

AuthentiCare® KS Timekeeping Policies

The state mandates that DSWs must use the AuthentiCare® KS System to record all time worked. It is Helpers, Inc.'s intent to pay all DSWs for all time worked within the Participant's approved Integrated Service Plan (ISP) and within a maximum 40 hour work week. In order to do so, DSWs are required by the state to clock in and clock out for every single shift. The work week is defined as Sunday through Saturday.

The Participant must provide a phone for the DSW to use. If the Participant does not have a cell phone or land line, the Participant should contact Safelink at 1-877-631-2550 to obtain a free phone. DSW phone cannot be added.

All time entry changes must be made using the Time Entry Change Form. This form must be submitted either via fax (913-322-7250) or scanned and sent via email to Help@Helpersinc.org. See attached form. This form can also be located on our website at Helpersinc.org under the Forms tab.

Helpers, Inc. cannot enter a complete shift. The state does not permit Helpers, Inc. to pay for time that is not recorded in AuthentiCare® KS. It is the Participants responsibility as the employer to pay for time not recorded in AuthentiCare® KS. Setting reminders on a phone or posting a note in a prominent place will help.

The state mandates ***12 hours is the maximum total hours per day of PAS Services*** that can be worked unless otherwise specified on the Integrated Service Plan (ISP). The total hours for the day cannot exceed the limit, even if there are multiple DSWs working. Enhanced Care Services (ECS), formally known as sleep cycle, has a minimum of 6 hours and a maximum of 9 hours.

Participant, Guardian, or the Designated Representative should request reports via email at Help@Helpersinc.org for the 1st-15th on the 16th of the current month and for the 16th-31st on the 1st of the following month to verify the DSW time worked. All time adjustments must be received within 48 hours.

If Helpers, Inc. does not receive a modification request, or a request for reports, it will be assumed that the time recorded has been approved. Participant, Guardian, or Designated Representative and DSWs should keep record of all time recorded on a calendar or log in order to verify accuracy of reports.

AuthentiCare® KS Time Keeping Instructions

The state mandates that DSWs must use the AuthentiCare® KS system to record all time worked. The Participant must provide a phone for the DSW to use. Helpers, Inc. cannot accept changes from the DSW. All changes for a missed clock in or clock out must be submitted by the Participant/Guardian or their Designated Representative using the Time Entry Change Form. Helpers, Inc. cannot enter a complete shift.

Instructions to Clock-In

- Dial **1-800-903-4676** from the **Participant's** touch-tone phone.
- Enter Worker ID number followed by the pound (#) sign.
- Press 1 for Clock-in.
- The DSW will hear the name of the Participant. If it is correct, press 1.
- The DSW will hear a list of services available for the Participant and be asked to choose one of these services by pressing the appropriate number on the phone key pad.
- AuthentiCare® KS will then repeat back DSW name, our agency's name (Helpers, Inc.), the service to be provided and the Participant's name. If this is all correct, press 1. If the information is not correct press 2, and the DSW will be able to correct the info before finishing the call.
- If the information is correct, the DSW will be told that the clock-in was successful at (states the time). At this point the DSW will be instructed to press 2 to end the call.

Instructions to Clock-Out

- Dial **1-800-903-4676** from the **Participant's** touch tone phone.
- Enter Worker ID number followed by the pound (#) sign.
- Press 2 for Clock-out.
- Enter the activity codes. The DSW will be prompted to enter the activity codes one at a time. After the entry of each code, press the (#) sign. AuthentiCare® KS reads the activity code, asks the DSW to confirm it is correct, and then asks the DSW to enter another activity code if needed. Once the DSW has entered all activity codes, press 8 to continue to the next step.
- AuthentiCare® KS will repeat back the DSW name, our agency's name (Helpers, Inc.), the service provided, and the Participant's name. If this is all correct, press 1. If the information is not correct, press 2 and the DSW will be able to correct the information.
- If the information was correct, the DSW will be told that they have successfully completed the call. Press 2 to end the call.
- **DO NOT HANG UP UNTIL THE SYSTEM GIVES YOU A RECORDED TIME.** If the DSW does not hear a time at the end of the call, the time was not recorded.

Instructions to Hear Weekly Time Recorded

- Dial **1-800-903-4676** from the **Participant's** touch-tone phone.
- Enter Worker ID number followed by the pound (#) sign.
- Press 3 for Hours Worked This Week