
PAYROLL PLUS OF KANSAS, INC. NEWSLETTER

September 2016

PCS Daily limits

The Personal Care Services policy states that up to 12 hours of PCS can be provided for every 24 hour day. Any exception to the PCS service limit must be identified by the MCO (*Amerigroup, United Healthcare, Sunflower*) and is subject to MCO authorization. Payroll Plus is not authorized to pay any hours that are outside of PCS policy or the Plan of Care.

Find PCS policy here:

[https://www.kdads.ks.gov/commissions/home-community-based-services-\(hcbs\)/hcbs-policies](https://www.kdads.ks.gov/commissions/home-community-based-services-(hcbs)/hcbs-policies) →

General Policies → Personal Care Services E2016-006 page 3.

Medicaid Services

If a Participant has other services that provide one-on-one support, those services should NOT overlap with HCBS Services (nor should services overlap while the participant is in school or has day services) since Medicaid can only be billed by one provider at a time. Any overlaps need to be corrected before payment can be made, or face recoupment in the future.

Manager Change

When desiring to change the Representative Manager, call Payroll Plus and request the change from your MCO and CDDO. You will need approval from your MCO and CDDO, and new paperwork will need to be completed with Payroll Plus ***before*** the Manager can be changed. **Designated Representative Forms do *not* automatically change the Manager with Payroll Plus because they are not contracted with us.**

Reminders and Other Info

Clocking in and out

- ★ **Workers need to clock themselves in and out** with an authorized phone provided by the Manager. The Manager should *NOT* be clocking the worker in and out; Kansas Medicaid considers this to be the worker's responsibility.

Claim Sheets

- Be sure your workers are putting their names and the Participant's name on their claim sheets. We cannot process claim sheets if we don't know to whom they belong.
- Workers need to write down the exact time AuthentiCare gives them when they are clocking in and out (if using hand-written claim sheets).
- Both the Manager's and DSW's signatures must be at bottom of the claim sheet next to the disclaimer.
- Our pay periods are from the **1st-15th** and then the **16th-End of the month**. Claim sheets must be completed accordingly.
- Please turn in claim sheets as soon as the pay period is over. Workers have 30 days after the pay periods end to turn in their claim sheets. We need hours as soon as possible, as the hours become non-payable if not claimed.
- Payroll Plus does not start processing claim sheets until the pay period is over. It will take 2 business days before money will be in the DSW's account. .

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Hiring Process for Potential New Workers

Phone Intake

If you wish to hire a new worker, the Representative Manager needs to call Payroll Plus as soon as possible to start the hiring process. We do hire packets by phone intake with the Manager and potential worker. We will take all of the information over the phone and pre-fill the packet for the Manager and Worker. We will then send it to the Manager (via fax, email, or mail) for review and signatures.

Return Packet to Payroll Plus

When we receive the packet back, we will process the hire packet (within 2 business days or sooner) and get the background checks started. The criminal background check takes 2-3 business days to clear if the worker has no record. If the potential worker has anything on their record the State will send us a letter that states whether or not the convictions prohibit the worker from providing services under the HCBS program. This could take anywhere from a few days to a few weeks. The State of Kansas has to approve the worker before they are eligible to start. Payroll Plus will call the Representative Manager to notify them when the worker has cleared the criminal background check, and give them the worker's AuthentiCare ID number. The Manager can start scheduling the worker at this point; however, Payroll Plus cannot make payment for those hours until the Adult and Child Abuse background checks have cleared as well (usually takes about 3 weeks). At that point, if the worker has turned in a claim sheet, Payroll Plus will pay them for their hours.

Why Payroll Plus Does Phone Intakes

People have not been very successful in completing the hire packets themselves, as they are quite lengthy. We have found that doing packets by phone intake speeds up the process, as there are less errors and missing information.

- When tracking the 40 hour work week, Kansas Medicaid determines a week as Sunday-Saturday regardless of when a pay period begins or ends.

Exception Reports or Web Exceptions

- Exception Reports or Web Exceptions **must** be done to edit a missing clock in/out. A "note" at the bottom of a claim sheet is **not** sufficient. Exception Reports can be found online, or you may call Payroll Plus and we can send you some via email, fax, or snail mail.
- If a Web Exception has been done to make a correction, wait until the website is updated **before** printing claim sheets so that all of your workers' hours are showing accurately. **The website is not in live time.**
- We encourage all Participants or their Representative Managers to submit their workers' Exceptions **before** a pay period is over. Exceptions can be submitted at anytime. If they are done sooner rather than later, payroll goes a lot smoother.
- If a whole new shift needs to be edited in, please indicate the date the shift needs to be added in on.
- Please indicate AM and PM when doing any edits.
- If there are several corrections that have to be made on a DSW's hours, pay may be delayed.
- Edits should **not** be made **after** a worker has been paid, all edits should be done before payment is made. Claim sheets should reflect the hours that are accurate and true.
- It is crucial that edits are kept to a minimum. In Kansas Medicaid's proposed policy, any open ended or completely missing shifts could potentially not be paid. AuthentiCare is mandated by the State of Kansas, and non-compliance could also result in Termination of our contract with the Medicaid Participant.