***1st*** Choice In Home Care Services

9647 Lackland

St. Louis, MO 63114

(314) 438-0811

**Time Documentation: Frequently Asked Questions**

***How do I complete my timesheet?***

You must use blue or black ink only when filling out your timesheet. Timesheets must be legible and readable to be accepted. Scratch outs, white outs, and write overs are not accepted. You must complete and submit a new timesheet.

Fill out your timesheet and have you and the consumer sign it daily. Fill in the date, the time you started and stopped working and check what task you did.

If your client is in the hospital and you did not work on that day check the box “Hospitalized.”

The back of the timesheets has instructions. There is will also be an upcoming video training that you can watch on our website [www.1stchoiceinhomecare.net](http://www.1stchoiceinhomecare.net). Select the “Employee Portal” tab.

***When are timesheets due?***

Timesheets from the 1st day of the month to the 15th day of the month are due in our office by 6 pm on the 16th day of the month.

Timesheets from the 16th day of the month to the last day of the month are due in our office by 6 pm on the 1st day of the month.

***How do I turn in timesheets?***

You can mail or drop off original timesheets to our office at 9647 Lackland St. Louis, MO 63114. There is a black drop box located outside of the building. Timesheets must be legible and readable to be accepted.

You may drop off, mail, or fax timesheets, but you can not email timesheets. You may fax timesheets to (314) 438-0822.

***What if I mess up on my timesheet?***

Timesheets must be legible and readable to be accepted. Scratch outs, white outs, and write overs are not accepted. You must complete and submit a new timesheet.

***I didn’t get my timesheets in on time. What should I do?***

You can still turn in timesheets, even after the due date. They will be paid on the next pay day.

***My employment with my consumer has ended and I still have timesheets. What should I do?***

You have 2 weeks from your last day worked to submit any remaining timesheets. They will be processed and paid by the next pay date.

***I forgot to complete a part on my timesheet before I turned it in. Can the office fill it in for me?***

No. The timesheet must be completed by the consumer and the attendant. The office can not complete any section for you.

***I used the EVV system but there was a mistake with my time. What should I do?***

You will needed complete a timesheet for the day, time in/out, and task completed. You will also need to have the consumer’s signature and your signature on the timesheet and submit the timesheet.

***I made multiple visits to my consumer on the same day. What do I do?***

You must complete a separate timesheet for each visit. Each visit must be put on a separate timesheet showing the time in, time out, and tasks completed. A consumer and attendant signature must be on each entry and timesheet.

**Can I work for more than one consumer?**

Yes, however you can not provide services for more than one consumer at the same time and there can not be any overlap in the time of service delivery.

***I used the EVV system and I forgot clock in (or clock out). What should I do?***

You must complete a timesheet if you forget to clock in or clock out. Complete a timesheet showing the time in, time out, and tasks completed. Check the box that says “Clock in/out error”. A consumer and attendant signature must be on each entry and timesheet.

***I used the EVV system and I forgot to enter what tasks I did. What should I do?***

You must complete a timesheet if you did not enter the tasks you did. Complete a timesheet showing the time in, time out, and tasks completed. Check the box that says “Clock in/out error”. A consumer and attendant signature must be on each entry and timesheet.

***I usually use the EVV system, but it was not available and I couldn’t use it. What should I do?***

You must complete a timesheet if you were not able to clock in/out. Complete a timesheet showing the time in, time out, and tasks completed. Check the box that says “Phone not available”. A consumer and attendant signature must be on each entry and timesheet.

***I use the EVV system and I called in twice (or called out twice). What should I do?***

You must complete a timesheet if there is ***ANY*** error in your time. Complete a timesheet showing the time in, time out, and tasks completed. Check the box that says “Clock in/out error”. A consumer and attendant signature must be on each entry and timesheet.