesday, the CA accesses ROWDI and selects data payroll entry. The CA searches for each CG by last name. For each CG, the CA enters the CG number, the consumer number, and then the total number of hours worked for the week.
- 4. The CA prints a Payroll Data Collection Verification (PDCV) (Exhibit 3) with Zone Report with Exception as criteria. The CA compares this report with the PDC form to ensure employee names and number of hours worked has been entered correctly. Any discrepancies are

- corrected by accessing ROWDI and entering the accurate number of hours or by correcting the employee or consumer's name. After all discrepancies are corrected, the CA re-prints the PDCV form and compares this updated PDCV form to the PDC form.
5. The CA scans the PDC form into LibertyNet by the close of business on Thursday and disposes the hard copy.
 6. The CA additionally disposes the PDCV form.
 7. By the close of business Thursday, the CA refers to the Personal Reach Instructions, and deletes the messages from the system.

Complete the Payroll Actions Form

1. Complete the Payroll Actions Checklist Form located at: O:\Public\Forms\Operations_Bc
2. Calendar all purple items from the reports by 3:30 PM Wednesday
3. Calendar all additional items from email by 3:30 PM Wednesday
4. Update Payroll Actions Checklist metrics by 3:30 PM Wednesday
5. Update Metrics by 3:30 PM Wednesday
6. Send CHIF dates to Options Staff Accountant by 12:00 PM Wednesday
7. Calendar CARES by close of business day Friday
8. Update NO TS Tracker by close of business day Friday
9. Print last email correspondence in color

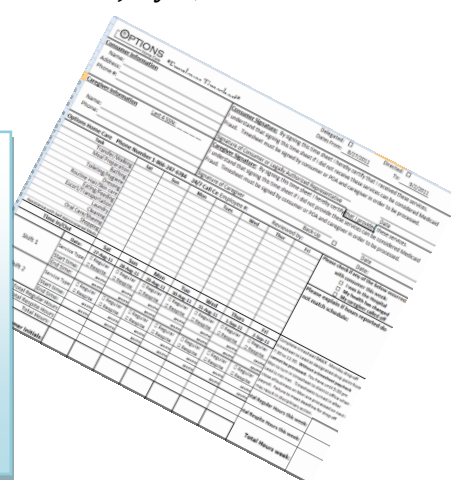
You are now ready to close payroll

OS hands the payroll packet to their OM for review by

10 AM Wednesday

Time Sheets Do's and Don'ts

"In order to comply with both State and Federal regulations, The PCO agency, through all caregiver staff, must assure that billing for services is based on complete and accurate timesheets. The Medical Assistance Division and/or the Federal Centers for Medical and Medicare can require the agency to pay back what was reimbursed for inaccurate timesheets and/or terminate the agency's Medicaid provider number(s). The PCO provider agency must assure complete and accurate timesheets."



Do's

1. **DO** complete your Timesheet (TS) daily
2. **DO** have your consumer initial TS daily and sign at the end of the week
3. **DO** make sure all of yours and your consumer's information are updated on the TS
4. **DO** verify all hours on the TS add up for each day and at the end of the week
5. **DO** make sure that you're following your Scheduling Session (SS) and tasks assigned on the Individual Plan of Care (IPoC)
6. **DO** make sure that you're marking off tasks that you perform on a specific day
7. **DO** mark through any errors, correct them and obtain the Consumer and Caregiver initials
8. **DO** keep your TS in the consumer's binder at the consumer's home
9. **DO** notify the office if you have to work different hours than what's on the SS and notate that on the TS - Prior to TS exchange
10. **DO** sign your TS at the end of the week
11. **DO** turn your TS in on Monday
12. **DO** put yours and your Consumer's full name on the timesheet.
13. **DO** complete 1 timesheet per consumer
14. **Do** make sure that your writing on the timesheet is legible

DON'TS

1. **DON'T** pre-fill out your TS
2. **DON'T** use whiteout on any errors made
3. **DON'T** wait until the end of the week to complete your TS
4. **DON'T** ask your consumer to sign your TS until it is filled out completely
5. **DON'T** take your TS with you when you leave your shift daily—Only take it when you need to turn it in during TS exchange
6. **DON'T** work any shift other than what's specified during your SS unless the office is notified prior
7. **DON'T** claim time that you are not working with your consumer
8. **DON'T** mark off that all tasks were performed in a single day—refer to the IPoC
9. **DON'T** forget to verify all information on your TS before you take it to the TS exchange
10. **DON'T** turn in incomplete or inaccurate TS
11. **DON'T** forget your consumer's initials or signature
12. **DON'T** claim time when your consumer is in the hospital
13. **DON'T** use nick names on the TS
14. **DON'T** use the drop box unless you have approval from your District Manager

Payroll Verification Guide

FORM	STEP ONE	STEP TWO	STEP THREE	STEP FOUR	STEP FIVE	STEP SIX	STEP SEVEN	STEP EIGHT	STEP NINE
Clients with Invalid Hours	Compare the District's Report to the re-run Report-Write the District's reason (one of the certifiable reasons) on the clean Report	Verify the reason for missed care by accessing the corresponding documentation, if reason cannot be verified mark in red to be questioned in email	Record the follow up actions on the clean Report	Send questions to the DM	Record clarifications on the Report	Fix related errors in ROWDI	Give to Ops Sup to certify	Calendar related items	
Non Reporting Clients	Compare the District's Report to the re-run Report-Write the District's reason (one of the certifiable reasons) on the clean Report	Verify the reason for missed care by accessing the corresponding documentation, if reason cannot be verified mark in red to be questioned in email	Record the follow up actions on the clean Report	Send questions to the DM	Record clarifications on the Report	Fix related errors in ROWDI	Give to Ops Sup to certify	Calendar related items	
Client Total Hours for the Period (Respite Hours)	Review each consumer's auth. plan to ensure that each consumer received authorized amount of respite hours	Ensure that each consumer has enough respite hours to cover the week	When there are not enough respite hours for the week, mark this in red to be questioned in email	Note on Report when any consumer has less than 100 total respite hours remaining	Send questions to DM	Record clarifications on the Report and Correct the respite entry by changing any respite hours that are beyond the authorized amount to homemaker hours	Mark the Report near each consumer's name to reduce the future allowance of homemaker by the same amount in purple ink to be calendared for	Give to Ops Sup to certify	Calendar related items
Employees with Overtime	Determine if employees appearing on the Report had prior approval for overtime using the AI process	When an employee did not have approval, mark the Report in purple to calendar for an AI for unauthorized overtime	Mark the Report in purple to calendar for preventive actions in the future	Send questions to the DM	Record clarifications on the Report	Give to the Ops Sup to certify	Calendar any related items and file any needed AIs		
Exempt Employees with Extended Hours	Review the auth tracker to verify that each employee is approved to work beyond 50 hours	Mark any employees who were not pre-approved with red ink to be questioned in the email	Mark the Report in purple to calendar to get approval and to file an AI for the CG working without pre-approval	Send questions DM	Record clarifications on the Report	Give to Ops Sup to certify	Calendar any related items and file any needed AIs		
District Discrepancies	Check the calendar to verify that when individuals appear, they are supposed to	When a data entry error occurs, fix it in ROWDI	Send questions to DM	Record clarifications on the Report	Give to Ops Sup to certify	Calendar any related items			
Non-Reporting Employees	Compare the District's Report to the re-run Report	Each employee marked as "Keep active-no hours this week" requires no follow up action	For each employee marked as "Not Active" mark the Report in purple to calendar for the termination form to be completed by the District by Friday	For each employee marked as "Keep active – should have hours this week" ensure that corrective data action was taken by accessing ROWDI	Send questions to DM	Record clarifications on the Report	Record clarifications on the Report	Give to Ops Sup to certify	Calendar any related items
Frozen Payroll Records	Unfreeze each consumer in ROWDI who is marked as "U" by the District	Verify each consumer by checking the Report up to three weeks previously who is marked as "F"	Mark the Report in purple to calendar to determine what actions need to occur in order to unfreeze consumers	Note on the Report that these actions must occur by Tuesday	Send Questions to DM	Record clarifications on the Report	Give to Ops Sup to certify	Calendar related items	
NonBillable Hours	Verify against the authorized NonBillable Hours for the District	Report any overages to the DO	Suggest actions and/or request increases in authorized nonbillable hours to DO	Mark any changes in purple to be calendared for	Calendar related items				

Certifiable Reasons for Missed Care Form

REASON NUMBER	REASON	ABBREVIATION	EXPLANATION	DOCUMENTATION	FOLLOW UP
1	No Caregiver Available	No CG	The consumer wanted care, but no CGs were available	CAReS Form-Check box #1	Identify a CG by listing the consumer in the CAReS box and on the wall
2	Refusal of Care	ROC	We had a CG available, but the consumer refused care for any reason	CAReS Form-Check box #10, box #3, and box #11	Calendar for the District to contact the client (this must be done every day the consumer misses care)
3	Consumer Health Incident	CHIF	The consumer missed care due to being in a hospital, a nursing facility, etc	a. CAReS Form b. CHIF (from network) c. After first week only CHIF	Calendar all questions sent to the tocalendar by the AS at time of incident
4	Suspended	SUSP	The consumer was suspended for any reason	N/A	a. Calendar all questions sent to the tocalendar by the AS b. Check the consumer's information in the Auth. Tracker and update when needed c. Calendar to suspend in ROWDI
5	Case Closure	CC	The consumer passed away, transferred or other reasons for closure	CC Form from network	Calendar all questions sent to the tocalendar by the AS at time of case closure
6	No Timesheet	No TS	The CG did not turn in a timesheet	N/A	a. Calendar for the DM to issue Expectation Clarification b. Freeze record if another CG reported hours for the same service type
7	District Not Notified	DNN	Neither the consumer nor the CG notified the District that care was missed- The District was not given an opportunity to provide care	CAReS Form	Calendar for the DM to initiate Expectation Clarification
8	Adverse Incident	AI	The consumer's home was a hostile or unsafe environment, so the District was directed not to provide a CG	AI	Calendar all questions sent to the tocalendar by the Incident Specialist at time of AI
9	Non Authorized Homemaker Client	NAHC	The consumer is authorized for non homemaker only or their authorization was not in effect for pay period	N/A	a. Ensure that consumer is authorized only for non-Homemaker hours or if it is an error in ROWDI-Make corrections to any errors by working with Quality of Care b. Check to make sure that consumer has a CG and that a scheduling session has been calendared if plan not in effect yet c. When consumer should be suspended due to expired authorization, calendar to follow suspension procedure
10	No New Hire Paperwork	No NHP	The District did not turn in new hire paperwork by required timeline	N/A	a. Locate the paperwork to verify CG's status. b. Calendar for paperwork to be submitted by Friday c. Freeze record if another CG reported hours for the same service type
11	Made-up Hours	Made-up	The District directed schedule to be increased/decreased based on the previous weeks usage	Calendar	a. Use the PCO/Homemaker Hours Report to ensure hours are on track for the year b. When the hours are not on track, calendar for future week to be made up accordingly
12	Confusion/Discrepancy in Hours	CON	There is a Confusion/Discrepancy in authorized hours	N/A	a. Check to see that the total number of units is entered correctly in ROWDI b. When needed, calendar to reduce or make up hours c. Calendar a scheduling session for CG
13	Plan Change	PC	The CG's authorization plan changed in the mid-week	N/A	a. View the submissions in ROWDI and determine how many hours were supposed to have been worked b. Refer to the CG's previous and current PCSP or ISP in ROWDI to determine plan change c. When CG is working over or under, ensure that a scheduling session occurred or calendar for one to be scheduled
14	Caregiver just attended NHO	CNHO	Caregiver just attended NHO – hours to be entered next week	N/A	a. Freeze record if more than one CG reported hours b. Calendar to enter hours as OOP c. Scan TS with OOP for the next week

Payroll Schedule

