Attendant Care Worker User Guide for Advance Systems

Version 1.2019
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Introduction to Advance Systems

• What is Advance Systems?
  
  o Advance Systems is a provider of an automated time and attendance software. Granite State Independent Living (GSIL) has partnered with Advance Systems to take our Attendant Care Worker (ACW) timekeeping electronic. GSIL will be utilizing a telephonic timekeeping system called CallFire in conjunction with Advance Systems to capture employee’s clock in and out times, as well as tasks performed during their shift.

• Why electronic timekeeping?
  
  o Electronic timekeeping, telephonic in GSIL’s case, allows a discontinuation of paper timesheets. No longer will timesheets need to be mailed, faxed, scanned/emailed or dropped off for them to be processed. Hours worked will be captured in real time allowing for more accurate and timely processing of payroll.

  o Looking towards the future, Medicaid is requiring all providers to utilize an Electronic Visit Verification System (EVVS) by January 1, 2019. Advance Systems will meet Medicaid’s EVVS requirement.

• How does Advance Systems work?
  
  o Upon arrival at your consumer’s home, call the provided toll-free telephone number to clock in, thus beginning your shift. Once your shift is complete, again, call the toll-free telephone number to clock out and report tasks performed during your shift. The Payroll Department reviews the clock in and out times daily. Weekly, your consumer(s) will receive a summary of hours worked in order to approve your timecard. The Payroll Department processes timecards weekly with a Thursday pay date (see page 11 for the 2018 ACW Payroll Calendar for assigned pay dates).
• How will GSIL **employees** benefit from electronic timekeeping?
  
  o GSIL ACWs will no longer be required to complete weekly paper timesheets to submit to the GSIL Payroll Department.
  
  o Paper timesheets will no longer need to be mailed, faxed, scanned/emails or dropped off, resulting in a savings of money and time.
  
  o Timesheet legibility issues will no longer be a concern.
  
  o In the event of a personal or consumer emergency, hours worked will have been captured electronically and the need to rely on a paper timesheet being submitted is eliminated.
  
  o When a payroll change is requested, communication with the GSIL Payroll Department will quickly initiate the request.

• How will GSIL **consumers** benefit from electronic timekeeping?
  
  o GSIL consumers will no longer need to mail, fax, scan/email or drop off employee timesheets for processing, resulting in a savings of money and time.
  
  o Timesheet legibility issues will no longer be a concern.
  
  o Electronic timekeeping will provide an additional layer of security to reduce the threat of fraud.
  
  o In the event of an emergency, hours worked will have been captured electronically and the need to rely on a paper timesheet being submitted is eliminated.
How to Use Advance Systems

How to Obtain your Employee ID #:

1. When hired by GSIL, complete new hire paperwork and submit to the Human Resource Department.

2. Once the Human Resource Department has successfully processed your new hire paperwork, you will be contacted and provided your Employee ID #.

How to obtain your Consumer’s ID #:

1. Arrive at your shift at your consumer’s home/location.

2. Refer to the Consumer Reference Sheet located near the designated telephone for clocking in and out for the Consumer ID #.

Clock In Process:

1. Arrive at scheduled shift.

2. Call 1-855-552-TIME (1-855-552-8463) toll-free or 603-922-7455 to clock in from the consumer’s designated telephone.

3. Once connected, you will hear the following:
   a. ‘Welcome to the GSIL clocking service’
   b. ‘To start a shift, please press 1’ – Press 1 to clock in.
   c. ‘Enter your Employee Number’ – Enter your Employee ID #.
   d. ‘If your name is XXXXX, press 1. If not, press 2’ – Press 1 if correct, press 2 if incorrect and re-enter your Employee ID #.
   e. ‘Enter Consumer ID’ – Enter your Consumer’s ID # (located on the Consumer Reference Sheet).
   f. ‘If your consumer’s name is XXXXX, press 1. If not, press 2’ – Press 1 if correct, press 2 if incorrect and re-enter your Consumer’s ID #.
   g. ‘Enter Program ID’ – Enter your Consumer’s 3-digit Program # (located on the Consumer Reference Sheet).
h. ‘If your program is XXXXX, press 1. If not, press 2’ – Press 1 if correct, press 2 if incorrect and re-enter your Consumer’s Program #.

4. You will hear ‘Thank you, your clock time has been stored. Good Bye.’ Hang up to end the call and begin your shift.

**Clock Out Process:**

1. Upon completion of a shift, call **1-855-552-TIME** (1-855-552-8463) toll-free or **603-922-7455** to clock out from the consumer’s designated telephone.

2. Once connected, you will hear the following:

   a. *Welcome to the GSIL clocking service*
   b. ‘To end a shift, please press 2’ – Press 2 to clock out.
   c. ‘Enter your Employee Number’ – Enter your Employee ID #.
   d. ‘If your name is XXXXX, press 1. If not, press 2’ – Press 1 if correct, press 2 if incorrect and re-enter your Employee ID #.
   e. ‘Enter Consumer ID’ – Enter your Consumer’s ID # (located on the Consumer Reference Sheet).
   f. ‘If your consumer’s name is XXXXX, press 1. If not, press 2’ – Press 1 if correct, press 2 if incorrect and re-enter your Consumer’s ID #.
   g. ‘Enter Program ID’ – Enter your Consumer’s 3-digit Program # (located on the Consumer Reference Sheet).
   h. ‘If your program is XXXXX, press 1. If not, press 2’ – Press 1 if correct, press 2 if incorrect and re-enter your Consumer’s Program #.
   i. ‘Enter the number of tasks you have completed’ – Enter the number of tasks completed during your shift.
   j. ‘Enter your 1st task code’ – Enter the assigned task # for 1st task completed (located on the Consumer Reference Sheet).
   k. ‘Enter your 2nd task code’ – Enter the assigned task # for 2nd task completed (located on the Consumer Reference Sheet).
   l. Continue entering the assigned task numbers until all completed tasks are reported.

3. You will hear ‘Thank you, your clock time has been stored. Good Bye.’ Hang up to end the call and end your shift. **If traveling directly to another shift, call 1-855-552-TIME** (1-855-552-8463) toll-free or **603-922-7455** to clock in to Travel Time.
Travel Time Clock In Process:

1. Travel Time is recorded when traveling directly from one shift to the next shift. Upon completion of the clock out process, call 1-855-552-TIME (1-855-552-8463) toll-free or 603-922-7455 again to clock in to Travel Time from the consumer’s designated phone.

2. Follow the Clock In Process on page 3.
   a. Enter the Consumer’s ID # for where you are departing from.
   b. Enter 012 for the Program ID to clock in to the Travel Time program.

3. Hang up to end call and begin traveling to your next shift.

Travel Time Clock Out Process:

1. Upon completion of Travel Time by arriving at your next shift, call 1-855-552-TIME (1-855-552-8463) toll-free or 603-922-7455 to clock out from Travel Time by using the consumer’s designated telephone.

2. Follow the Clock Out Process on page 4.
   a. Enter the Consumer’s ID # for where you are arriving at.
   b. Enter 012 for the Program ID to clock out of the Travel Time program.
   c. Enter 0 for the number of tasks completed.

3. Hang up to end call and end your Travel Time. To begin next shift, call 1-855-552-TIME (1-855-552-8463) toll-free or 603-922-7455 to clock in from the consumer’s designated telephone.

For the system to correctly process your shifts, it is essential to clock out of Travel Time prior to clocking in to your next shift.
Missed Punch or Timesheet Issue Process:

In the event of a missed clock in or out time (a punch) or timesheet issue, the GSIL Payroll Department can be contacted one of the following ways:

1. Complete the electronic Missed Punch form which can be accessed online at www.gsil.org as soon as possible. On GSIL’s homepage, click on the Become a Care Attendant link, then click on the Attendant Hub link. Click the ACW Missed Punch Form link to access the form.

   The following is the direct link to the Missed Punch form which can be saved to your computer or cellphone: https://bit.ly/2xsKuXi

   Fill out the form in its entirety, sign it and then click the ‘Send to GSIL’ button. Your consumer will be contacted to verify the hours worked and tasks performed prior to payment of wages.

2. Call 603-717-0893 to directly speak with a Payroll Associate during GSIL’s regular business hours of Monday thru Friday, 8 am – 5 pm. If outside of GSIL’s regular business hours, please leave a voicemail.

3. A toll-free call can be placed at 1-855-552-TIME(1-855-552-8463). Once connected, you will hear the following:

   a. ‘Welcome to the GSIL clocking service’
   b. ‘To report a missed punch or timesheet issue, please Press 4’ – Press 4 to be connected to the GSIL Payroll Department

Per the Department of Labor rules and regulations, employees must verify and sign any change or addition made to their timecard record. Changes and additions made will be printed on the weekly ACW Timesheet Change Approval report and sent to the employee prior to payment of wages. The employee must verify and sign the change and return the report to GSIL’s Payroll Department as soon as possible for their employee file.
Frequently Asked Questions

Q. How do I obtain my Employee ID #?

A. Once hired by a consumer and new hire paperwork is successfully processed by the Human Resource Department, you will be provided your Employee ID #. If Employee ID # is forgotten, please contact the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 to obtain.

Q. Who should have access to my Employee ID #?

A. Once you receive your Employee ID #, do not share it with anyone. This number is to remain private; do not share it with your co-workers or your consumer. Your Employee ID # is used to ensure that you are the one clocking in or out of your shifts with your consumer.

Q. How do I know my Consumer’s ID #, Program # & reportable Task #s?

A. Please refer to the Consumer Reference Sheet located near the designated telephone for clocking in and out. If unavailable, please have your consumer contact their GSIL LTS Coordinator.

Q. Am I allowed to record my Consumer’s ID # & take it with me?

A. No, please refrain from recording your Consumer’s ID #. When clocking in and out from shifts, the Consumer’s ID # will be located on the Consumer Reference Sheet.

Q. How are my clock in and out times rounded?

A. Advance Systems rounds in accordance with the 7/8 rounding rule. The 7/8 rounding rule ensures that times are consistently and fairly rounded up or down to the nearest 15-minute increment. For example, 8:01 to 8:07 rounds to 8:00, while 8:08 to 8:14 rounds to 8:15.

Q. How long should I expect clocking in or out to take?

A. On average clocking in or out with Advance takes 60 seconds. Please be mindful that the time Advance captures is when the call has been completed. For example, if you begin clocking out at 12:05 pm and the call is completed at 12:07 pm, the clock out time is recorded as 12:07 pm.
Q. What do I do if the call is disconnected or I hang up before clock in or out process is complete?

A. If the call is unable to be completed, please follow the Missed Punch or Timesheet Issue Process on page 6. The ACW Missed Punch Form is located online at www.gsil.org and can be utilized to report clock in or out information. If unable to complete the online form, call the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 at first opportunity.

Q. What do I do if I arrive at the consumer’s home/location for my scheduled shift and the consumer is not home or won’t allow me to enter/provide services?

A. PCA/PCSP/ICO shift: Contact the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 to notify staff.

Home Care North shift: Contact Home Care Scheduler at 1-800-826-3700 ext. 1606 or 603-717-0807 to notify staff. If outside of GSIL’s regular business hours of Monday through Friday, 8 am – 5 pm, contact the answering service at 1-866-504-4344.

Home Care South shift: Contact Home Care Scheduler at 1-800-826-3700 ext. 1129 or 603-892-4372 to notify staff. If outside of GSIL’s regular business hours of Monday through Friday, 8 am – 5 pm, contact the answering service at 1-866-504-4344.

Q. What do I do if I am unable to use the designated telephone to clock in or out?

A. Please follow the Missed Punch or Timesheet Issue Process on page 6. The ACW Missed Punch Form is located online at www.gsil.org and can be utilized to report clock in or out information. If unable to complete the online form, call the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 at first opportunity.

Q. Can I use a different telephone other than the one designated?

A. Currently, only the designated telephone at your consumer’s home/location can be utilized to clock in and out of shifts. There is the potential in the future for use of a web based timekeeping with Advance Systems, however, at this time only the telephonic timekeeping will be utilized.
Q. How do I record my time when training?

A. Pre-approved training is to be recorded by utilizing Advance Systems. Follow the Clock In & Clock Out processes on pages 3 & 4. Refer to the Consumer Reference Sheet for the training program #.

Q. What do I do if my consumer is hospitalized midweek?

A. If you receive communication from your consumer that they have been hospitalized, please contact the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 to report the hospitalization.

If you have arrived at your scheduled shift and the consumer is not present due to hospitalization, you will be paid the amount of time the shift was scheduled if under two hours. If shift is 2 hours or more, you will be paid two hours per Department of Labor RSA 275:43-a. Please contact the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 to report the hospitalization.

Regarding your employee timecard, no further action needs to be taken if clock in and out times have been recorded properly. If a clock in or out time has not been entered, please contact the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 to report the missing time.

Q. I provide services for my consumer under both PCA & PCSP, how do I report my time?

A. When providing services to one consumer under multiple programs, clock in to one program and perform associated tasks. Once completed with first program, clock out of the first program and clock into the second program. Again, perform tasks associated with the second program and clock out once tasks are completed.

Q. Who do I contact with system issues?

A. Please contact the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 to report any issues experienced while clocking in or out.
Q. I am taking time off; do I need to contact the GSIL Payroll Department?

A. If you are employed by GSIL’s Home Care Department, please notify the appropriate Home Care Scheduler of your planned absence; they will adjust your schedule accordingly and communicate with your consumer(s). If providing services to a consumer participating in GSIL’s PCA, PCSP or ICO Payroll programs, there is no need to communicate your time off with the GSIL Payroll Department, however, please communicate your time off with your consumer(s).

Q. What do I do if I need to contact the GSIL Payroll Department outside of GSIL’s regular business hours of Monday thru Friday, 8 am – 5 pm?

A. Call the GSIL Payroll Department toll-free at 1-855-552-TIME (1-855-552-8463) and press 4 or directly at 603-717-0893 and leave a voicemail on the centralized voicemail box. A Payroll Associate will contact you during GSIL’s regular business hours. If reporting a missed punch, please go online at www.gsil.org to complete the ACW Missed Punch Form.
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**2019 ACW Payroll Calendar**

**Assigned Pay Dates**

**Holidays - Corporate Offices Closed**
Payroll Department Contact Information

Please contact the Payroll Department for questions regarding timekeeping.

**Toll-Free Telephone:** 1-855-552-TIME (1-855-552-8463) and press 4
**Direct Telephone:** 603-717-0893
**Email Address:** payroll@gsil.org
**Fax Number:** 603-228-1673

Human Resource Department Contact Information

Please contact the Human Resource Department for questions regarding new hire paperwork.

Toll-Free Telephone: 1-800-826-3700
Telephone: 603-228-9680

Home Care Department Contact Information

Please contact the Home Care Department for consumer cancellations, hospitalizations, lack of presence at scheduled shift or for taking time off.

**During regular business hours of Monday through Friday, 8 am – 5 pm:**

**Home Care North:**
Toll-Free Telephone: 1-800-826-3700 ext. 1606
Direct Telephone: 603-717-0807

**Home Care South:**
Toll-Free Telephone: 1-800-826-3700 ext. 1129
Direct Telephone: 603-892-4372

**Outside of regular business hours:**

**Home Care North:**
Answering Service: 1-866-504-4344

**Home Care South:**
Answering Service: 1-866-504-4344