



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.

**The Department of Industrial Accidents (DIA) Notice:** The Tempus Unlimited, Inc. FI Program provides each consumer with the Department of Industrial Accidents (DIA) Notice. 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 Department of Industrial Accidents (DIA) 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.

# What is Unemployment Insurance?

Unemployment Insurance (UI) is a temporary income assistance program for Massachusetts workers who have lost their jobs through no fault of their own, and are:

- Able to work
- Available for work, and
- Actively looking for work

Funding for UI benefits comes from quarterly contributions paid by the state's employers to the Department of Unemployment Assistance (DUA). Employees do not contribute to unemployment insurance.

# When should you apply for UI benefits?

If you have been separated from work, or your hours have been reduced, you should file a claim for UI benefits **during your first week** of total or partial unemployment. Your claim will begin on the Sunday of the calendar week in which your claim is filed. This date is known as the effective claim date.

You will not be paid benefits for any week of unemployment preceding the effective date of your claim.

### Important note:

You may request benefits only if you are in the United States, its territories, or Canada. You should not request benefits for any week you are outside the United States, its territories, or Canada.

This pamphlet includes important information on how to apply for Unemployment Insurance benefits.

Este folleto contiene información importante sobre cómo solicitar los beneficios del Seguro de Desempleo.

Este panfleto contém informações importantes sobre como registrar-se para receber benefícios de subsidio de desemprego.

Данный проспект содержит важную информацию о процессе подачи заявления на получение Страхового пособия по безработице.

Livè sa gen enfòmasyon enpòtan sou fason pou aplike pou Benefis Asirans Chomaj yo.

Il presente opuscolo contiene importanti informazioni riguardanti la modalità di richiesta per l'indennità di disoccupazione.

Cette brochure comporte d'importants renseignements sur la façon de demander des prestations d'assurance-chômage.

សៀវភៅផ្សព្វផ្សាយនេះមានរួមជាមួយនឹងព័ត៌មានសំខាន់ៗ អំពី របៀបដាក់ពាក្យសុំប្រាក់អន្តរប្រយោជន៍ការងារសម្រាប់អ្នកដែល ការងារ។

Cuốn sách mỏng này bao gồm thông tin quan trọng về cách nộp đơn xin bảo hiểm thất nghiệp

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这本小册子包括如何申请失业保险金的重要信息。

이 팜플렛에는 실업 보험 급여의 신청 방법에 대한 중요한 정보가 들어 있습니다.

يحتوي هذا الكتيب على معلومات هامة حول كيفية التقديم للحصول على منافع تأمين البطالة.

### Equal opportunity employer program

Auxiliary aids and services are available upon request to individuals with disabilities. For hearing-impaired relay services, call 711.



# To Massachusetts Workers: How to File a Claim for Unemployment Insurance Benefits

### To Massachusetts employers:

Under the state's Employment and Training Law, M.G.L Chapter 151A, you must provide a copy of this pamphlet as soon as practicable, but no more than 30 days, from the last day the employee performed compensable work. You must provide this pamphlet to each of your employees who is separated from work, permanently or temporarily. Please complete the information below:

Employer name

Mailing address

Phone number

Federal employer ID number



## File Online

To file your new UI claim or reopen an established claim online, visit our website at: [mass.gov/unemployment-insurance-ui-for-workers](https://mass.gov/unemployment-insurance-ui-for-workers).

To file a claim online, you must create a **MyMassGov** personal account by visiting [mass.gov/how-to/register-for-a-mymassgov-personal-account](https://mass.gov/how-to/register-for-a-mymassgov-personal-account).

1. Go to the *Unemployment Services* website at [mass.gov/dua](https://mass.gov/dua) and login using your **MyMassGov** account.
2. Read the *Claimant Agreement*, check the box stating you've read it, and select "Next".
3. When prompted, you will be asked to enter your Social Security number and Date of Birth. Select "Next".
4. Proceed with the application by following the prompts.
5. When completed, you'll be returned to the dashboard.

### Need Help?

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

For help creating an online account, visit: [mass.gov/dua](https://mass.gov/dua).

## 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 [dd214.us](https://dd214.us).



## File by Phone

To file your new UI claim or reopen an established claim by phone, call the TeleClaim Center at **(877) 626-6800**.

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

### 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.

## ¿Qué es el Seguro de Desempleo?

El Seguro de Desempleo (*Unemployment Insurance*, UI) es un programa de asistencia financiera temporal para los trabajadores de Massachusetts que han perdido su trabajo sin ellos tener la culpa y que se encuentran:

- aptos para trabajar;
- disponibles para trabajar; y
- en busca activa de un empleo.

Los beneficios del Seguro de Desempleo están financiados por contribuciones trimestrales que pagan los empleadores del estado al Departamento de Asistencia al Desempleado (Department of Unemployment Assistance, DUA). Los empleados no pagan por el Seguro de Desempleo.

## ¿Cuándo debería solicitar los beneficios del UI?

Si usted ha parado de trabajar, o se ha reducido su jornada laboral, debería presentar un reclamo para recibir beneficios del UI **durante la primera semana** en que se encuentre total o parcialmente desempleado. Su reclamación iniciará el domingo de la semana calendario en la que presentó su reclamo. Esta fecha se denomina “fecha de entrada en vigor del reclamo”.

No recibirá ningún pago de beneficios en las semanas previas a la fecha de entrada en vigor de su reclamo.

### Aviso importante:

Únicamente podrá solicitar beneficios si reside en los Estados Unidos, sus territorios o Canadá. No podrá solicitar beneficios para las semanas en que se encuentre fuera de los Estados Unidos, sus territorios o Canadá.

This pamphlet includes important information on how to apply for Unemployment Insurance benefits.

Este folleto contiene información importante sobre cómo solicitar los beneficios del Seguro de Desempleo.

Este panfleto contém informações importantes sobre como registrar-se para receber benefícios de subsídio de desemprego.

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### Programa de empleadores que ofrecen igualdad de oportunidades laborales

Las personas con discapacidades pueden solicitar asistencia y servicios auxiliares Número de identificación federal del empleador al 711.



MASSACHUSETTS DEPARTMENT OF UNEMPLOYMENT ASSISTANCE



MASSACHUSETTS DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

Para los trabajadores de Massachusetts:

## Cómo presentar un reclamo para recibir los beneficios del Seguro de Desempleo

Para los empleadores de Massachusetts:

Conforme con el capítulo 151A de la Ley Estatal de Empleo y Capacitación, M.G.L. (Leyes Generales de Massachusetts), usted tiene la obligación de entregar una copia de este folleto lo más pronto posible, pero no más tarde de 30 días después del último día que el empleado realizó trabajo indemnizable. Debe entregar este folleto a cada empleado que haya parado de trabajar, ya sea de forma temporal o permanente. Complete la información que se solicita a continuación:

Nombre del empleador

Dirección postal

Número de teléfono

Número de identificación federal del empleador



## Solicite en línea

Para presentar un nuevo reclamo de desempleo o reabrir uno ya existente en línea, visite nuestro sitio: [mass.gov/unemployment-insurance-ui-for-workers](https://mass.gov/unemployment-insurance-ui-for-workers).

Para presentar una solicitud en línea, debe crear una cuenta personal de **MyMassGov** visitando [mass.gov/how-to/register-for-a-mymassgov-personal-account](https://mass.gov/how-to/register-for-a-mymassgov-personal-account).

1. Visite el sitio web de **Servicios de Desempleo** en [mass.gov/dua](https://mass.gov/dua) e inicie sesión con su cuenta de **MyMassGov**.
2. Lea el *Acuerdo del Reclamante*, marque la casilla que indica que lo ha leído y seleccione "Próximo".
3. Cuando se le solicite, deberá ingresar su número de Seguro Social y fecha de nacimiento. Seleccione "Próximo".
4. Continúe con la solicitud siguiendo las instrucciones.
5. Al finalizar, regresará al panel de control.

## ¿Necesita ayuda?

Si tiene preguntas sobre su elegibilidad, por favor consulte los requisitos de elegibilidad en línea en: [mass.gov/dua/eligibility](https://mass.gov/dua/eligibility).

Para obtener asistencia para crear una cuenta en línea, visite nuestro sitio de internet: [mass.gov/dua](https://mass.gov/dua).

## Información necesaria para presentar un reclamo

Para solicitar el seguro de desempleo, deberá brindar información personal que incluye su número de Seguro Social, fecha de nacimiento, dirección de residencia, dirección de correo electrónico y número de teléfono.

También tendrá que brindar información sobre su historial laboral de los últimos 15 meses, que incluye lo siguiente:

- Los nombres, direcciones y números de teléfono de todos los empleadores.
- Motivos por los que dejó esos trabajos.
- Fechas de inicio y fin del trabajo.
- Fecha de recontractación (si había sido despedido, pero tenía una fecha establecida para volver al trabajo).

Es posible que necesite información adicional en ciertas situaciones:

- Si no es ciudadano de los Estados Unidos, deberá presentar su número de registro de extranjero o autorización para trabajar legalmente en los Estados Unidos.
- Si tiene hijos dependientes, deberá presentar sus fechas de nacimiento y números de Seguro Social.
- Si forma parte de un sindicato, deberá presentar el nombre y el número de local del sindicato.
- Si ha sido militar, deberá presentar su formulario *DD-214 Member 4*. Si no lo tiene, puede solicitarlo en [dd214.us](https://dd214.us).



## Solicite por teléfono

Para realizar un nuevo reclamo de UI o reabrir uno existente por teléfono, puede hacerlo llamando al Centro de TeleClaims al **(877) 626-6800**.

**El Centro de TeleReclamaciones está disponible de 8:30 a.m. a 4:30 p.m., de lunes a viernes.**

## Para recibir los pagos por depósito directo,

necesitará el nombre de su banco, el número de cuenta y de ruta. De lo contrario, el DUA le enviará una tarjeta de débito.