

LIFE PATTERNS INC.

Life Patterns Lowdown

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When **not** to be clocked in...

First, the Employer or Designated Rep should **NOT** be the one clocking their workers in/out. **The worker should be responsible for clocking themselves in/out.** They should also not be scheduling their workers during certain time frames:

- ⇒ Typically, a worker should not be scheduled over 12 hours in a 24 hour period (the COVID-19 exceptions are a limited exception granted by the State.).
- ⇒ A worker should not be scheduled over 40 hours per week (Sunday-Saturday), and should also not be scheduled over the participant's monthly authorized hours (there were no exceptions granted to have workers work over 40 hours or over the monthly authorized hours).
- ⇒ A worker can never be clocked in for 2 participants at the same time, nor can 2 workers be caring for 1 participant at the same time (unless otherwise stated on the participant's ISP).
- ⇒ Workers should never be scheduled any time after the participant is admitted to an inpatient or residential hospital, nursing facility, or any other care facility/institution.
- ⇒ The participant or their Designated Representative should not schedule staff to work during hours in which the participant is in a school setting (with exception to the TA Waiver).
- ⇒ Workers should **never** clock in if they are not caring for the participant!

Background Check Reruns

It is mandated by the State of Kansas that background checks are run every two years. If it is time for your employees to renew their background checks, you will receive a letter in the mail from Life Patterns.

The letter will include the worker's name, three background check forms, and the date they need to be returned. You can return the forms by mail, e-mail, or fax.

*****It is MANDATORY that these forms be returned by the date provided on the letter. If we do not get them back on time, your worker(s) will be inactivated, should not work, and will NOT be back paid for their hours missed.**

COVID-19 Exceptions

The State still has not set an end date of the COVID-19 exceptions they granted. We will continue to keep everyone updated through our newsletters and on our website, www.lifepatternsks.org.

Masks

Life Patterns has masks available at both offices. For the families who are using Life Patterns, or workers who are currently working through Life Patterns, you can call our office and we will mail some masks to you.

BACK TO SCHOOL!!

With school starting soon, assuming school will be in session, it is likely that the amount of authorized hours may be decreasing. Please review the ISP/Plan of Care from your Managed Care Organization (MCO) to see how many hours are authorized. If you have any questions about the ISP or how many hours are authorized, please call your Life Patterns office and we can help you as well.

****Reminder: Workers cannot be clocked in while the participant is in school. "Personal Care Services (PCS) cannot be provided in a school setting and cannot be used for education, as a substitute for educationally related services, or for transition services as outline in the participant's ISP."**

We hope everyone has a wonderful 2020-21 school year!!!

Time Changes

As the Employer it is **YOUR** responsibility to ensure that your workers are clocking in and out using AuthentiCare **AND** that you are making corrections to your workers' hours if they miss a clock in or out (or clock in or out *late*). Time changes should always be done within 48 hours of the error occurring, to ensure that your workers are getting paid for all the hours that they work.

At the end of every pay period, Life Patterns contacts the Employer if any additional time changes are needed.

Time changes can be faxed, emailed, mailed, or submitted on our website (under the **Time Changes** tab).

Viewing hours in AuthentiCare

We strongly encourage all Employers to be proactive about getting set up to log into AuthentiCare to review their workers' hours. It is good to review hours daily to ensure accuracy.

To get set up to log into AuthentiCare, call your Life Patterns office! We will send you your log in information and directions on how to navigate the website.

If you do not have access to the internet, then please call your Life Patterns office regularly to see if any time changes are needed.

AuthentiCare App

We have received great feedback from workers using the AuthentiCare app to clock in and out. With the app, workers can use their own cell phones to clock in and out; they don't need to use the employer's authorized phone.

The app has a lot of handy features that aren't available if you use the calling system. With the app, workers have access to a calendar that allows them to view any shifts they have completed, past and present, and it also lets them see if there are any pending clock ins/outs for any shifts. Also, as long as a worker is logged into the app, even if their phone doesn't have service when they check in or out, the app will store their times until they enter a location that has service. That data will then be pushed to AuthentiCare and record their times.

*******The system does track the location in which the worker clocks in and out, which we monitor in our office to ensure accuracy.

If workers are interested in trying the AuthentiCare app, they will need to go to our website, www.lifepatternsks.org. From the home screen, scroll down to where it says **"Introducing the AuthentiCare 2.0 Mobile App."** There is a link to a form for workers to complete to request access to use the app!

Office Hours

Life Patterns will be closed on **Monday, September 7th for Labor Day.**