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# PAYROLL PLUS OF KANSAS, INC. NEWSLETTER

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April 2017

## Conflict of Interest Policy/ Renewal

A Conflict of Interest is when a person in charge of creating the Plan of Care/ISP is also a Legal Guardian, an Active Durable Power of Attorney, or a Designated Representative Manager and is also a paid caregiver. Federal Policy does not allow someone who directs services to also financially benefit from services provided (42 CFR 441.505, as amended). If you recognize that you have a Conflict of Interest that you have not disclosed to Payroll Plus or your MCO, it is your responsibility to notify us to get it resolved.

**A Legal Guardian or an individual with an Active DPOA may be a paid caregiver to provide support only if the potential Conflict of Interest is mitigated.**

### Payroll Plus Renewal

This policy was posted publicly by KDADS, effective 7/1/2015. Payroll Plus then worked with our clients to address any potential Conflict of Interest scenarios by one of three ways:

1. Designating a new Representative Manager for the Participant by filling out an Appointed Designated Representative Form. The new Representative Manager is then authorized to make decisions on the Participant's behalf for his/her care, and management of the Direct Support Worker staff.
2. A court order from a judge would need to be granted that mitigates any Conflicts of Interest in accordance with KSA 59-3068.
3. A Participant or their Legal Guardian may request an exception from their MCO, if they live in a rural setting and the nearest Agency-Directed service is more than of 50 miles from the Participant's residence.

*...continued on page 2*

## AuthentiCare Usage & Edits

### AuthentiCare & Exceptions Reports

The State of Kansas mandates AuthentiCare for Personal Care Services. The Participant/Representative Manager must ensure that their staff uses AuthentiCare for every shift; however, if an error occurs and a correction needs to be made then Exceptions Reports or Web Exceptions must be done within 72 hours of the error occurring. **Managers must be completing the Exceptions Reports, NOT their workers.**

Managers need to be proactive about ensuring that their staff is using AuthentiCare, reviewing their hours, and making edits as needed within 72 hours of the error occurring.

### Manager Resources:

- Paper Exceptions Reports can be printed off at [www.payrollplusofkansas.com](http://www.payrollplusofkansas.com), click on **Direct Support Workers**, and click on **Claim-sheets & Exceptions Reports (Paper Forms)**. From there you can print off claim-sheets and Exceptions Reports as needed.
- To review hours or submit a Web Exception go to [www.payrollplusofkansas.com](http://www.payrollplusofkansas.com). Click on **View/Print Hours**, use your Manager ID number to log in, choose the correct month and pay period. The web page that pulls up will show you all times that are in AuthentiCare (our website is not in live time, so we have to go in and upload/update the site for it to show the most recent clock ins and outs). To submit a Web Exception click on the blue claim numbers, and follow the instructions.

*Being out of compliance with using AuthentiCare could result in termination of our contract with the Medicaid Participant.*

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Payroll Plus sent the first Appointed Representative forms out two years ago in May, and last year the forms were renewed as well. **These need to be renewed annually.** Payroll Plus and/or your MCO Case Coordinator will be contacting all Participants whose forms will be expiring to get these renewed.

**Failure to be in compliance with this policy will result in possible delay or loss of services upon expiring forms.**

## Payroll Plus Staff

### New Staff Member at Payroll Plus

Payroll Plus has welcomed one new staff person to our team. Cristina will be taking over Web Exceptions, Paper Exceptions Reports, reviewing AuthentiCare hours, doing phone intakes, Monthly Obligations, etc. We wish well to Tina, as she moved away from Kansas.

#### Staff Contact Information:

**Cristina:** AuthentiCare Specialist, Data Intake  
Email: [payrollplus4@ucom.net](mailto:payrollplus4@ucom.net)

**Laura:** PHI Specialist, Receptionist, Translator  
Email: [payrollplus2@ucom.net](mailto:payrollplus2@ucom.net)

**Monica:** Accounts Receivable Clerk  
Email: [payrollplus6@ucom.net](mailto:payrollplus6@ucom.net)

**Sara:** Human Resources  
Email: [payrollplus3@ucom.net](mailto:payrollplus3@ucom.net)

**Eva:** Payroll and Office Manager  
Email: [payrollplus5@ucom.net](mailto:payrollplus5@ucom.net)

**Terry:** Director



## AuthentiCare Maintenance

AuthentiCare has scheduled System Maintenance for April 22<sup>nd</sup>-April 23<sup>rd</sup>. **There is an expected outage of 10 minutes during the maintenance window.** If your workers are trying to clock in or out during this time and experience an issue, please have the worker attempt again later, or after the maintenance window has ended, and make corrections to their hours as needed.

## Who is my Employer?

If your workers are applying for a different job, benefits (such as Health Insurance, Supplemental Security Income, etc.), Payroll Plus is not the Employer. **The Employer is the Participant only.** Payroll Plus is just the third party agency that processes payroll on the Employer's behalf. Your workers may mention Payroll Plus (as a contact for records) and the Representative Manager (as applicable, as a contact for Mgr/Supervisor), but not the Employer.

In some cases, a Representative Manager is needed as a direct supervisor if the Participant is not the Manager.

#### Manager duties include, but are not limited to:

- Interviewing potential new hires
- Provide training and orientation
- Provide a safe working environment
- Directing staff and care
- Enforcing policies & procedures (Medicaid policy, FMS policy, and Manager policies)
  - Scheduling workers (to stay within 40 hrs per week, within Plan of Care, etc.)
  - Ensuring the use of AuthentiCare
  - Reviewing AuthentiCare hours and making corrections as needed within 72 hours

## Termination Forms

If a Direct Support Worker is no longer providing care for a Participant, please notify Payroll Plus right away. Payroll Plus will send the Participant or their Representative Manager a Termination Form to complete for that worker. Under the VFA model, Payroll Plus is required to report employment to Kansas Medicaid on the Participant's behalf. Payroll Plus is also required to report to Federal and State Unemployment, FICA (Social Security & Medicare), and garnishment authorities (as applicable). If the employer does not inform us when employees leave, it is difficult for Payroll Plus to accurately and timely report to required authorities.

**Payroll Plus will be closed on Monday, May 29th in observance of Memorial Day.**