



TO: Consumer of the Veterans Directed Care (VDC) 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 workers. You may want to provide a copy of this memo to your workers so that 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 Workers **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 Payment Schedule.

**Payment Schedule:** The Payment Schedule shows the payroll period beginning and ending dates, as well as the date 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 pay 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 Payment Schedule. **If any other dates are printed in the Payroll Period boxes, the timesheet will NOT be paid.**

**Effective March 9, 2024:** At the end of the applicable payroll period, for PCAs who submit an error-free EVV or ETimesheet by 4PM on Monday, Tempus will issue payment on the following Thursday. For PCAs who submit an error-free paper timesheet by 4PM on Monday, Tempus will make best efforts to issue payment on the following Thursday but no later than Friday. All remaining timesheets will be paid on a rolling basis. 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 package must be picked up or mailed.

**One Worker per Timesheet:** The hours of each worker must be recorded on the different timesheets. Under no circumstances will a timesheets be processed if it contains information for more than one Worker.

**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 off 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 instances, 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 timesheets for the second Friday the 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 and Saturday, it will be returned to you without being processed. **There will never be any exceptions to this policy.**

**Signatures:** **The Worker 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 Workers work a set schedule, it is not acceptable to make copies of the timesheets with signatures already on the document. Any timesheets **without originals 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.

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

**Direct Deposits and Debit Cards:** You are required to have direct deposit for Worker services.

You may apply for one of the payment methods from the options below:

**Apply for Direct Deposit**

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

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

- If you don't have a bank account that accepts direct deposit, you must apply for a **payroll debit card**.

**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 Worker is a minor. If you do get an exemption, you will be paid by a paper check for Worker services. The VA, together with your Fiscal Intermediary (FI) and your ASAP, will review your request and make a decision.

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

The form reference 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 deposit will be dated for that Friday. Timesheets received after Monday at 4:00 PM may be processed with checks dates in the following week. Although a consumer can authorize a Worker to pick up the payroll package, a consumer **cannot** authorize a Worker to pick up just the Worker'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 pay period. That authorization must be done in writing and will remain in force until cancelled in writing.

Consumer-Employers and Workers will be able to access Worker pay advice information electronically on your Fiscal Intermediary's website. Payment voucher information will default to electronic access; however, Workers who wish to opt out of this option may receive payment voucher via standard mail.

Follow these steps to access a payment voucher request:

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

**Time Worked – Hours:** All hours worked between 12:00 AM and 11:59 PM are considered hours worked. The Worker 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 circle 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 timesheet should reflect actual hours worked. The Total Hours should be calculated daily using hours and minutes (i.e. A Worker who works from 1 PM to 2:30 PM would record the time for that day as 1 hours and 30 minutes, not 1 and ½ hours and not 1.5 hours).

**Overtime:** Any hours worked by one Worker for one employer (Veteran) 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 Veteran-Employer should hire and schedule his or her Worker to ensure that no one Worker is asked to work more than 40 hours in one week. You cannot avoid overtime by having a DCW 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.

**Fill-In Versions of the Timesheet:** There is a version of the VDC Timesheet available on our website that may be more efficient way for consumers and Workers to report payroll to us. Follow these steps to access the VDC Timesheet.

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

The only software you will need to use this timesheet is Foxit Reader, which can be downloaded free from the internet at <https://www.foxit.com/downloads/>. 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 Worker would only have to change the payroll period dates, make 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 Worker 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 VDC)**
3. Scroll down to **Timesheets**
4. Select **Etimesheet**

**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.

**Workers Compensation:** The Tempus Unlimited, Inc. FI Program provides each consumer with a Workers' Compensation Policy. Any Worker 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 (EverBridge):** We will use the system to notify you of office closings, important updates and other information that we need to provide quickly. Communications will be sent from: <noreply@everbridge.net> either by text, phone or email.

**Paperworkr:** An online Module that allows the Consumer and PCA to complete and sign the PCA's New Hire Paperwork (NHP) electronically. If the NHP is not electronically signed, it should be faxed, or mailed to Tempus Unlimited. You can access Paperworkr at <https://paperwork.tempusunlimited.org/>

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.





## File Online

To file your new UI claim or reopen an established claim online, visit our website at: [www.mass.gov/dua/uionline](http://www.mass.gov/dua/uionline).

1. Select **Log in to UI Online for Claimants**.
2. Create a UI Online account or log in to an existing account.
3. Complete all the information requested and submit your application.
4. Be sure to include your phone number and email address to make it easier for us to contact you if there are questions about your application.

**UI Online is available 6:00 am to 10:00 pm, 7 days a week.**

### Need Help?

If you have questions about your eligibility, please review the eligibility requirements online at: [www.mass.gov/dua/eligibility](http://www.mass.gov/dua/eligibility).

For assistance creating a UI Online account, visit: [www.mass.gov/dua/fileclaim](http://www.mass.gov/dua/fileclaim).

## Information Needed to File a Claim

To apply for unemployment, you need to provide personal information including your Social Security number, birth date, home address, email address, and phone number.

You also need information about your employment history from the last 15 months, including:

- Names of all employers, plus addresses and phone numbers
- Reasons for leaving those jobs
- Work start and end dates
- Recall date (if you were laid off but have a set date to return to work)

You may need additional information in certain situations:

- If you are not a U.S. citizen — your Alien Registration number or verification that you are legally allowed to work in the United States.
- If you have dependent children — their birth dates and Social Security numbers
- If you're in a union — your union name and local number
- If you were in the military — your DD-214 Member 4 form. If you don't have it, you can request your DD-214 online at [www.dd214.us](http://www.dd214.us).

To receive payments by direct deposit, you'll need your bank name, account number and routing number. Otherwise, DUA will send you a debit card.



## File by Phone

To file your new UI claim or reopen an established claim by phone, you can:

- Schedule a callback from the TeleClaim Center by visiting our website at: [www.mass.gov/dua/schedulecallback](http://www.mass.gov/dua/schedulecallback).
- Call the TeleClaim Center at (617) 626-6800 or toll-free at (877) 626-6800. Please adhere to the call-in schedule below.

**The TeleClaim Center is available 8:30 am to 4:30 pm, Monday through Friday.**

Last digit of your Social Security Number: Assigned day to call the TeleClaim Center:

0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday

# Información sobre Empleados Cubiertos por el Seguro de Desempleo

Nombre del empleador **C/O Tempus Unlimited, Inc. 600 Technology Center Drive, Stoughton, MA 02072** Número de identidad del empleador asignado por DUA

## Dirección

Los empleados de este negocio u organización están cubiertos por el Seguro de Desempleo (UI por sus siglas en inglés), un programa financiado enteramente por empleadores en Massachusetts. No se hacen deducciones de su salario para cubrir el coste de sus beneficios del Seguro de Desempleo.

Si usted pierde su trabajo, puede que tenga derecho a recibir el Seguro de Desempleo. Abajo se encuentra un resumen de la información que necesita para poder solicitar los beneficios del Seguro de Desempleo. Antes de usted presentar su reclamación del Seguro de Desempleo, su empleador le dará una copia del folleto: *Cómo Solicitar los Beneficios del Seguro de Desempleo*, proporcionada por el Departamento de Asistencia al Desempleado de Massachusetts (DUA por sus siglas en inglés).

**Usted tiene que estar en los Estados Unidos, sus territorios, o Canadá cuando presente una reclamación de desempleo o cuando solicite los beneficios semanales del seguro de desempleo.**

## Hay dos maneras de solicitar los Beneficios del Seguro de Desempleo: Solicitar por internet a través de UI Online



UI Online es un sistema seguro de auto-servicio y fácil de usar. Usted puede solicitar los beneficios del Seguro de Desempleo, reactivar una reclamación existente, solicitar los pagos semanales de beneficios del Seguro de Desempleo, verificar el estatus de su reclamación, inscribirse para depósito directo, actualizar su dirección y mismo presentar una apelación por internet. Para solicitar los beneficios del Seguro de Desempleo a través de UI Online, visite [www.mass.gov/dua](http://www.mass.gov/dua), seleccione *"UI Online for Claimants"* y rellene la información exigida para entregar su solicitud.

## Solicitar por teléfono llamando al Centro de TeleReclamaciones



Los servicios del Seguro de Desempleo están disponibles por teléfono. Usted puede solicitar los beneficios del Seguro de Desempleo, reactivar una reclamación existente, obtener información actualizada sobre el estatus de su reclamación y los pagos de beneficios, resolver problemas, e inscribirse para depósito directo — todo por teléfono. Para solicitar los beneficios del Seguro de Desempleo por teléfono, llame al Centro de TeleReclamaciones al 1-877-626-6800 si tiene un prefijo telefónico de 351, 413, 508, 774, o 978; o 1-617-626-6800 si tiene cualquier otro prefijo telefónico. Se le pedirá de dar su Número de Seguro Social y su año de nacimiento. Se le pasará entonces a un agente que tomará la información necesaria para presentar su reclamación del Seguro de Desempleo.

Nota: Durante periodos de alto volumen de llamadas entre lunes y jueves, se puede implementar un horario de llamadas, dando prioridad a las personas que llamen basado en el último dígito de sus Números de Seguro Social. Esto ayuda asegurar que usted y los otros clientes pueden comunicarse con un representante del Centro de TeleReclamaciones puntualmente. Por favor consulte el horario a la derecha antes de llamar.

Si su Número de Seguro Social acaba en:	Su día asignado para llamar al Centro de TeleReclamaciones es:
0, 1	Lunes
2, 3	Martes
4, 5, 6	Miércoles
7, 8, 9	Jueves
Cualquier dígito final	Viernes

**IMPORTANTE:** Leyes Generales de Massachusetts, Capítulo 151A, Sección 62A requiere que este aviso esté colocado visiblemente en cada lugar operado por un empleador, en un sitio evidente, donde puede ser accedido por todos los empleados. El aviso tiene que incluir el nombre y la dirección de correo del empleador y el número de identidad asignado al empleador por el Departamento de Asistencia al Desempleado.

Un patrón/programa que ofrece igualdad de oportunidades de empleo. Dispositivos y servicios auxiliares están disponibles a pedido para personas con discapacidades. Para servicios de retransmisión para personas con discapacidades auditivas, llame al 711.