



## Acadia Care Group Time Sheet Rules

1. **ARE YOU USING THE CORRECT TIME SHEET?** – CHECK THE MEMBER, DATES OF SERVICE (do you have a time sheet for a partial month?), SERVICE, AND DID YOU NOTE THE NUMBER OF AUTHORIZED HOURS if this is your second half of the month time sheet, did you note the hours billed from your previous time sheet – against the authorized amount, so as to not exceed the total for the month of the two pay periods?

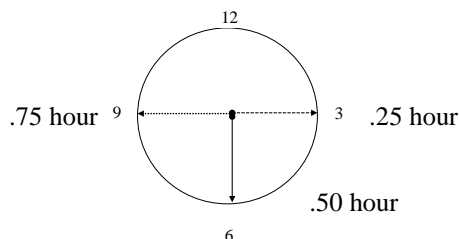
Time Sheets are due by 5:00 P.M. on the Monday following the end of the pay period unless this due date falls on a holiday. In this event time sheets will be due by 5:00 P.M. the following business day.

**Time sheets that are turned in late or incomplete will be process the following pay period.**

2. Use BLUE or BLACK ink only.
3. Do not use whiteout on any Acadia Care Group paperwork. If you make an error on a time sheet or progress report, simply strikethrough the error and initial the error. If you submit paperwork with white out on it, it will be rejected. You will have to submit a corrected time sheet which will be processed the next pay period.
4. Make sure all of the information is accurate and complete
  - a. Date of service – Date in, date out - **make sure you have the right date to avoid overlaps**
    - i. Time of service - Time in, time out - **including AM/PM**
    - ii. Round your time to the nearest 15 minute increment – for example:
      1. if you start your shift **BEFORE OR AT** 10:07am, round back to 10am

2. If you start your shift **AT OR AFTER** 10:08am, round up to 10:15am b. Hours worked for each shift

- i. This time should be indicated as such:
  1. 15 minute increments - .25
  2. 30 minute increments - .50
  3. 45 minute increments - .75



- c. Double check all of your hours worked. Errors will delay payroll.
- d. Total hours (at the bottom of the hours worked column) – keep a running total especially if you are planning on using all the hours so you don't exceed the total authorized
- e. Member/guardian/Responsible Person signatures – Make sure you get complete signatures on both the daily entries and bottom signature sections. The bottom signature section needs to be dated. **Signatures in the right column should be done each time services are provided, not all at once at the end of the pay period.**
- f. YOUR signature, and date
  - i. Please send all time sheets grouped together and then all habilitation data sheets together in another group. (One fax transmission is acceptable as long as the documents are divided as described.) Please number each group in order to ensure that we received all necessary documentation.

Example: Page 1 of 4, Page 2 of 4, etc. Then, separately number HAH data sheets the same – Page 1 of 4, Page 2 of 4. If you choose to send these electronically ensure correct names and numbers accordingly.

5. Your recorded start time is the time you ARRIVE at the Member's home - not the time you leave your home.
6. **Your recorded stop time is the time you stop providing services** to that member. A good idea to briefly and satisfactorily let the parent/guardian/responsible person know about the Member's day, but it's recommended that you depart shortly thereafter. (Do not to add this time to your time sheet.) However, if there are significant concerns that need to be addressed, you may add this time to your time sheet. If this is the case immediately notify Acadia Care Group so that a follow-up and/or ISP meeting needs to occur.
7. If you are providing Habilitation Care Services data sheets for this service must be received at month-end. **If these data sheets are not received the habilitation time sheet will not be processed with the current pay period.** Upon receiving the habilitation data sheets, the time sheets will then be processed at the next pay period. All time sheets and data sheets must be turned in accurately, signed and dated or payroll may be delayed. Completion includes the success percentage calculation and comments.
8. Do not turn in any hours into the next pay period. Any time sheets that are turned in overlapping the next pay period will be rejected. It will be your responsibility to remember to add them to the next pay period's time sheet.
9. Do not change the dates on your time sheet. The time sheet is driven by the authorization number and if dates are entered into the software that do not match the authorization number your time sheet will be rejected. Use the correct time sheet for that month. If you submit a time sheet on which you have changed the dates, the entire time sheet will be rejected and non-processed. You will have to submit a corrected time sheet which will be processed the next pay period.
10. **CONTACT ACADIA CARE GROUP BY EMAIL TO VERIFY RECEIPT BY THE DUE DATE.**

If you fail to confirm receipt of time sheets, progress reports or any other necessary item and they are not received by Acadia Care Group you will not be paid on that pay period and will need to submit time sheets (and confirm receipt) at the next pay period. If you contact Acadia Care Group in order to confirm receipt after the due date and discover there was an error in time sheet submission, you will need to re-submit the time sheets. They will be processed the next pay period. It is highly recommended that you check your email, and voicemail messages, in a timely fashion to confirm that Acadia Care Group has received all necessary paperwork. If there is a time sheet submission error and you fail to check emails and voice mails, time sheets cannot be resubmitted for processing that pay period.

11. Reminder – a monthly unit summary report is provided to the Members – for accountability and reconciliation of your time sheet entries.

If your time sheet contains errors:

1. Acadia Care Group will process the correct entries.
2. **ALL INCORRECT ENTRIES WILL NOT BE PAID.**
3. A description of incorrect entries will be emailed to you so you may correct the error(s) and submit a corrected time sheet(s).

It is YOUR responsibility to correct the error(s) and return the corrected time sheets, progress reports, etc. to Acadia Care Group by the deadline indicated on the Acadia Care Group Schedule of Payroll and Direct Deposit. All time sheet overlaps will not be paid until receipt of all corrected entries. Acadia Care Group has no way of knowing which entry is correct and which entry is incorrect until revised time sheets are received.

If a time sheet contains an error involving an overlap or duplication with another Direct Service Provider a description of the error will be emailed to both of you to review. You should check with one another in order to resolve the problem. All affected entries will not be paid for both direct service providers. The direct service provider who has the error must submit a corrected time sheet. The other direct service provider must submit another time sheet with just the affected entry.

To submit a corrected time sheet(s), follow these steps:

1. Use a blank time sheet /sheets with the correct service dates for the entry/entries you are making. (EXAMPLE: If you have 1 error on an RSP time sheet and 1 error on a HAH time sheet, you will be submitting 2 new time sheets with 1 corrected entry on each, making sure you have used the RSP and HAH time sheets with the proper authorization/service dates.) DO NOT SUBMIT your original time sheets with corrections and/or deletions – you must submit a new, clean time sheet with JUST THE CORRECTED AND/OR AFFECTED ENTRIES.
2. You must label your corrected time sheet with the word CORRECTED at the top of the page.
3. The Member/Guardian/Responsible Person MUST sign and date the time sheet AGAIN.
4. No white out is to be used for corrections – the time sheet will be automatically rejected and returned to you.
5. Return the corrected time sheet to Acadia Care Group by the due date for corrected time sheets as indicated on the Acadia Care Group Schedule of Payroll and Direct Deposit. Corrected time sheets may be faxed, emailed or dropped off at the Acadia Care Group office (if we are not in the office, you can use the secure drop box).
6. After submitting corrected time sheets, contact Acadia Care Group **by email** to verify receipt.

NOTE: When time sheets for Attendant Care Services (ATC) have overlaps, all Attendant Care Services (ATC) services for that day will NOT be paid until the corrections are received and processed with the next pay period.

**Enter your time on your time sheet AS you provide the service. This will avoid time sheet errors and maintain accuracy.** *Remember, your overlap may be with another direct service provider which means neither of you gets paid until corrected time sheets are received from both of you. You could be causing a financial hardship for that other direct service provider, who may not be at fault for the overlap, please be considerate of this.* All direct service providers have a plastic envelope to carry certain documents, including your time sheets, so you should have your time sheets with you at all times when providing services. When you enter your time on the time sheet as the service occurs, errors most likely won't arise (and there shouldn't be an overlap with yourself or another direct service provider). Please also be aware of the time in/time out when you are doing back-to-back services with another direct service provider for the same Member.

Do not enter into personal agreements with your Member/Families about adjustments or alterations to your beginning and ending times of service. This could cause overlapping or duplicate entries and therefore, trigger an investigation by Acadia Care Group into the services being provided. In addition, DDD auditors look for double-dipping billing. Resulting effects could be disciplinary action to the direct service provider, suspension or termination of services to the Member, or other appropriate actions.

**Fraudulent billing is considered Medicaid fraud, no matter who is at fault.**

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#### **ADDITIONAL NOTES:**

- DIRECT SERVICE PROVIDERS are responsible for keeping track of how many hours they billed in the first half of the month per service, and making sure those combined with the number of hours worked in the second half of the month do not exceed the TOTAL number of hours authorized per service on the time sheets.
- Only the total monthly authorized hours are printed on the time sheets, so it is strongly recommended that DIRECT SERVICE PROVIDERS record the number of hours worked in the first half of the month in the top right-hand corner of the time sheet you use for billing the second pay period of the month. Then, subtract that amount from the total hours authorized to get the amount remaining for the second half of the month.
- Remember, if you bill over the number of total hours authorized for the month, you may not be paid for the overage and/or the Member may be billed for the overage. It is in your best interest to total hours correctly and make sure all math is correct, particularly if you are planning on using all hours allotted.
- If the Member wants you to provide additional services, you must be authorized from Acadia Care Group **BEFORE** you may do so.

- If you are asked to provide more than 11.75 hours of Respite in one calendar day, or are aware that another DIRECT SERVICE PROVIDER is working with your Member also on a particular day and are concerned your hours combined with that DIRECT SERVICE PROVIDER's may exceed 11.75 hours of Respite, please follow these steps:
  1. Ask the Member/Responsible Person if the total number of Respite hours will exceed 11.75 that day.
  2. If the hours will exceed 11.75, notify Acadia Care Group. As of 8/1/12, prior authorization is no longer required, however, all RSP hours that exceed 12 in one calendar day will be paid at the current minimum wage TO ALL DIRECT SERVICE PROVIDERS who provide the RSP service in that period.

**I have read, understand and will follow these Time Sheet Rules.**

DIRECT SERVICE PROVIDER

Signature:

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Date:

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DIRECT SERVICE PROVIDER Printed Name:

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