

Q: How are timesheets submitted?

A: There are currently four ways to submit timesheets. To avoid holding up processing your payroll, please restrict your submissions to one method ONLY!

MAIL

The mailing address for **Philadelphia** timesheets is:

RESOURCES FOR LIVING INDEPENDENTLY
C/O LIBERTY RESOURCES INC.
P.O. BOX 239
PHILADELPHIA, PA 19105

The mailing for **Allentown** timesheets is:

RESOURCES FOR LIVING INDEPENDENTLY
C/O LIBERTY RESOURCES, INC.
919 S 9TH STREET
ALLENTOWN PA 18103

For your convenience blank timesheets are included with attendant pay stubs every two weeks. NOTE: You must use your own envelope and postage to mail in timesheets.

DROP BOX

Convenient drop slots are located outside the doors to our offices for after hours drop offs.

DIRECT FAX

Philadelphia: (215) 701-5940
Allentown: (610) 879-3719

When faxing, you must clearly address the timesheet to the attention of RLI and fax to the appropriate number as it appears on your timesheet. It is recommended that you print and retain the confirmation as proof of successful transmission.

DROP OFF: You can drop off timesheets in person.

Philadelphia

FMS Suite 103 - Office hours: 9:00 AM – 5:00 PM

Allentown

Office hours: 8:00 AM – 5:00 PM

Q: When are timesheets due?

A: Timesheets must be received by NO LATER THAN WEDNESDAY AT 5:00 P.M. following the end of the pay period, unless otherwise notified. Late timesheets are processed in the next pay period.

Q: When is pay day?

A: Every other Friday following the payroll processing week. Please consult your schedule.

Q: How do attendants get paid?

A: DIRECT DEPOSIT TO YOUR BANK CHECKING/SAVINGS

If you have your own bank account, your pay can be deposited there. If you do not have a bank account, you can enroll for direct deposit by establishing a savings account at Citizens Bank or Wachovia (your choice) at NO charge to you. Savings accounts typically have no balance requirements or fees. Direct Deposit notices (pay stubs) are mailed directly to the attendant(s).

LIVE CHECK DUE TO PENDING DIRECT DEPOSIT

Live Checks must be picked up at our offices between 9am – 5pm.

Proper photo ID is required. If the attendant sends another representative, the representative must bring written permission and show proper ID.

All live check pick-ups require signing our log at the desk. No checks will be mailed.



NEW

ADP TOTAL PAY DEBIT CARD

Any Attendant can apply for and receive a TotalPay Debit Card.

Your TotalPay debit card gives you access to your payroll dollars faster, easier, safer and with ways to access funds for no fees.

How Does TotalPay Card Work?

- Your TotalPay debit card will have your payroll dollars on it on pay day.
- You will have instant access to the payroll dollars to pay bills, go shopping or get cash.
- You can cash your entire paycheck and pay bills by using a Money Network check.
- You can access banking features like ATMs.
- You can make purchases at stores with your TotalPay Card - with or without cash back.
- You can get your card balance by calling the number on the back of your card or sign up for daily text or email balance notifications.
- You will be able to access iPay statements on any computer with an Internet connection. This will show you all your pay information.

Q: Is there any reason why my attendant may not get paid as expected?

A: There are several reasons why an attendant may not get paid or that payroll is delayed.

Some common reasons are:

- New Attendant – There is a 1 pay cycle waiting period from when the enrollment documents are received. Your documents must be accurately and completely filled out and have the appropriate ID.
- New Consumer-Employer – No Consumer-Employer can have an Attendant begin working for them until they have been notified that a Worker's Compensation Policy has been started. Notification will be given to them by their Supports Coordinator.
- Late timesheet(s) – the timesheet did not come in until after the deadline. Timesheets are due on the Wednesday following the end of the pay period by 5 PM.
- Old timesheet(s) – Resources for Living Independently does not honor timesheets that are 90 days old or older. *PCA, Philadelphia Corporation for Aging submissions are valid for 30 days only. (see below)

The following types of timesheet submissions can delay payment:

- Unsigned timesheet(s)– the timesheet does not have the required consumer employer signature or stamp or if the attendant employee signature is not present.
- Illegible timesheet(s)-the time checked in and check out is unclear or the names of either the consumer employer or attendant is unclear.
- Incomplete timesheet(s)—the timesheet is missing the consumer employer's name, attendant's name, Support's Coordinator name, phone numbers, dates, or total hours worked. All signatures must be dated.

Fraudulent timesheet(s)—any timesheet that has future dates marked for hours worked, consumer signature dated prior to service documented, hours worked exceed authorized hours, or multiple attendants indicating that they worked overlapping hours will be investigated for potential fraud. Instances of purposeful misrepresentation may be subject to prosecution for Medicaid fraud at the discretion of the Attorney General.

- **Attendants can not be paid to accompany their consumer-employer on Doctor's visits.**
- **Attendants can not be paid when their consumer-employer is hospitalized.**

Notification to stop timesheet(s)—timesheets may not be processed if the Supports Coordinator or consumer employer contacts RLI and requests a hold on payment.

~NOTE REGARDING PCA TIMESHEET SUBMISSIONS~

*PCA = *Pennsylvania Corporation for Aging*, assisting individuals over the age of 60.

*PCA Timesheets are submitted weekly and must have every shift signed by the consumer-employer. Please submit PCA Timesheets for the pay period at the same time to avoid delays.

All PCA Payroll Timesheets and any needed adjustments must be completed within 30 days.

NOTE: In addition to the issues outlined above like illegible or missing information, it is the responsibility of the Consumer employer to know the details of their individual service plan. Some consumers receive respite hours of service to assist a primary care giver. Please make sure you note which hours are regular (PAS) and which are Respite hours of service.

Q: Does RLI try to resolve incorrect timesheets prior to withholding pay?

A: RLI will make every attempt to correct timesheets in time to process payroll. If the Consumer verifies information on the timesheet, it will be processed. **IF THE CONSUMER CANNOT BE REACHED**, the timesheet will not be processed until all accurate information is received. We will notify the attendant that he/she will not be paid until the issue is resolved.

If RLI receives more than 3 timesheets that are not completed correctly in a 90 day period, the consumer-employer will be contacted to schedule an appointment for a RLI representative to train the employer and the attendant about how to fill out timesheets correctly.

An attendant who received an over payment will be given a repayment plan.

Q: Why did my attendant get paid less hours than marked on the timesheet?

A: Resources for Living Independently (RLI) will not pay attendants for hours worked that are not authorized under Medicaid in your service plan.

For example, if you are authorized for 10 hours of service per week (20 hours in the pay period), your attendant will be paid only up to 20 hours in a pay period even if you sign a timesheet for more.

If you feel that your authorized hours of service do not meet your needs, please contact your Supports Coordinator to discuss reassessing your service plan. Any changes to service plans must be approved by the Office of Long Term Living prior to taking effect.

Special Note for night shifts:

If an attendant works past midnight (12:00 am) of the last day of the pay period, the hours after midnight will be considered the next day and must be recorded on the next pay period timesheet.

Some consumers have a combination of agency and consumer option attendants. If you have your consumer option attendant act as back-up for an agency attendant, please notify your Supports Coordinator of the emergency change. Without communicating the swap of hours, your consumer option timesheet will be marked as exceeding the authorized time and your attendant will not be paid for the extra hours worked.

Q: I understand that I cannot use hours that are not approved in my service plan, but can I change how I use the hours I am approved for?

A: Yes. You can flex your authorized hours as long as it is within the SAME pay period. *This does not apply to PCA aging consumers.

Ex. You are approved for 20 hours of service in a two week period. You can use 10 hours per week, or 8 hours one week and 12 the next week. This only applies to one model of service. You may not flex hours between consumer option and agency attendants.

Q: What's important to know if I have more than one attendant?

A: Consumer employers should make sure that hours worked by each attendant do not over-lap. If two or more attendants submit timesheets that show that they worked at the same time, processing and payment will be delayed for **ALL** the attendants until each timesheet can be investigated.

It is a violation of Federal law to use Medicaid funds to pay for hours of service that were not provided. RLI is legally required to report potential fraud to the Attorney General. A consumer and attendants can be prosecuted for fraud. RLI will assist anyone with questions, and we strongly advise Consumer employers and attendants to verify timesheets before they are signed and submitted.

Q: What happens if I am not physically able to sign my timesheets?

A: Upon enrolling under consumer option, each employer indicates the manner in which he/she will approve timesheets which may include signing full names, a unique mark, signature stamps, etc.

Q: Why is it important to have current contact information on file at RLI?

A: RLI makes every attempt to process payroll correctly and we contact the Consumer and/or attendant when there are any questions about timesheets. If you need to provide an address/phone update, please contact us.

Q: If I'm already a consumer employer and I have found an attendant, can he/she start working right away?

A: **No.** Each attendant must complete an employment application packet prior to working. The consumer-employer must have a workers' compensation policy in started and the intended attendant must be added to this policy.

It is particularly important because it provides liability coverage if an attendant is injured on the job. RLI strongly enforces that consumer option services may not begin until the workers compensation policy is in place and all documents within the employment application packet are submitted and complete.

If you require immediate attendant services, your Supports Coordinator can offer you agency option until your attendant can be successfully enrolled.

Q: Are consumer option attendants eligible for raises?

A: Pay increases are NOT automatic. It is the responsibility of consumer employers to call the Attendant Payroll Department to request and authorize a pay increase. You may request a \$0.25 (twenty five cents) an hour raise for one of two reasons: 1) length of employment; 2) your attendant has additional certifications.

You can contact the Attendant Payroll Department for a \$0.25 raise when your attendant has provided quality care for 6 months, 1 year, 2 years, and 3 or more years. The Attendant Payroll Department will verify the eligibility dates and reply within 3 business days with an effective start date if eligible.

An attendant may also be eligible for \$0.25 raise if they have a specialized training certificate. The certificate must be on file at RLI. There is a \$0.50 maximum for certifications. If your attendant has completed more than 2 certified trainings, he/she will not be eligible for an additional increase related to specialized training certifications.

It is important to note that when an attendant works for multiple Consumers, he or she may work at different rates, because each employer has the right to determine the pay rate.

Q: How can I protect the health of my attendants and my health too?

A: The consumer employer should always insist that the attendant use gloves and a mask if necessary.

- Attendants can also elect to receive hepatitis B shots free of charge.
- Good hand washing practices are healthy for everyone concerned.

When a consumer employer feels that he/she would like an attendant to have training, contact your Supports Coordinator for a handbook regarding Universal Precautions or request nursing services to provide hands-on training. Your Supports Coordinator can also provide information about formal training courses that may be available for your attendant(s).

Q: What benefits are available to my attendant(s)?

A: There is a health plan offered through PA for attendants called the PCIL Advantage Plan. Attendants should call 1-800-481-9979 for details or ask an FMS Employer Services Specialist for a flyer.

Q: How can I express my opinions on issues like pay and benefits for my attendant(s)?

A: The structure of the Consumer Option service is directed by you, the consumer. The Consumer Advisory Group meets monthly at Liberty Resources in both the Philadelphia and Allentown Offices. Check the calendar for exact dates.

Acknowledgement of Receipt of Information:
TIMESHEET QUESTION & ANSWER DOCUMENT
Frequently Asked Questions – October 2010 Edition

Consumer's name (please print)

Consumer's Signature

Date

Attendant's name (please print)

Attendant's Signature

Date