

AuthentiCare® KS Timekeeping Policies

The state mandates that workers must use the AuthentiCare® KS System to record all time worked. It is Helpers, Inc.'s intent to pay all workers for all time worked within the Participant's approved Integrated Service Plan (ISP) and within a maximum 40-hour work week. The work week is defined as Sunday through Saturday.

The Participant must provide a phone for the worker to use.

All time entry changes must be made using the Helpers, Inc. Time Tracker (HITT) system. If the client and worker do not have an email address, a time entry change form can be submitted either via fax (913-322-7250) or email to Help@Helpersinc.org. 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 workers working. Enhanced Care Services (ECS) has a minimum of 6 hours and a maximum of 9.5 hours. Overnight Respite (ONR) has a minimum of 8 hours and a maximum of 9.5 hours.

Helpers, Inc. cannot pay a worker for working more than 40 hours per week with a waiver Participant, unless the Participant has an Overtime Agreement on file with Helpers, Inc. Hours recorded in Authenticare should never exceed 40 hours. Anything beyond 40 hours must be paid by the Participant.

Participant, Guardian, or the Designated Representative can view their time on the HITT system. If they do not have an email address, they can request reports. All time adjustments must be received within 48 hours.

It is the participant's responsibility to log in to the HITT system to view time worked. If Helpers, Inc. does not receive a modification request, it will be assumed that all time recorded has been approved.

AuthentiCare® KS Time Keeping Instructions

The state mandates that workers must use the AuthentiCare® KS system to record all time worked. The Participant must provide a phone for the worker to use. Should an error occur, all time changes can be submitted through the Helpers, Inc. Time Tracker (HITT) system. 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 worker will hear the name of the Participant. If it is correct, press 1.
- The worker 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 the worker's 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 worker will be able to correct the info before finishing the call.
- If the information is correct, the worker will be told that the clock-in was successful at (states the time). At this point the worker 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 worker 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 worker to confirm it is correct, and then asks the worker to enter another activity code if needed. Once the worker has entered all activity codes, press 8 to continue to the next step.
- AuthentiCare® KS will repeat back the worker 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 worker will be able to correct the information.
- If the information was correct, the worker 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 worker does not hear a time at the end of the call, the time was not recorded.