

CO CDASS Program

Manual Timesheets Guidelines- for EVV Exempt

These instructions detail how a manual timesheet should be completed either via the Connect portal or a paper timesheet for the CDASS program. Effective 8/1/2020 all Palco CDASS Clients must capture their time using Electronic Visit Verification (EVV) unless approved for an exemption. Paper timesheets received by individuals who are not exempt from EVV will be rejected. **You should only use these instructions if you are exempt from EVV.** For EVV instructions visit: <https://www.palcofirst.com/programs/colorado2/>

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Timesheets

Timesheets are completed with Time In/Time Out. Before being paid, validations are done on each timesheet to ensure enough funds remain in the Budget to cover the expense. All timesheets are recorded in 15-minute increments, and services should begin and end at 00, 15, 30, and 45 minutes after the hour. Rounding to the nearest 15 minutes is allowed by the Department of Labor¹. You can round down employee time from 1-7 minutes, but you must round up employee time from 8-14 minutes and count it as a quarter hour of work.

Submitting timesheets through the Connect 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 during enrollment or contact Palco to request a Connect Registration Form. Paper timesheets are an alternative to online time however only those with an approved EVV exemption may utilize a paper timesheet.

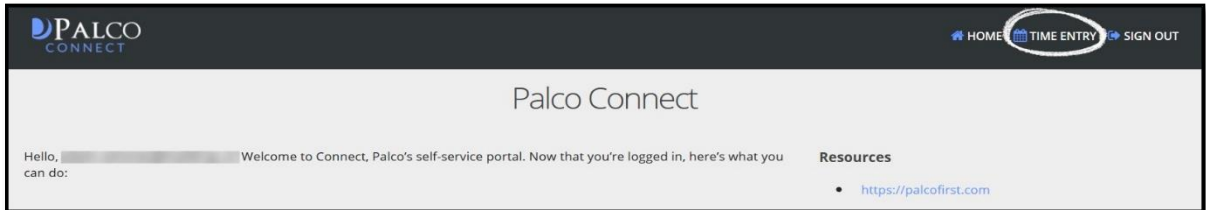
Rates of Pay

Rates of Pay are provided to Palco on the Attendant Pay Rate Information sheet at the time of enrollment. To change pay rates, Employers must submit an updated Attendant Pay Rate form before the pay period begins. Within each service type, there are up to 3 different rate types that an employer can set if they would like:

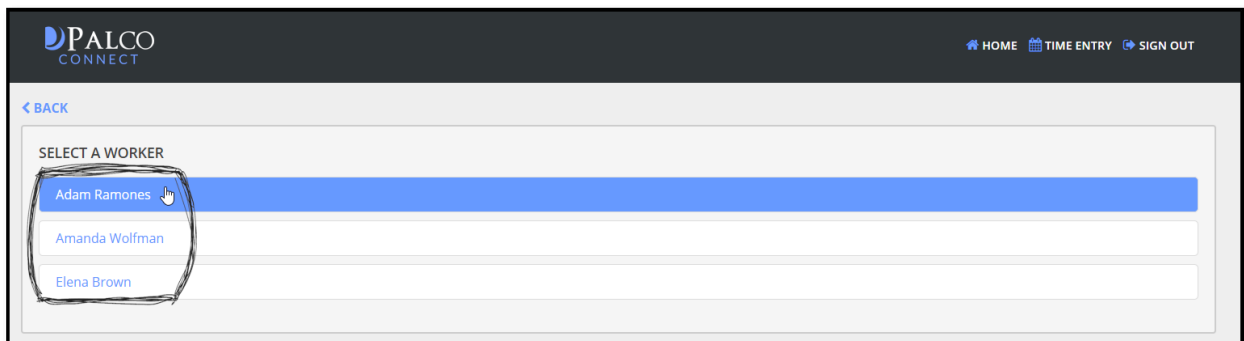
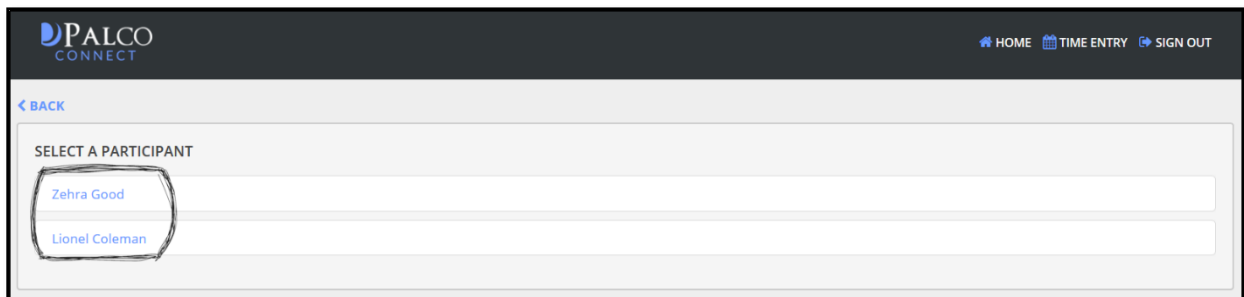
CDASS			SUPPORTED LIVING SERVICES (SLS) WAIVER ONLY		
✓ R1	=	Rate 1	✓ S1	=	SLS CDASS Health Maintenance Rate 1
✓ R2	=	Rate 2	✓ S2	=	SLS CDASS Health Maintenance Rate 2
✓ R3	=	Rate 3	✓ S3	=	SLS CDASS Health Maintenance Rate 3

Online Timesheet Portal- Connect

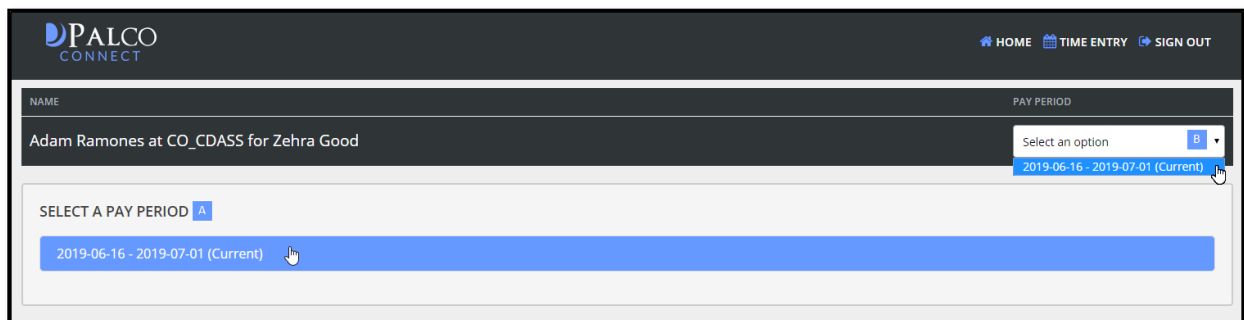
1. Login to the Connect portal, <https://connect.palcofirst.com/>, with your username and password.
2. From the home screen, select Time Entry at the top right of the screen.



3. If you are the Employer (Employer of Record – EOR) and have more than one Attendant (worker), or if you are the attendant for more than one participant, select the worker or participant for whom services were provided.

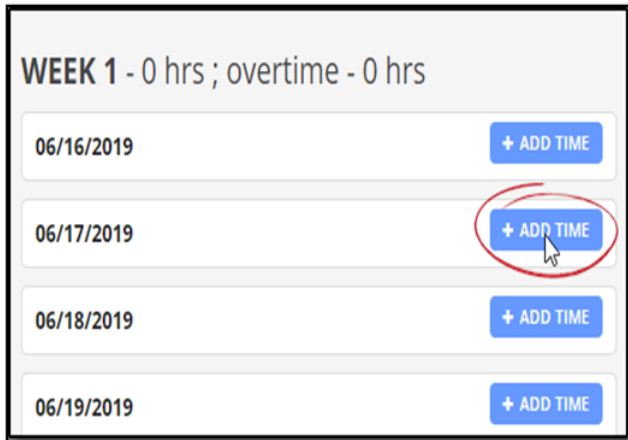
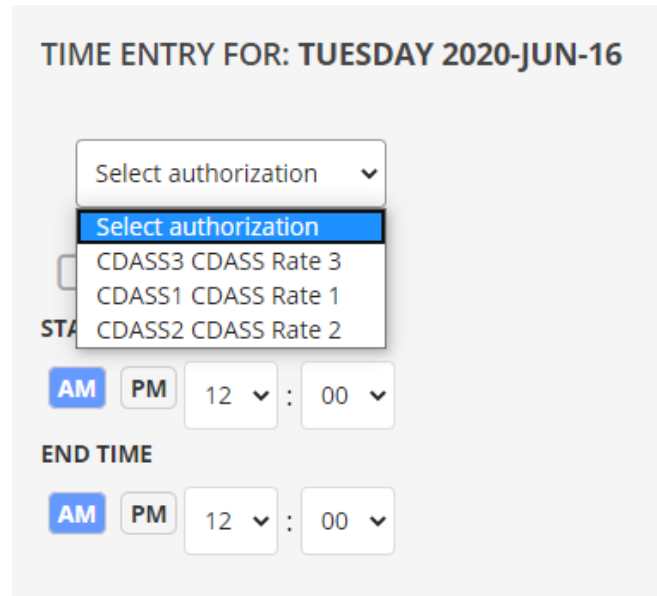


4. Select the pay period from either the center of the page (A) or the dropdown at the top of this screen (B).



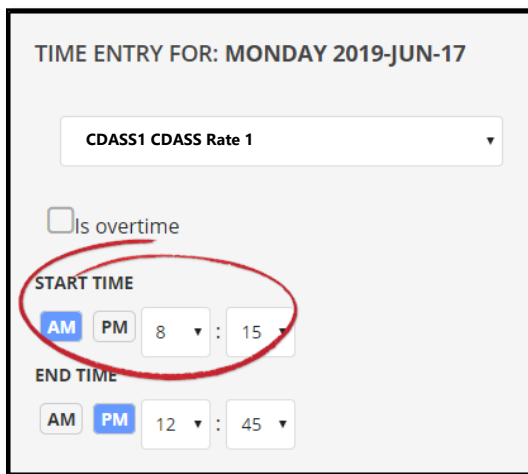
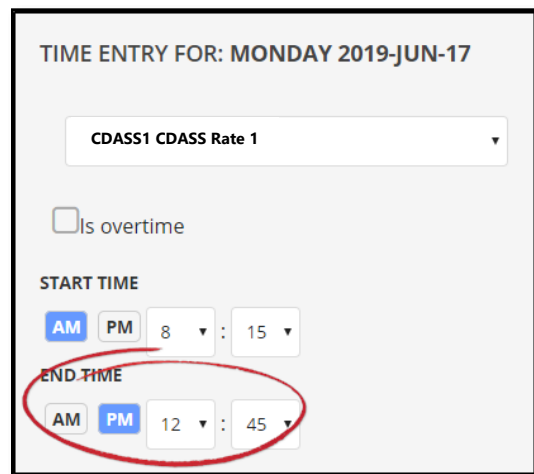
5. On the next screen, click New Timesheet button: 

6. Locate the date on which you would like to enter time. Select add time button and choose the rate of pay from the "Select authorization" drop down.

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.

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.

Overtime:

For overtime purposes, work weeks start as 12:00 a.m. on Sunday and end at 11:59 p.m. on Saturday. Colorado law requires compensation at overtime rates of pay for workers who work more than any of the following:

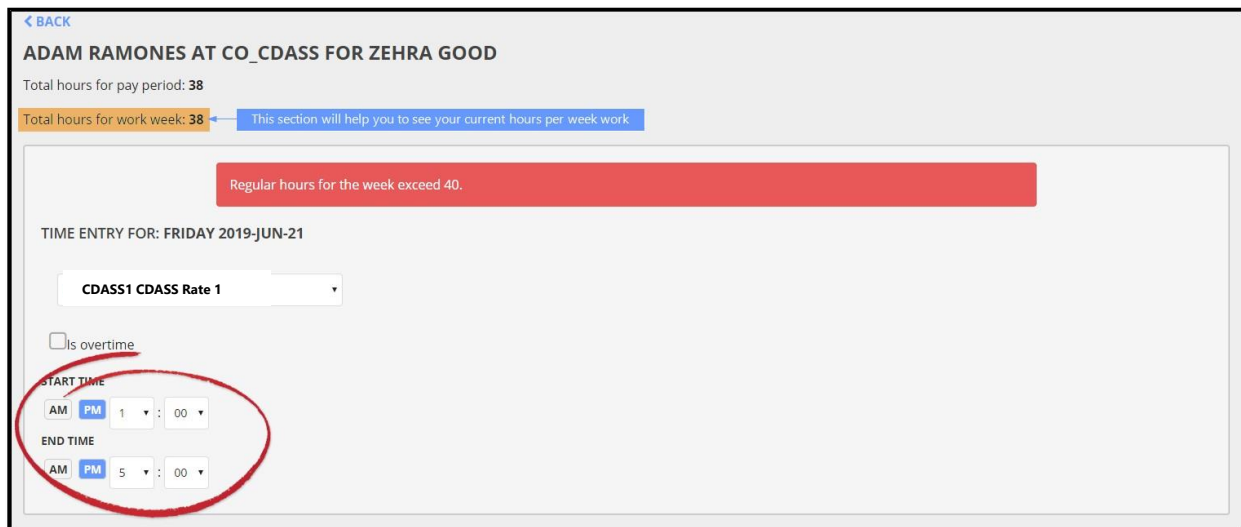
- 40 Hours per week
- 12 Hours in a single day
- 12 Consecutive hours crossing a single day (Spanning Two days)

Special Rules for Payments to Family Members

Family members and legal guardians may be employed by the Consumer/Authorized Representative, so long as they do not also serve as the AR. Family members are all persons related to the client through blood, marriage, adoption, or common law.

- ✓ They cannot be paid more than 40 hours in the program's 7-day work week (Sunday–Saturday).
- ✓ They can only be paid for “extraordinary” care as approved on the care plan.

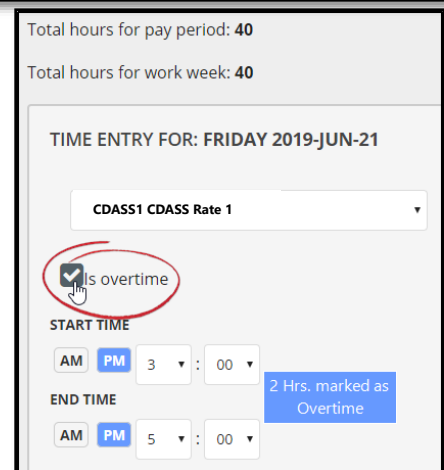
10. Select “ Is Overtime” option for time that exceeds 40 hours per work week. You may have to enter two shifts for this feature. Once you reach the regular hours for the week (40 Hrs.), a notification message will be shown for you to start entering your time as Overtime.



For example: If 38 hours have been worked in a week and a subsequent 4 hours shift needs to be entered for a total of 42 hours, you would be paid overtime for 2 hours.

This is entered as two shifts:

- a. 2 hours at regular time.
- b. 2 hours with the “Overtime” box marked.



11. Once all fields are completed and you are ready to submit time, select add time button:



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

NAME	STATUS	PAY PERIOD	TOTAL HOURS
Zoya LZoya at CO_CDASS for King Boomer	open	2020-06-16 - 2020-06-30 (Current)	17.5

WEEK 1 - 17.5 hrs ; overtime - 0 hrs

06/14/2020 Sunday

06/15/2020 Monday

06/16/2020 Tuesday + ADD TIME

SERVICE	START	END	STATUS	ACTION
CDASS Rate 1	08:15 AM	12:00 PM	Open	Edit Delete

06/17/2020 Wednesday + ADD TIME

SERVICE	START	END	STATUS	ACTION
CDASS Rate 2	04:00 PM	09:00 PM	Open	Edit Delete

06/18/2020 Thursday + ADD TIME

SERVICE	START	END	STATUS	ACTION
CDASS Rate 1	08:15 AM	12:00 PM	Open	Edit Delete

SUBMIT FOR APPROVAL
CANCEL

- If a change/correction is needed, select **edit** and follow the instructions above to correct your entry.
- If the entry was made in error, select **delete**.

06/19/2020 Friday				+ ADD TIME
SERVICE	START	END	STATUS	ACTION
CDASS Rate 1	08:00 AM	10:00 AM	Open	Edit Delete
CDASS Rate 2	04:00 PM	09:00 PM	Open	Edit Delete

- To add another 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 EMPLOYER or WORKER, select Submit for Approval SUBMIT FOR APPROVAL CANCEL at the bottom of the page.

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

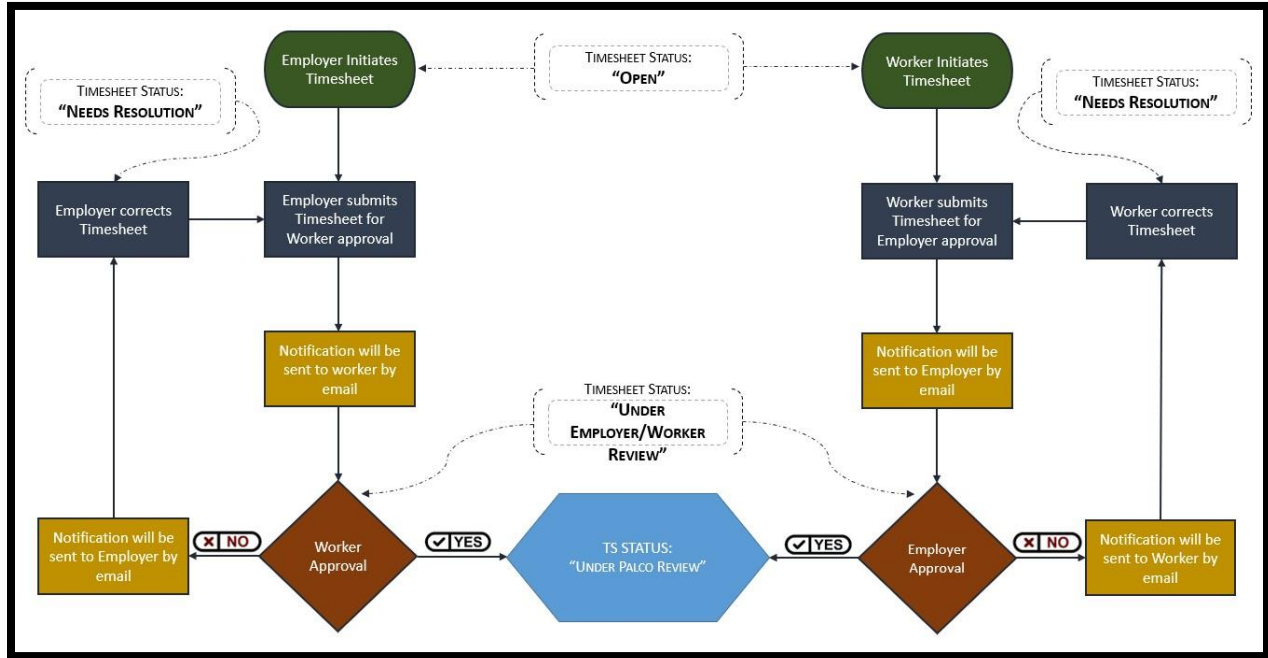
SUBMIT FOR APPROVAL?

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

YES
CANCEL

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 Employer/Worker 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.

Online Timesheet Submission Workflow

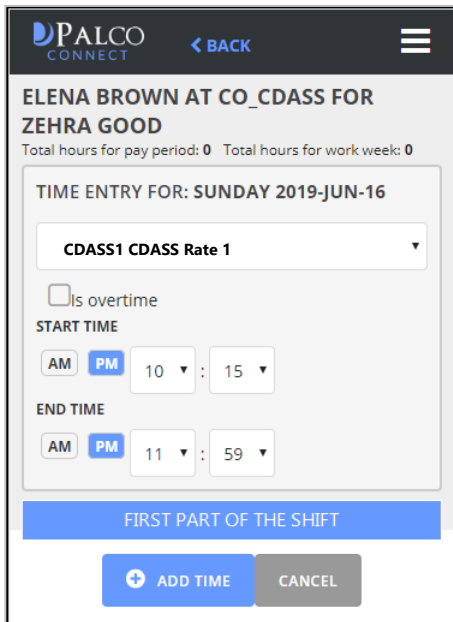
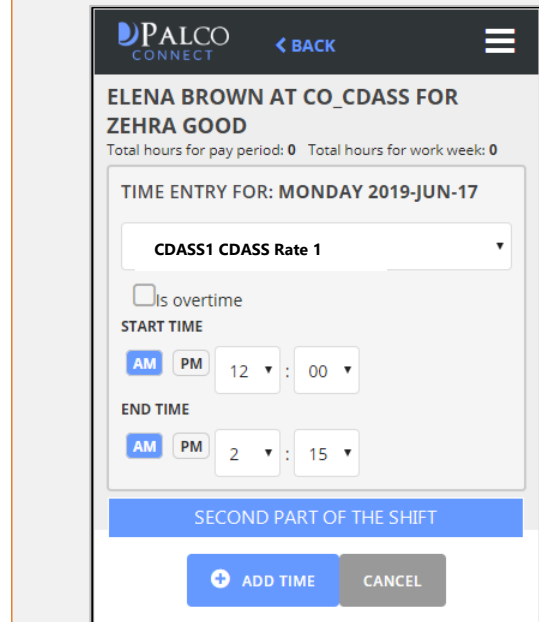


Overnight Shifts

Shift Crossing Midnight/Spanning Two Days: If the worker'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 attendant “Elena Brown” worked overnight Sunday night from 10:10 PM to Monday 2:10 AM, Ms. Brown will need to enter the START TIME as 10:15 PM and END TIME as 11:59* PM for Sunday. For Monday, Ms. Brown will need to enter the START TIME as 12:00 AM and END TIME as 2:15 AM. (See example below):

Shift Crossing Midnight/Spanning Two Days (Total Hours: 4:00)

* 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 shift total hours would reflect online as 3.98, but your paycheck will reflect you were paid 4.00 hours (see timesheet summary below).

Timesheet Summary

OVERNIGHT SHIFT THAT CROSSES PAY PERIODS FOR HOURS OF NIGHT SUPPORT

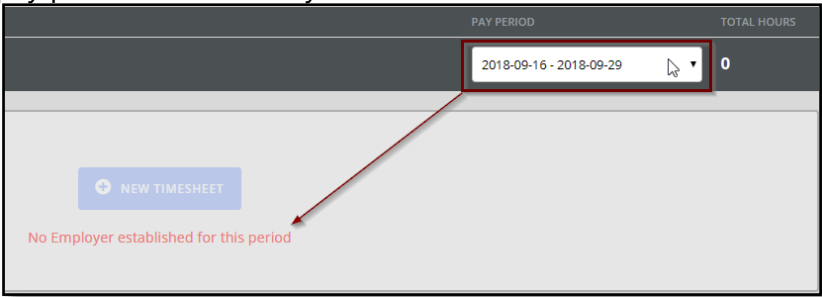
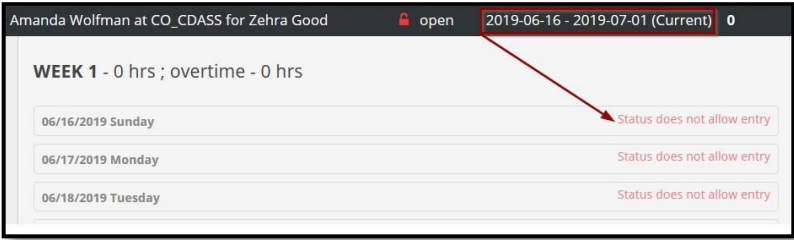
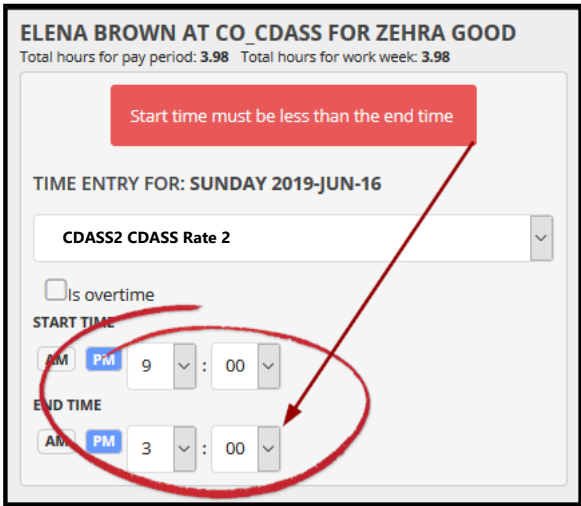
When a shift starts on the last Saturday of any pay period, and ends on the beginning Sunday of the next pay period, it will be necessary to complete one entry for work completed before midnight and another line for work completed after midnight.

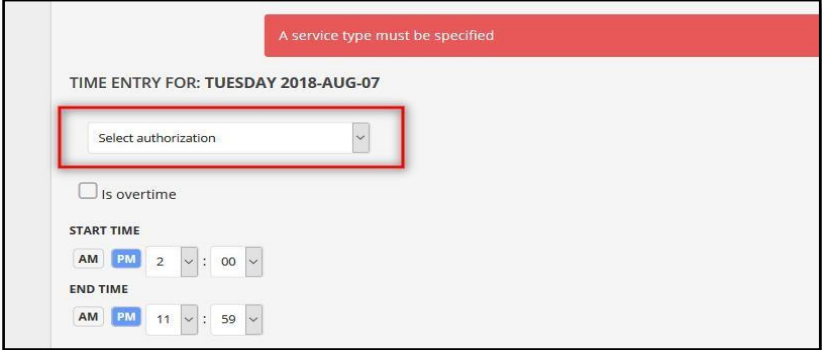
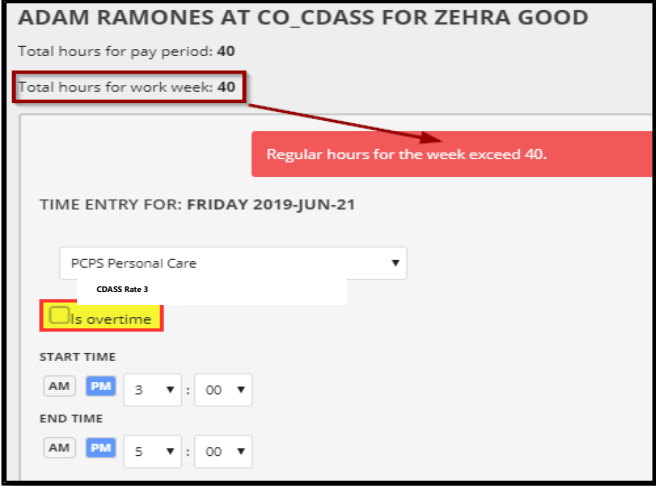
For example, if the attendant “Amanda Wolfman” works on the last day of the pay period from 11:25 PM until 5:25 AM the next day. Ms. Wolfman will need to enter START TIME as 11:30 PM and END TIME as 11:59 PM for the 30th, the last day of the pay period. A new timesheet will need to be submitted for the first day of the new pay period, from 12:00 AM to 5:30 AM.

Last Saturday of the Current Pay Period

First Sunday of the Next Pay Period

Notifications and Errors for submitting online time

SYSTEM NOTIFICATION	DESCRIPTION
<p>No EMPLOYER ESTABLISHED FOR THIS PERIOD</p>	<p>THE EMPLOYER must have an "Active" status on that specific day or pay period to allow entry.</p> 
<p>STATUS DOES NOT ALLOW ENTRY</p>	<p>THE PARTICIPANT and PERSONAL ATTENDANT (PA) must have an "Active" status on that specific day or pay period to allow entry.</p> 
<p>START TIME MUST BE LESS THAN THE END TIME</p>	<p>For the same day/date, the shift start time must occur earlier than end time:</p> <ul style="list-style-type: none"> 2018-09-30 Sunday: 3:00PM – 9:00PM ← Correct · 2018-09-30 Sunday: 9:00PM – 3:00PM ← Incorrect · 2018-10-01 Monday: 12:00AM – 12:00PM ← Correct · 2018-10-01 Monday: 12:00AM – 12:00AM ← Incorrect · 

<p>A SERVICE TYPE MUST BE SPECIFIED</p>	<p>A service type indicating the corresponding rate of pay for the shift must be selected from the dropdown menu before submitting time.</p> 
<p>REGULAR HOURS FOR THE WEEK EXCEED 40</p>	<ul style="list-style-type: none"> - Must have regular hours less than or equal to 40. - Must have overtime beyond that. 
<p>OVERLAPS WITH A (SERVICE TYPE DESCRIPTION) ENTRY OCCURRING BETWEEN (TIME DESCRIPTION)</p>	<p>Attendant cannot overlap time and services with him/herself with another entry on the same day.</p>
<p>OVERLAPS ANOTHER WORKER WITH AN ENTRY OCCURRING BETWEEN (TIME DESCRIPTION)</p>	<p>WORKER (Second Timesheet) cannot overlap with another timesheet with the same service type already stored in the system. The system does not allow 2nd. Entry due to overlapping hours for the same services.</p>

Paper Timesheets

Timesheets are completed with Time In/Time Out. Paper timesheets will be utilized through the end of 2019, at which point Electronic Visit Verification (EVV) will be implemented. Before being paid, validations are done on each timesheet to ensure enough funds remain in the Consumer Budget to cover the expense.

All timesheets are recorded in 15-minute increments, and services should begin and end at 00, 15, 30, and 45 minutes after the hour. Rounding to the nearest 15 minutes is allowed by the Department of Labor. You can round down employee time from 1-7 minutes, but you must round up employee time from 8-14 minutes and count it as a quarter hour of work.

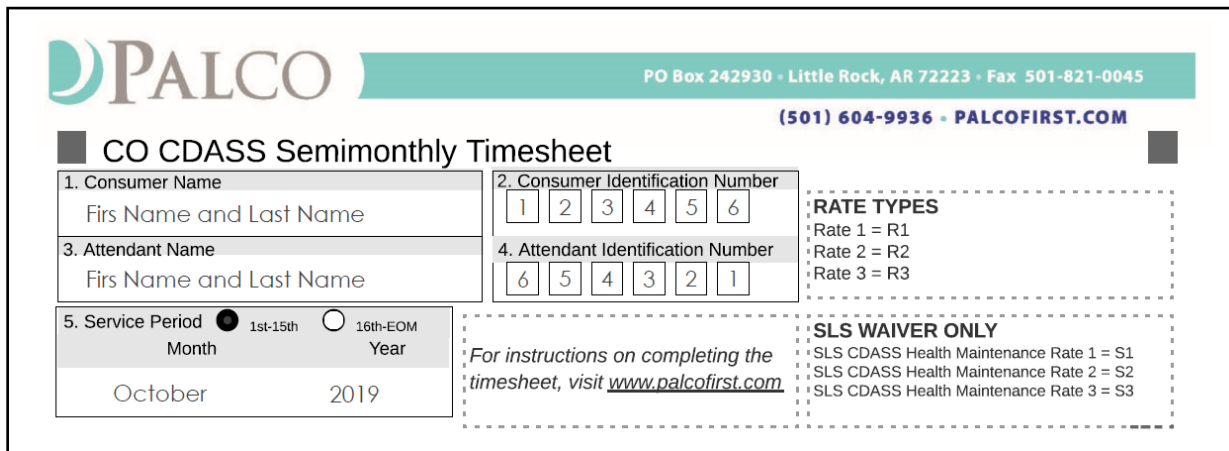
Use this checklist to ensure the timesheet is not rejected and worker payment is not delayed

- Use one timesheet per Member/Consumer.
- Use one timesheet per Attendant/Worker
 - ✓ Complete multiple timesheets to submit time for multiple services and shifts.
 - ✓ When an attendant performs work from multiple service categories in a single shift, the times worked for each service type must be itemized on the timesheet to total the overall amount.

For example, an attendant performing both “Personal Care” and “Homemaker” services in a 4-Hours shift, the timesheet would list:

1. 1.5 hours of Personal Care, and
2. 2.5 hours of Homemaker on their timesheet.

- Complete **Section A** of the Timesheet:



The screenshot shows the top portion of a 'CO CDASS Semimonthly Timesheet' form. At the top right, it displays contact information: 'PO Box 242930 - Little Rock, AR 72223 - Fax 501-821-0045' and '(501) 604-9936 - PALCOFIRST.COM'. The form is divided into several sections:

- 1. Consumer Name:** A text box for 'Firs Name and Last Name'.
- 2. Consumer Identification Number:** A row of six numbered boxes (1-6) for entering the Palco ID.
- 3. Attendant Name:** A text box for 'Firs Name and Last Name'.
- 4. Attendant Identification Number:** A row of six numbered boxes (6-1) for entering the attendant ID.
- 5. Service Period:** Radio buttons for '1st-15th' (selected) and '16th-EOM', with fields for 'Month' (October) and 'Year' (2019).
- RATE TYPES:** A dashed box containing 'Rate 1 = R1', 'Rate 2 = R2', and 'Rate 3 = R3'.
- SLS WAIVER ONLY:** A dashed box containing 'SLS CDASS Health Maintenance Rate 1 = S1', 'SLS CDASS Health Maintenance Rate 2 = S2', and 'SLS CDASS Health Maintenance Rate 3 = S3'.

Below the form, there is a note: 'For instructions on completing the timesheet, visit www.palcofirst.com'.

- **Line 1 – Consumer Name:** This is the name of the client/consumer receiving services. Please print the Consumer’s name clearly on the line.
- **Line 2 – Consumer Identification Number:** 6 digits Palco ID. The ID can be found on Palco’s Welcome or Good-to-Go notification.
- **Line 3 – Attendant Name:** This is the name of the worker who is providing services to the Consumer. Please print the Attendant’s name clearly on the line.

- **Line 4 – Attendant Identification Number:** 6 digits Palco ID. The ID can be found on Palco's Welcome or Good-to-Go notification.
- **Line 5 – Service Period:**
 - Fill in the circle to indicate if the timesheet corresponds to the first half (1st thru 15th) of the month, or to the second half (16th thru EOM) of the month.
 - **Month:** Please write the month the services were provided.
 - **Year:** Please write the year the services were provided.

5. Service Period	<input checked="" type="radio"/> 1st-15th	<input type="radio"/> 16th-EOM
	Month	Year
November		2019

Complete **Section B** of the Timesheet:

6. Services Provided											
Date	Rate Type	Time In		Time Out							
		H	H	Min - Round to the nearest 15 min		H	H	Min - Round to the nearest 15 min			
1st	R1	0	8	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM
1st	R2	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	2	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
1st	R1	0	1	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	0	4	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
1st	S1	1	0	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	1	1	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
4th	R1	0	8	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM
4th	R2	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	2	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
4th	R1	0	1	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	0	4	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
4th	S1	1	0	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	1	1	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
8th	R1	0	8	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM
8th	R2	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	2	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
8th	R1	0	1	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	0	4	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
8th	S1	1	0	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	1	1	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
11th	R1	0	8	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM
11th	R2	1	0	<input type="radio"/> 00	<input type="radio"/> 15	<input checked="" type="radio"/> AM	1	2	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
11th	R1	0	1	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	0	4	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
11th	S1	1	0	<input checked="" type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	1	1	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM

Date Column: Please type the date of the day when the services were provided. Valid date: 1 or 1st; 5 or 5th; 10 or 10th.

Rate Type Column: Write inside the box the combination of the letter and the number that identifies the Rate of Pay type accordingly.

Note: SLS Stands for Supported Living Services. These rates can only be used for a client on the SLS waiver who have Health Maintenance hours. You should not use this code if you are not on SLS.

<p>RATE TYPES Rate 1 = R1 Rate 2 = R2 Rate 3 = R3</p> <p>SLS WAIVER ONLY SLS CDASS Health Maintenance Rate 1 = S1 SLS CDASS Health Maintenance Rate 2 = S2 SLS CDASS Health Maintenance Rate 3 = S3</p>

Time In Column:

- **Hour** : Enter the time (Hours) your shift started in HH format (HOUR)
- **Min – Round to the nearest 15 min:** Fill in the circle indicating the minutes.
 (Correct Method: “●”; Incorrect Method: “⊙”, “①”, “②”, “③”, “④”, “⊗”, “⊖”, “⊕”)

Time is currently entered in 15-minute increments at HH:00, HH:15, HH:30, and HH:45. Round down to the nearest quarter hour if an attendant is within the first 7 minutes of the interval and Round up if to the nearest quarter hour if an attendant is within the last 7 minutes of the interval.

For example, if an attendant clocks in at 8:08, their time could be rounded to 8:15. If an attendant clocks in at 8:07, their time should be marked as 8:00.

- **AM/PM:** Fill in the circle indicating if the attendant worked in the AM or PM.

Time Out Column: Enter the time (Hours) your shift ended in HH format (HOUR).

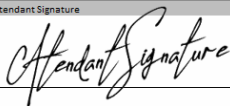

- **Hour** : Enter the time (Hours) your shift started in HH format (HOUR)
- **Min – Round to the nearest 15 min:** Fill in the circle indicating the minutes.
 (Correct Method: “●”; Incorrect Method: “⊙”, “①”, “②”, “③”, “④”, “⊗”, “⊖”, “⊕”)

Time is currently entered in 15-minute increments at HH:00, HH:15, HH:30, and HH:45. Round down to the nearest quarter hour if an attendant is within the first 7 minutes of the interval and Round up if to the nearest quarter hour if an attendant is within the last 7 minutes of the interval.

For example, if an attendant clocks out at 10:08, their time could be rounded to 10:15. If an attendant clocks out at 10:07, their time should be marked as 10:00.

- **AM/PM:** Fill in the circle indicating if the attendant worked in the AM or PM.

Complete **Section C** of the Timesheet:

6.a. Attendant Signature 	6.b. Date 10/15/2019	7.a. Employer Signature 	7.b. Date 10/16/2019
<p>Your signature confirms the information provided above is complete and accurate. Timesheets are due to Palco by 11:00 a.m. MST on the second business day after the end of the pay period. Fax: 1-877-859-8757. Email: timesheets@palcofirst.com Mail: P.O. Box 242930, Little Rock, AR 72223</p>			
TS-060043-BMT-1.0			

- **Line 6.a. – Attendant Signature:** Signature of the attendant who provided the services.
- **Line 6.b. – Date:** This should be the date that the attendant reviewed and signed the timesheet. This date cannot be prior to the last day of services provided.
- **Line 7.a. – Employer of Record (EOR) Signature or AR:** Signature of the Employer of Record who reviewed and approved the timesheet.
- **Line 6.b. – Date:** This should be the date that the Employer of Record reviewed and signed the timesheet. This date cannot be prior to the last day of services provided by the attendant.

Review timesheet completely: all fields are completed and legible, time is entered accurately for each shift.

Send timesheet to Palco **by 12:00 PM Central Time on the due date** (See Payment Schedule for the exact date).

- Scan and email a PDF to timesheets@palcofirst.com
- Fax to 1.877.859.8757
- Mail to Palco, ATTN: Timesheets, P.O. Box 242930, Little Rock, AR 72223
(Allow five business days before inquiring about your mailed timesheet status.)

General Recommendations:

- ✓ Fill in the timesheet clearly. Your Employer and Palco will need to be able to read your timesheet in order to process your time, or your payment may be delayed.
- ✓ Fill in all the required fields. Your timesheet will not be processed and paid unless all of the fields are completed properly.
- ✓ Use dark ink.
- ✓ Use separate timesheets for different Participants
- ✓ If you make a mistake, use a new timesheet; do not use whiteout.
- ✓ Do not submit multiple copies of the same timesheet.
- ✓ Do not email, mail or fax the same timesheet.
- ✓ For overnight shifts you must complete one line for work you did before midnight and another line for work you did after midnight. For example, say you worked overnight Friday night from 9:00 PM to 6:00 AM. Enter the start time as 9:00 PM, and enter the end time for that day as 12:00 AM. Now, you did not finish working at 12:00 AM, you just finished working on Friday at that time. Enter the rest of your time on Saturday from 12:00 AM to 6:00 AM.

Special Scenarios

Hospitalizations

CDASS services cannot be provided while the client is admitted to the hospital, nursing home, or any other institution or facility. If time is submitted and processed while the client is in one of these settings it could result in a fraud investigation that terminates the Client from CDASS and requires pay back of the funds issued. Always report any hospitalizations to Palco and your Case Manger right away.

Overnight Shifts

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 an attendant worked overnight the 16th from 5:00 PM to the 17th 5:00 AM, the attendant will need to enter the Time In as 5:00 PM and Time Out as 12:00 AM for 16th. For the 17th, the attendant will need to enter the Time IN as 12:00 AM and Time Out as 5:00 AM. (See example below):

6. Services Provided										
Date	Rate Type	Time In		Min - Round to the nearest 15 min		Time Out		Min - Round to the nearest 15 min		
		H	H			H	H			
16th	R1	0	5	<input checked="" type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input checked="" type="radio"/> PM	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← First Entry from 5:00 PM thru 12:00 AM
17th	R1	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	0	5	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← Second Entry from 12:00 AM thru 05:00 AM
				<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM			<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	Total Hours: 12.00 Hours
				<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM			<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	

Overnight Shift that Crosses Pay Periods

If a shift starts on the last day of any pay period, and ends on the first day of the next pay period, crossing 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.

For example, if an attendant works on the last day (15th of the month) of the pay period from 5:00 PM until 04:00 AM the next day (which is the first day of the new pay period), the attendant will need to type the Time In as 5:00 PM and Time out as 12:00 AM (SEE IMAGE 1), and a new timesheet will need to be submitted for the 16th from 12:00 AM to 04:00 AM (SEE IMAGE 2).

6. Services Provided										
Date	Rate Type	Time In		Min - Round to the nearest 15 min		Time Out		Min - Round to the nearest 15 min		
		H	H			H	H			
13th	R1	0	5	<input checked="" type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input checked="" type="radio"/> PM	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← First Entry from 5:00 PM thru 12:00 AM
14th	R1	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	0	4	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← Second Entry from 12:00 AM thru 04:00 AM
15th	R2	0	5	<input checked="" type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input checked="" type="radio"/> PM	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← First Entry from 05:00 pm thru 12:00 am 15 th - The last day of the current pay period)
				<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM			<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	

IMAGE 1

6. Services Provided										
Date	Rate Type	Time In		Min - Round to the nearest 15 min		Time Out		Min - Round to the nearest 15 min		
		H	H			H	H			
16th	R2	1	2	<input checked="" type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	0	4	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← Second Entry from 12:00 AM thru 04:00 AM 16 th - The first day of the NEXT pay period)
17th	R1	0	5	<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input checked="" type="radio"/> PM	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← First Entry from 05:00 PM thru 12:00 AM
18th	R1	1	2	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	0	4	<input type="radio"/> 00 <input type="radio"/> 15 <input checked="" type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	← Second Entry from 12:00 AM thru 04:00 AM
				<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM			<input type="radio"/> 00 <input type="radio"/> 15 <input type="radio"/> AM	<input type="radio"/> 30 <input type="radio"/> 45 <input type="radio"/> PM	

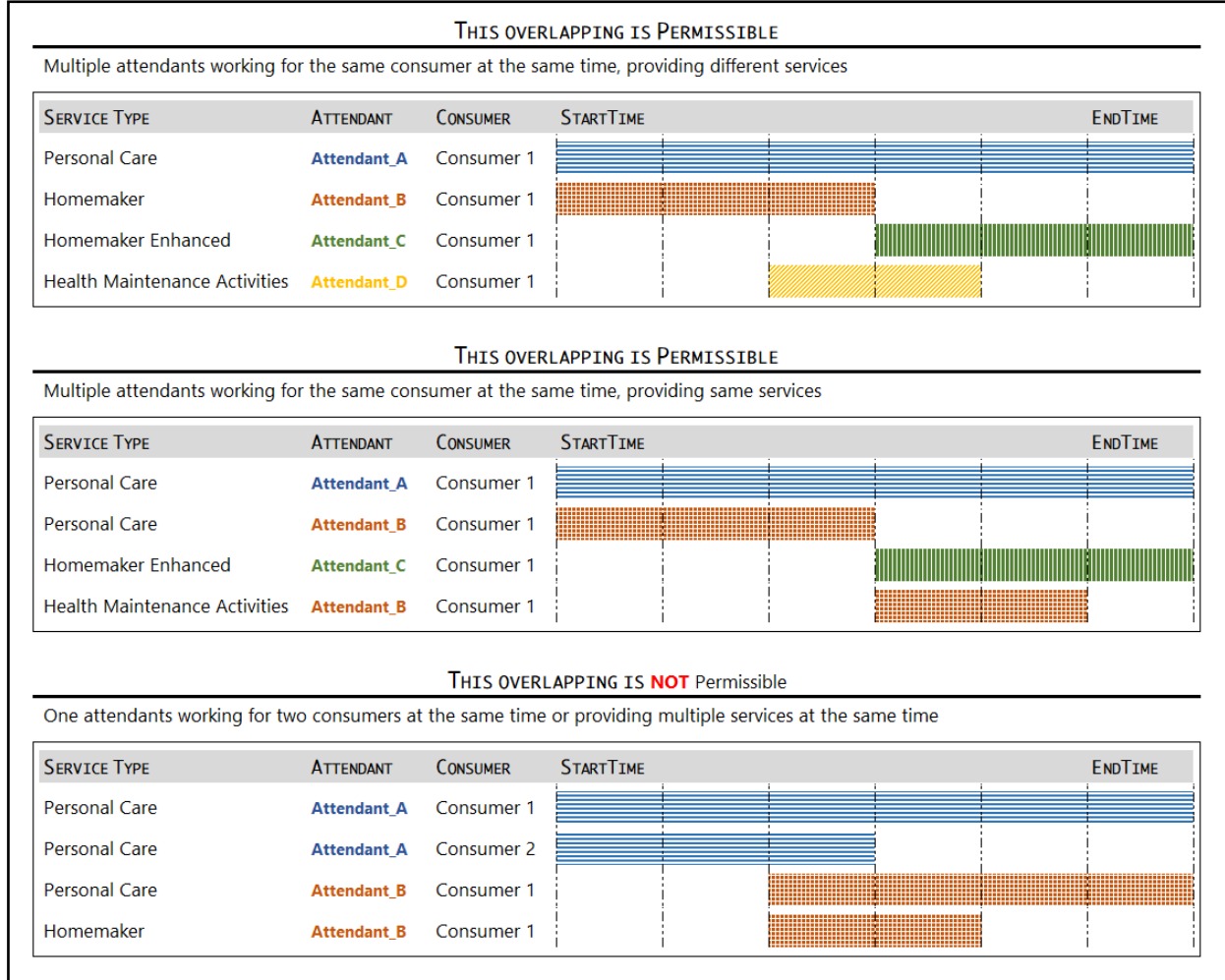
IMAGE 2

Note:

If there are not enough funds available at the time of submission, Palco, Inc will deny shifts or hours based on the order the time is served. The oldest time will be paid first and the newest time will be denied. The employer will be notified of this denial and need to work with their attendants to address any payment issues. Employers must follow all Department of Labor laws and Fair Labor Standards Act (FLSA) guidelines.

Overlapping Services

Attendants may not perform services for multiple clients at the same time. However, they can perform multiple services for a single client at the same time. See visual on the next page.



Timesheet Status or Stage

Statuses are available for your convenience to quickly see what stage it is in the payment process. You can view the status of your timesheet on the Connect application, Timesheet overview screen. Consult the chart below for status definitions.

Timesheet Status	Description
Open	<p>Time has been saved, but not submitted to the Employer or Worker for approval. Changes may be made to the time.</p> <p>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.</p> <p>Avoid to have multiple connections from your browser to the Connect application.</p>
Under Employer/Worker Review	<p>Time has been submitted to the Employer or Worker for approval. The party who originally entered the time is unable to make changes.</p>
Needs Resolution	<p>The Employer or Worker rejects the time or otherwise sends it back to the other party for correction. Changes may be made to the time.</p>
Under Palco Review	<p>Both the Employer and Worker 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 hours are authorized in the Individualized Budget, etc.</p> <p>The Employer and Worker cannot make changes to the time. Your timesheet will remain on this stage until the Validation process has been performed.</p> <p>If your timesheet fails in any area of the validation process, your Employer will be notified and the status will be change to "Needs Resolution". From this point, you can log in to system and make the necessary correction and resubmit your timesheet to Palco.</p>
Approved for Payment	<p>The timesheet has passed all Palco checks and validations and is going through billing process. No changes can be made to the time.</p>
Paid	<p>The timesheet is closed and paid.</p>
Rejected	<p>Palco rejected the timesheet for the reason listed in the portal. No changes may be made. To correct the time, a new timesheet must be started.</p>

Frequently Asked Questions

How will I know that my timesheet is ready for approval?

The employer or worker will receive an email notifying them that they have a timesheet that needs to be reviewed and that they can approve your time. Make sure the approval happens by the timesheet deadline. See Payroll schedule for dates and time.

How will I know my employer/worker approved my time?

You will receive an email once your time has been approved. However, approval does not mean a timesheet will be paid. It must still pass all other checks per program policy. See “Under Palco Review” status, page No. 11 for more details.

My WORKER or EMPLOYER rejected my time. What do I do now?

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

I submitted my time. Why have I not been paid?

There could be various reasons for not being paid like:

- Missing some important documents for payroll process (Rate of Pay, W4 Form, Direct Deposit Information, Etc.).
- Insufficient funds available in the Budget
- Eligibilities Issues
- Timesheet has been rejected by Employer Please contact our customer support team for assistance.

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

You can call in, and Palco can reset your timesheet to a “Needs Resolution” status and make the necessary corrections.

Contact Palco

For more information about Palco, email us at co-cdass@palcofirst.com or visit our website: <https://palcofirst.com/programs/colorado/>

Our Customer Support team is ready to help and give you answers fast,
contact us Monday – Friday 8:00am – 5:00pm at **1-866-710-0456**.