



TO: Consumers of the Personal Care Attendant (PCA) Program

FROM: Fiscal Intermediary Department

RE: Timesheets and Instructions

Tempus Unlimited, Inc. welcomes you as your Fiscal Intermediary. The following are instructions and comments for the completion of the timesheets that you should send to us for each biweekly payroll period that you use PCAs. You may want to provide a copy of this memo to your PCAs so that they might better understand the timesheets and the payroll process.

Biweekly Payroll: As you can see on the timesheet, we use a biweekly payroll period (every two weeks). Consumers and PCAs **do not** have the option of billing every week. All consumers must send in timesheets every two weeks. The payroll period is explained on the back of the timesheet and below under PCA Payment Schedule.

PCA Payment Schedule: The PCA Payment Schedule shows the payroll period beginning and ending dates, as well as the dates we must receive the timesheets and the dates the timesheets will be paid. Keep in mind that we require that the timesheets be in our office by 4:00 PM on the Monday after the end of each payroll period in order to process them in a timely manner. This is true even if Monday is a holiday.

Payroll Dates: In order to process timesheets with more accuracy, in a timely manner, and as per our funding source contracts we can only process timesheets that have the correct pay period dates that are assigned to you based on your PCA Payment Schedule. **If any other dates are printed in the Payroll Period boxes, the timesheet will NOT be paid.**

One PCA Per Timesheet: The hours of each PCA must be recorded on different timesheets. Under no circumstances will a timesheet be processed if it contains information for more than one PCA.

Delivery of Timesheets: Timesheets can be faxed to us at the toll-free fax number listed on the front of the timesheet. In addition, you can drop off timesheets to our Stoughton office at the address listed below. **If you fax your timesheet, please do not mail the original to us.** Timesheets dropped at the Stoughton office by 4:00 PM on Mondays will be considered to be on time. Any mailed timesheets received with a postmark before the end of the payroll period will be returned to the consumer, unless there are no hours on the timesheet after the postmark. For instance, if there are no hours on the timesheet for the second Saturday of the payroll period then the timesheet can be mailed, faxed or delivered on Saturday. Likewise, if there are no hours on the timesheet for the second Friday and timesheet can be mailed, faxed or delivered on Friday or Saturday. However, if you mail, fax or deliver a timesheet on Friday that has hours on Friday or Saturday, it will be returned to you without being processed. **There will never be any exceptions to this policy.**

Signatures: The PCA and the consumer/surrogate must sign the timesheet at the bottom of the timesheet and the signatures must be originals. Although it is acceptable to make copies of timesheets if the PCAs work a set schedule, it is not acceptable to make copies of timesheets with signatures already on the document. Any timesheets received **without original signatures** will be returned to the consumer without being processed.

Consumer Information: The consumer is required to complete the consumer name, consumer # and telephone number information. The consumer # is assigned by our office. The telephone number should be the number you would like us to call if there is a problem with the timesheet.

PCA Information: The PCA is required to complete the name, last four digits of the social security number and telephone number section.

Direct Deposits and Debit Cards: Beginning January 1, 2017, you are required to have direct deposit for PCA services due to changes by the collective bargaining agreement between the Commonwealth of Massachusetts's PCA Workforce Council and the PCA union (1199SEIU).

***If you already use direct deposit to be paid for PCA services, you do not have to do anything.**

*You may apply for another payment method from the options below:

Apply for Direct Deposit

- A **direct-deposit application** form is attached to this notice. Complete the application and return it to the address on the application.

Note: Direct-deposit accounts must be in the name of the PCA only. The bank account cannot be a joint account that you share with the consumer or the surrogate.

If You Cannot Get Direct Deposit, You Must Apply for a Payroll Debit Card

- If you do not have a bank account that accepts direct deposit, you must apply for a **payroll debit card**. Ask your fiscal intermediary (FI) or the union for a payroll debit card application.

Note: If you apply for a payroll debit card, be sure to read all of the terms and conditions, which will tell you when any fees may apply.

If You Cannot Get Paid by Direct Deposit or Payroll Debit Card, You Must Apply for an Exemption

- You may apply for an exemption *only* if you cannot enroll in direct deposit or get a payroll debit card due to a severe hardship. Examples of hardship may include: you cannot access a bank or financial institution during off-hours; there's no ATM within a reasonable distance of your work or home; or the PCA is a minor. If you do get an exemption, you will be paid by a paper check for PCA services. The PCA Workforce Council, together with your Fiscal Intermediary (FI) and the PCA union, will review your request and make a decision.

Note: Preferring to be paid by check is not a hardship.

The form referenced above is available through our Consumer Relations Department at 1-877-479-7577.

All timesheets received on time will be processed so that direct deposit/debit card stubs can be mailed to the consumer on Wednesday. The debit card/direct deposits will be dated for that Friday. Timesheets received after Monday at 4:00 PM may be processed with check dates in the following week. Although a consumer can authorize a PCA to pick up the payroll package, a consumer **cannot** authorize a PCA to pick up just that PCA's stub. The entire payroll package must be picked up or mailed.

Payroll Packages: Each payroll period, the consumer will receive a payroll package, which includes payroll reports for all the timesheets processed for the consumer's records. A consumer may allow someone else to pick up his or her payroll package each payroll period. That authorization must be in writing and will remain in force until canceled in writing.

Effective September 1, 2019, consumer-employers and PCAs will be able to access PCA pay advice information electronically on your Fiscal Intermediary's website. Payment voucher information will default to electronic access; however, PCAs who wish to opt out of this option may receive payment voucher information via standard mail. Follow these steps to access a payment voucher request:

1. Go to our website – <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Select **PCA Information Forms** at the top of the page
4. Select **Tempus PCA/Worker Payment Voucher Request**

Time Worked - Day/Eve Hours: All hours worked between 6:00 AM and 11:59 PM are considered Day/Eve Hours. The PCA should complete the timesheet by writing the actual "Time In" and "Time Out" in the spaces provided including filling in the appropriate AM and PM circles using the sample on the back of the timesheet as a guide. You must use the AM and PM designations with all hours or the timesheet will not be processed. Also, remember that the timesheet should reflect actual hours worked. The Total Day/Eve Hours should be calculated daily using hours and minutes (i.e. A PCA who works from 1 PM to 2:30 PM would record the time for that day as 1 hour and 30 minutes, not 1 and 1/2 hours and not 1.5 hours).

The daily minutes must be rounded up to the next 15 minute increment. Please see the instructions on the back of the timesheet for more details. The Total Week 1 and Total Week 2 boxes should be calculated so that the total minutes do not exceed 45. For instance, if a PCA works 1 hour and 15 minutes each day for five days, the total for that week would be 5 hours and 75 minutes which should be expressed as 6 hours and 15 minutes in the Total Week box. If a PCA has more than 3 in and out times on a particular day, that PCA should use a second timesheet for that payroll period to record the additional in and out times. The second timesheet should have all of the other necessary information including the payroll period dates and signatures and should include only the total hours and minutes that appear on that second timesheet.

Time Worked - Night Hours: All hours worked between 12:00 AM and 6:00 AM are considered Night Hours **if the consumer is approved for Night Hours.** PCAs will be paid for two hours if they actually work between five minutes and two hours that night. If your PCA works from 12:00 AM - 12:15 AM, those 15 minutes should be recorded in the "Time In" and "Time Out" columns of the timesheet and two hours should be recorded under the "Total Night Hours" column. We can only pay PCAs night hour pay up to the amount of the approval per night. For instance, a consumer who has an approval for two Night Hours can only submit timesheets with two hours per night. We cannot pay in excess of the approval per night. If a consumer is approved for three Night Hours, the PCA would be paid for three hours only if that PCA worked more than two hours.

Overtime: Any hours worked by one PCA for one employer (consumer) in excess of 40 in one week are required to be paid at time and a half according to Department of Labor regulations. Under the guidelines of this program, it is assumed that overtime usage will not be routine. Each consumer should hire and schedule his or her PCAs to ensure that no one PCA is asked to work more than 40 hours in one week. In the event a consumer's only option for PCA coverage is an employee who will be working in excess of 40 hours for the week, the consumer is required to contact their **PCM Agency** to arrange for the overtime approval **before it occurs.** You must submit an Overtime Request Form to MassHealth. If the consumer cannot make contact with the PCM Agency before the overtime happens because of holidays or weekends, the consumer should leave a message at the PCM Agency office and follow up that call with another call on the next regular business day. You cannot avoid overtime by having a PCA work 45 hours in the first week of the payroll period and then work 35 hours in the second week of the payroll period so that the average is 40. Each week is calculated on its own for overtime purposes. Actual time worked is the basis for overtime.

There are two types of Overtime approval for MassHealth:

Temporary Approval

A consumer may request a Temporary approval to a PCA to work overtime when:

- The consumer has planned travel, and it would not be feasible to bring multiple PCAs to provide the consumer's PCAs services.
- The consumer's PCAs is temporarily unavailable (e.g. vacation, winter break, family leave).
- The consumer has a temporary need to schedule their PCA to work additional approved PA hours (e.g. post-acute hospitalization).
- The consumer's PCA works greater than 66 hours per week and the consumer needs time to hire additional PCAs.

- Requests for a temporary approval must include the specific reason(s) for such request.

Continuity of Care Approval

A consumer may request a continuity of care approval to schedule a PCA to work overtime when:

- The consumer has complex medical needs that require the specialized skills of the experienced PCA.
- The consumer has communication barriers that require the specialized skills of experienced PCA.
- The consumer has specialized medical conditions that necessitate fewer PCAs. Examples might include circumstances in which additional PCAs in the consumer's home would compromise the consumer's health due to highly compromised immune system, or a circumstance in which a consumer has significant cognitive impairments or behaviors that impact safety, and that hiring additional PCAs would cause disruption in security, health and/or safety to the consumer.

- The consumer receives Hospice care.
- The consumer's PCA has worked for the consumer for 5 or more years.

- Continuity of Care Approvals are for the duration of the consumer's Prior Authorization.
- Continuity of Care Approvals must be resubmitted for subsequent Prior Authorization periods.
- Requests for continuity of care approvals must include the specific reason(s) for such request.
- If a PCA works greater than 66 hours per week, the consumer must apply for a Temporary Approval.

Fill-In Version of the Timesheet: There is a version of the Fiscal Intermediary timesheet available on our website that may be a more efficient way for consumers and PCAs to report payroll to us. Follow these steps to access this form:

1. Go to our website- <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Scroll down to **Timesheets**
4. Select **FI Timesheet**

The only software you will need to use this timesheet is Adobe Reader which can be downloaded free on the internet at <http://www.adobe.com/products/reader/>. The timesheet can be downloaded from our website and saved on the user's computer. It can then be completed on the computer, printed out, signed and faxed to us for processing. The completed timesheet can also be saved and then revised for future payroll periods. The consumer and PCA would only have to change the payroll period dates, make any revisions to the in and out times for that payroll period, print, sign and fax the timesheet for processing.

Electronic Timesheet User Agreement: The Electronic Timesheet (E-Timesheet) Module is a web-based interface through which Consumers, Surrogates, PCAs/Workers, and Fiscal Intermediary staff can respectively can record, view, and submit relevant timesheet information. In order to use the E-Timesheets submission interface, a consumer, their surrogate (if applicable) and each PCA must sign an E-Timesheets Agreement which states that they both have a valid, separate e-mail addresses, and agree to use the E-Timesheet submission interface as a method of submitting time. **E-Timesheet Users enrolled in Direct Deposit can receive their payment as early as Wednesday by submitting timesheets by midnight Sunday.** Follow these steps to access the E-Timesheet Agreement:

1. Go to our website – <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Scroll down to **Timesheets**
4. Select **Etimesheet**

Earned Paid Time Off: Personal Care Attendants (PCAs) are eligible for Earned Paid Time Off (PTO) effective July 1, 2019.

- PCAs will earn 1 hour of PTO for every 30 hours worked. PCAs can accrue up to 50 hours of PTO.
- PCAs may not accrue more than 50 hours of PTO. However, if a PCA uses PTO, the PCA may continue to accrue up to 50 hours of PTO
- For purposes of PTO, a year is defined as the state fiscal year (July 1 – June 30). The accrual is determine by adding all the hours work as a PCA across all consumer employers in the MassHealth PCA Program.
- A PCA can view his or her unused accrued PTO balance on their paystub.

1. Go to our website – <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Scroll down to **FAQs**
4. Select **What is Earned Paid Time Off (PTO)**

Accrued Paid Time Off – Day/Eve Hours: Earned Paid Time Off accruals begin with the PCAs date of hire. A PCA can begin utilizing **accrued** Earned Paid Time Off Time immediately.

Accrued Paid Time Off – Night Hours: Earned Paid Time Off accruals can be used for Night Hours **if the consumer is approved for Night Hours** (see Time Worked – Night Hours on page 2).

PCAs using Paid Time Off will not receive overtime or other premium rates.

Fill-In Version of the Paid Time Off Timesheet: A version of the Fiscal Intermediary Paid Time Off timesheet is available on our website. Follow these steps to access this form:

1. Go to our website – <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Scroll down to **Timesheets**
4. Select **FI Paid Time Off (PTO) Timesheet**

Paid Time Off can only be reported on the Paid Time Off Timesheet. Any paid time reported on a Regular Activity Form will not be processed for payment.

Earned Sick Time Notice to Employees: As an employer in Massachusetts, you are required to post this Notice where your PCAs can see it.

DUA: Also enclosed please find copies of the form from the Division of Unemployment Assistance (DUA) that you are required to give to each employee who leaves employment with you. Complete the front of each form with your name. Leave the DUA number and Federal Employer ID Number lines blank. When we receive notification of your DUA number, we will send it along to you.

Workers Compensation: The Tempus Unlimited, Inc. FI Program provides each consumer with a Workers' Compensation Policy. Any PCA who is providing services for a consumer must be notified that they are eligible for Workers Compensation should they be injured while working for a consumer. The Workers' Compensation carrier information can be found on the Workers' Compensation Notice enclosed in your employment package.

Emergency Notification System (Rave): We will use the system to notify you of office closings, important updates and other information that we need to provide quickly.

PCA New Hire Forms: There are additional W-4, I-9, Provider Information and Attestation Form, PCA Job Description, Direct Deposit and Debit Card Applications for your use. As you hire new PCAs, have them **complete all of the forms** and send them to Tempus Unlimited, Inc., as soon as possible. **Please keep in mind that you are obligated to inform your PCAs that they must receive their net pay by direct deposit or debit card.**

Holidays Wages: PCAs are paid 1.5 times the regular pay rate when they work on New Year's Day, July 4th, Thanksgiving Day and Christmas Day. The consumer must be approved for holiday hours. If the PCA is asked to work on a holiday, the consumer must ensure they have adequate holiday hours remaining on their prior authorization. PCAs should confirm with their consumer about the availability of holiday hours **prior** to working a holiday. If there are no holiday hours remaining, then the PCA will be paid at the regular day rate by the FI.

PCA Union Applications: Enclosed are 1199SEIU Official Membership Applications, including the Final 2008 Beck Report, Hudson Notice, 2008 Audit Series 2 and 456 CMR Division of Labor Relations file.

Your PCA should complete and mail all forms directly to the union. DO NOT send these applications to Tempus Unlimited, Inc.

Consumer Advisory Board: The Consumer Advisory Board (CAB) is a forum where Consumers, providers, caregivers, family members and PCAs/workers come together to share how they are experiencing the services provided by Tempus Unlimited, Inc. Tempus' Mission is to support those with disabilities to live as independently as possible in the least restrictive environment. One way to ensure that we are providing services that are relevant and accessible is by providing a forum for a self-selected group of advocates that are representative of the community we serve. The Consumer Advisory Board Lead's role is to listen to your thoughts, concerns, and recommendations and to share that information with the Senior Leadership of Tempus Unlimited. Applications for the Consumer Advisory Board are available on the Tempus website.

If you have any questions, please contact Tempus Unlimited, Inc. toll free at 1-877-479-7577 Monday through Friday between the hours of 7:30AM and 4:30PM. One of our Consumer Relations Specialists will be happy to assist you.