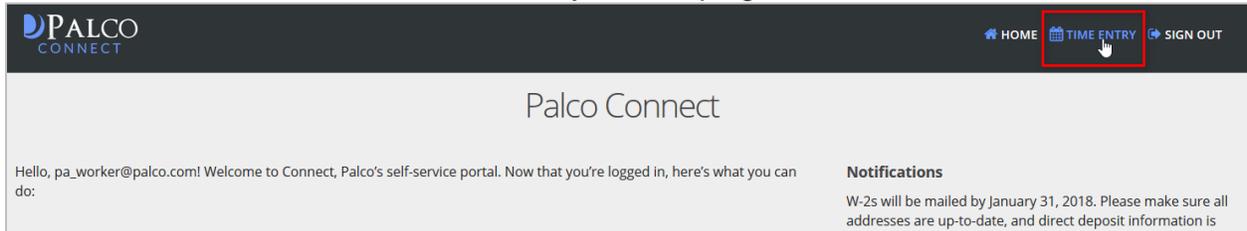


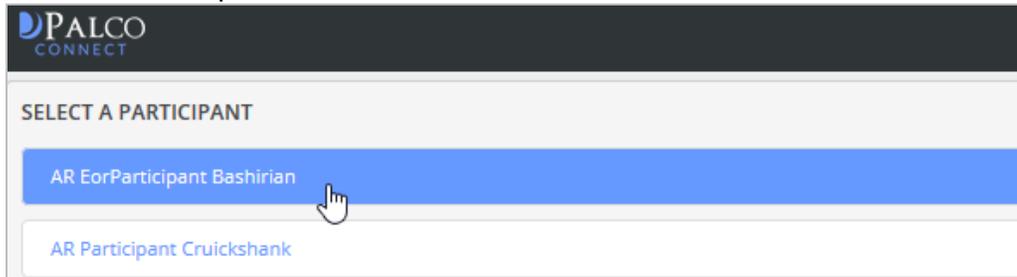
## Instructions for Online Timesheet Submission

Submitting timesheets through the Portal is the most effective way to log your time. When a timesheet is submitted, validations occur within seconds and you receive immediate confirmation of timesheet receipt and notification of errors preventing submission. To register, follow the link from your good-to-go notification. Verify yourself by entering your last name and the last 4 digits of your Social Security Number. Accept the Terms and Conditions and Privacy Policy, and follow the instructions below to enter time.

1. Login to the portal, <https://connect.palcofirst.com/>, with your username and password.
2. From the home screen, select Time Entry at the top right of the screen.

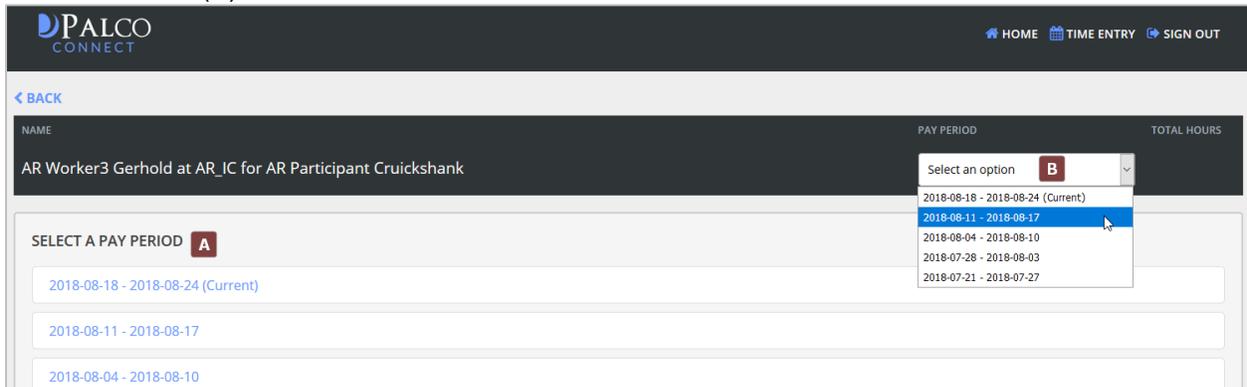


3. If you work for more than one participant, select the participant and related program for whom services were provided.



**\*\* If you have multiple roles for a program (e.g., you serve as a CLE for one participant, but a SSP for another), you have the option to select the SSP on the following screen\*\***

4. Select the pay period from either the center of the page (A) or the dropdown at the top of this screen (B).



5. On the next screen, click New Timesheet.



6. Locate the date on which you would like to enter time. Select.



7. Select the service type from the dropdown.

Select authorization

Select authorization

RES

PCS

8. In the Start Time area, enter the time the shift started by selecting AM or PM, the hour, and the minutes of the shift. Per ODP policy, time must be submitted in 15-minute increments, with the exception of Homemaker/Chore W7283 (requires 1 hour unit increments). Total time for 24-Hour Day Respite service (W9798, W9800, W9799, W9801) must be at least 16.25 hours, up to and equal to 24 hours. For example, if the shift starts work at 10:15 AM, it would look like the following:

TIME ENTRY FOR: SUNDAY 2018-AUG-19

W7068

Is overtime

**START TIME**

AM PM 10 : 15

**END TIME**

AM PM 2 : 09

PROGRESS NOTES

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9. In the End Time area, enter the time the shift ended by selecting AM or PM, the hour, and the minutes of the shift. Per ODP policy, time must be submitted in 15-minute increments, with the exception of Homemaker/Chore W7283 (requires 1 hour unit increments). Total time for 24-Hour Day Respite service (W9798, W9800, W9799, W9801) must be at least 16.25 hours, up to and equal to 24 hours. For example, if the shift ends at 2:15 PM, it would look like the following:

TIME ENTRY FOR: SUNDAY 2018-AUG-19

W7068

Is overtime

**START TIME**

AM PM 10 : 15

**END TIME**

AM PM 2 : 15

PROGRESS NOTES

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10. Select the “overtime” box for time that exceeds 40 hours per week. You may have to enter two shifts for this feature.

Once you reach the regular hours for the week (40 Hrs.), a notification message will be shown for you to start entering your time as Overtime.

Regular hours for the week exceed 40.

TIME ENTRY FOR: MONDAY 2018-AUG-13

W7060

Is overtime

START TIME

AM PM 12 : 00

END TIME

AM PM 11 : 59

**For example:**

If 38 hours have been worked in a week and a subsequent 5-hour shift needs to be entered for a total of 43 hours, you would be paid overtime for 3 hours.

This is entered as two shifts:

(1) 2 hours at regular time.

(2) 3 hours with the “Overtime” box marked.

TIME ENTRY FOR: SUNDAY 2018-AUG-19

PCS

Is overtime

START TIME

AM PM 12 : 15

END TIME

AM PM 3 : 15

11. Once all fields are completed and you are ready to submit time, select [+ ADD TIME](#)

12. A summary page will appear. From here, you can perform a variety of actions.

2018-02-03 Saturday				+ ADD TIME
SERVICE	START	END	STATUS	ACTION
Respite Care	10:13 AM	02:15 PM	Open	Edit Delete

2018-02-04 Sunday				+ ADD TIME

2018-02-05 Monday				+ ADD TIME

- If a change to the submission is needed, select **edit**. Follow the instructions above to correct the entry.

START	END	STATUS	ACTION
10:13 AM	02:15 PM	Open	Edit Delete

- If the entry was made in error, select **delete**.
- To add a second shift to the day, select **+ADD TIME** and follow the instructions above to submit a new entry for the day.



13. Once you are ready to submit your time for approval by your CLE or SSP, select Submit for Approval at the bottom of the page.



14. The following prompt will appear. If you are ready to proceed, select "Yes."

**SUBMIT FOR APPROVAL?**

Once you submit this timesheet you will no longer be able to add/edit entries to it  
This timesheet will now be submitted for approval

After submission, no changes or corrections can be made to the timesheet. The status for the time will show as under review, and an email is sent to the CLE/SSP to approve the time. Once approved, Palco conducts a series of checks to ensure that the timesheet is valid for payment based on the program policy. **Approvals do not mean the timesheet will be paid.** If a timesheet is not approved by the deadline, payment will be delayed.

## Special Scenarios

### ***Overnight Shifts & 24-Hour Respite Care***

**Shift Crossing Midnight/Spanning Two Days:** If the employee's shift spans two days (starting on one day and crossing over midnight to another day), it will be necessary to complete one line for work completed before midnight and another line for work completed after midnight.

For example, if the SSP Joe worked overnight Sunday night from 5:00 PM to Monday 5:00 AM, Joe will need to enter the Time In as 5:00 PM and Time Out as 11:59\* PM for Sunday. For Monday, Joe will need to enter the Time IN as 12:00 AM and Time Out as 5:00 AM. (See example below):

Shift Crossing Midnight/Spanning Two Days

**PALCO CONNECT** < BACK

**PA ODP "JOE EXAMPLE"**  
(Overnight Shift - Shift starts on Sunday thru Monday)

Total hours for pay period: **11.98**  
Total hours for work week: **11.98**

**TIME ENTRY FOR: SUNDAY 2018-SEP-02**

W7068

Is overtime

**START TIME**  
AM PM 5 : 00

**END TIME**  
AM PM 11 : 59

**PROGRESS NOTES**

**PALCO CONNECT** < BACK

**PA ODP "JOE EXAMPLE"**  
(Overnight Shift - Shift starts on Sunday thru Monday)

Total hours for pay period: **11.98**  
Total hours for work week: **11.98**

**TIME ENTRY FOR: MONDAY 2018-SEP-03**

W7068

Is overtime

**START TIME**  
AM PM 12 : 00

**END TIME**  
AM PM 5 : 00

**PROGRESS NOTES**

**PALCO CONNECT** HOME TIME ENTRY SIGN OUT

< BACK

NAME	STATUS	PAY PERIOD	TOTAL HOURS
<b>PA ODP "JOE EXAMPLE" OVERVIEW</b> (Night shift: the shift starts on Sunday until Monday)	open	2018-09-02 - 2018-09-15 (Current)	<b>11.98</b>

**WEEK 1 - 11.98 hrs ; overtime - 0 hrs**

DATE	SERVICE	START	END	STATUS	ACTION
2018-09-02 Sunday	IHCS 2:1 W7068	05:00 PM	11:59 PM	Open	Edit Delete
2018-09-03 Monday	IHCS 2:1 W7068	12:00 AM	05:00 AM	Open	Edit Delete
2018-09-04 Tuesday					+ ADD TIME
2018-09-05 Wednesday					+ ADD TIME

SUBMIT FOR APPROVAL CANCEL

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\* Please note that all time ended at 11:59 PM will be rounded up to midnight in the Palco system, even if reflected online as 0.98. For example, in the above example, the hours would reflect online as 6.98, but your paycheck will reflect you were paid 7.00 hours.

**Overnight Shift that Crosses Pay Periods.**

If a shift starts on the last Saturday of any pay period, and ends on the beginning Sunday of the next pay period. If a 24-Hour Day Respite service (W9798, W9800, W9799, and W9801) crosses over midnight into the new pay period an additional timesheet for the next pay period will need to be submitted before the timesheet will clear. This is required because the shift length must be from 16.25 to 24 hours.

For example, if the SSP Joe works on the last Saturday of the pay period from 11:00 PM until 6:00 PM the next day, Joe will need to enter Time In as 11:00 PM and Time out as 11:59 PM Saturday. A new timesheet will need to be submitted for Sunday from 12:00 AM to 6:00 PM. Please note that the total shift time is 19 hours, meeting the requirement that the shift length must be from 16.25 to 24 hours.

**Overnight Shift that crosses Pay Periods:**

Last Saturday of the Current Pay Period	First Sunday of the Next Pay Period
---	-------------------------------------

**PA ODP "JOE EXAMPLE"**  
Overnight Shift - Crossing Pay Periods

Total hours for pay period:  
Total hours for work week:

**TIME ENTRY FOR: SATURDAY 2018-SEP-29**

W9801

Is overtime

**START TIME**  
AM PM 11 : 00

**END TIME**  
AM PM 11 : 59

**PROGRESS NOTES**

**PA ODP "JOE EXAMPLE"**  
Overnight Shift - Crossing Pay Periods

Total hours for pay period:  
Total hours for work week:

**TIME ENTRY FOR: SUNDAY 2018-SEP-30**

W9801

Is overtime

**START TIME**  
AM PM 12 : 00

**END TIME**  
AM PM 6 : 00

**PROGRESS NOTES**

**2:1 Services**

CLEs must ensure that both SSP's time in and time out matches exactly for each shift and that both SSPs are using matching procedure codes. If not, both timesheets will be rejected and must be resubmitted.

For example, if Joe and Mary work a 2:1 shift with a participant they must both use the same 2:1 procedure code. If Joe submits a timesheet for In-Home and Community Supports W7060 (1:1 procedure code) and Mary submits a timesheet for In-Home and Community Supports W7068

(2:1 procedure code), Mary's timesheet will not be processed because there is no matching 2:1 shift. In order for this to be fixed, Joe's timesheet will need to be denied and a new timesheet with In-Home and Community Supports W7068 (2:1 procedure code) must be submitted.

Timesheets submitted correctly when Both SSP's Time in and Time out matches exactly for each shift and that both SSPs are using matching procedure codes.

The screenshot shows the PALCO CONNECT app interface for a user named "JOE EXAMPLE". The screen title is "PA ODP 'JOE EXAMPLE'" with "(2:1 PROCEDURE CODE)" below it. It indicates "Total hours for pay period: 6" and "Total hours for work week: 6". The date is "SUNDAY 2018-SEP-02". A dropdown menu shows "W7068". There is an unchecked checkbox for "Is overtime". The "START TIME" is set to 12:00 PM, and the "END TIME" is set to 6:00 PM. A "PROGRESS NOTES" text area is at the bottom.

The screenshot shows the PALCO CONNECT app interface for a user named "MARY EXAMPLE". The screen title is "PA ODP 'MARY EXAMPLE'" with "(2:1 PROCEDURE CODE)" below it. It indicates "Total hours for pay period: 6" and "Total hours for work week: 6". The date is "SUNDAY 2018-SEP-02". A dropdown menu shows "W7068". There is an unchecked checkbox for "Is overtime". The "START TIME" is set to 12:00 PM, and the "END TIME" is set to 6:00 PM. A "PROGRESS NOTES" text area is at the bottom.

## Online Timesheet F.A.Q.

### What does the status on my timesheet mean?

Statuses are available for your convenience to quickly see what stage it is in the payment process. You can view the status from the home screen. Consult the chart below for status definitions.

Timesheet Status	Description
Open	Time has been saved, but not submitted to the CLE or SSP for approval. Changes may be made to the time.  Be aware that the creator of the timesheet is the only one who can delete it. If any party decides to open a timesheet just to explore the application, they've opened it in "lock mode" and they are the only one who can add time to that timesheet. If they didn't mean to, they need to delete it, otherwise the other party will not be able to create or enter time.
Under Review Employer / Worker Review	Time has been submitted to the CLE or SSP for approval. The party who originally entered the time is unable to make changes.
Needs Resolution	The CLE or SSP rejects the time or otherwise sends it back to the other party for correction. Changes may be made to the time.
Under Review by Palco	Both the CLE and SSP have reviewed. Palco is currently doing a series of validations on the time, including ensuring that all parties are good-to-go, the participant is eligible for services, the time is authorized in the SA, etc. The CLE and SSP cannot make changes to the time.
Approved for Payment	The timesheet has passed all Palco checks and validations. It is ready for payment but has not been paid. No changes can be made to the time.
Paid	The timesheet is closed and paid.
Rejected	Palco rejected the timesheet for the reason listed in the portal. No changes may be made. To correct the time, a new entry must be started.
Closed	The timesheet is closed due to other reasons (e.g., expired, etc.). No changes may be made. To correct the time, a new entry must be started.

### Why am I unable to enter time for certain days?

Typically, this is due to an inactivity or ineligibility status for dates during the pay period. For example, you are only allowed to enter time for the period during which the participant, CLE, and SSP are actively enrolled on the program.

### How will I know the timesheet is ready for approval?

The CLE or SSP will receive an email notifying them that they can approve your time. Make sure the approval happens by the timesheet deadline.

### What happens if emails go to spam?

Add Palco's email address to your list of contacts to make sure that it does not go to spam.

### How will I know my CLE/SSP approved my time?

You will receive an email once your time has been approved. However, approvals do not mean a timesheet will be paid. It must still pass all other checks per program policy.

**My SSP or CLE rejected my time. What do I do now?**

Contact your CLE/SSP to discuss the matter. Once resolved, you can resubmit the appropriate time if needed. If the CLE/SSP refuses to accept the time, Palco cannot override that decision.

**I submitted my time. Why was I not paid?**

There could be various reasons for not being paid. Please contact our customer support team for assistance.

**My timesheet was approved and sent to Palco for review. I just realize a mistake I want to correct it. What can I do?**

You can call, and Palco can reset your timesheet to a Needs Resolution status so that you do not have to re-enter the time from scratch.