



Attendance/Communication Requirements

You are required to:

- PCA's** - Follow the member's set schedule in the Individual Plan of Care (IPoC). Requests for a schedule change must be submitted to the Inteli-Care (IC) office and approved **prior to change**.
- RN/CNA/HMKR's** – Follow the patients schedule in MEDsys. Schedule change requests must be submitted 24 hours before scheduled shift/visit start time.
- Notify the office immediately, before scheduled shift/visit start time (*Leave a voice mail if after hours.*):
 - if you are unable to provide services that day, will be late or a schedule change is needed.
 - if the member is hospitalized, incarcerated or temporarily not at home.
- Planned time off must be requested and approved in advance by submitting an IC Request for Time Off form. If unplanned, please follow the Attendance/HWA Leave guidelines policy regarding HWA and non-HWA leave.
- Return all calls and voicemails within one working day and respond to text messages within one hour of receipt or as soon as possible. Leave a voice mail if after hours.
- IC will consider an employee to have voluntarily resigned their employment if they do any of the following:
 - Lose communication with IC by not returning calls or responding to text messages as soon as possible.
 - Do not return from an approved leave of absence on the date specified by IC
 - Fail to report to work for two (2) consecutive days (two missed visits), without prior notification of an absence
 - Choose not to accept fill-in work or reassignment to another member in the event the current member loses program eligibility or requests the employee be removed from their schedule by completing the IC Work Reassignment form.

General

- Services must be provided in the member's home while the member is at home. (NO EXCEPTIONS)
- If a member is hospitalized, taken to the ER, incarcerated, in rehab or temporarily living outside of their home, services cannot be provided. Per Medicaid regulations, IC is:
 - **allowed to pay** you for services provided **before admission time** on a day the member is admitted to the ER/hospital.
 - **not allowed to pay** you for services **on the same day/date the member is released from the hospital.** (*Remember: if a member is in the ER and they're still there in the morning, any time after midnight, i.e., 12:00AM, it is considered "admitted" no matter what.*)
- You cannot claim time driving the member to the doctor or while the member is at a doctor visit (not included as a support service).
- Immediately notify the office of any reportable incident in accordance with Incident Report training.
- You may be randomly selected to complete a drug test.
- You will be evaluated annually and required to re-certify and complete re-orientation training.
- Comply with IC Transportation and Driving Policy. If transporting or driving your vehicle while clocked in, YOU MUST possess a valid driver's license AND BE compliant with Driver Eligibility in the policy and vehicle insurance.
- You are responsible for keeping all your records current and submitting a change request, if applicable; Driver's License or State issued ID, Car Insurance, CPR/First Aid, Address, Phone Number, Emergency Contacts, W4, payroll withholding and other paycheck changes.



- IC maintains a mechanism to receive anonymous reports of compliance concerns, red flags or violations. Reports may be submitted via a phone call to the Corporate Office or by completing an online form on our website. <https://forms.office.com/r/n8nPSzYCVd>

Electronic Time Reporting

- You will only be paid for time recorded in EVV up to the allocated hours on the IPoC schedule.**
- You must check in and out from the member's home of record (monitored by GPS). Claims created outside the member's Geo-Fence will not be honored. **NO EXCEPTIONS**
- You are responsible to ensure your hours are recorded accurately using any of the three methods:
 - Authenticare app downloaded to your smartphone (must request we register their phone) or
 - IVR (Interactive Voice Response) system from the member's phone on record or
 - MCO issued tablet assigned to you
- If you have issues clocking in or out, an adjustment may be requested by:
 - Call the IVR from the member's phone number
 - If you are unable to check in/out via the IVR, make sure to have a picture or screen shot of the call log showing the date, phone number called and time of the call.
 - Call the office in which you work out of and report the issue. We may be able to fix the issue with the mobile app and allow you to clock in.
 - If these steps don't work or you can't clock out, call your office immediately to request an adjustment of incorrect time.
 - If all steps are properly taken then a Verification Adjustment Visit Form (VAVF) may be issued with instructions on how you should fill it out.

Training

- All PCA's must complete the following annual trainings as part of their yearly compliance. You may use the links below to help you access the Employee Portal or specific training study guides.**
 - Mandatory Policy Review:** You are required to annually review each of the following IC policies. You may use the links below to review each policy in the Employee Portal. When you have reviewed each policy, you must complete the Mandatory Policy Review test.
 - [IC Attendance/HWA Policy:](#)
 - [IC Fraud/Federal/NM False Claims Act Disclosure](#)
 - [IC Transportation Policy](#)
 - [Sexual Abuse, Sexual Harassment & Misconduct Prevention Policy](#)
 - [Employee HIPAA \(Privacy\)](#)
 - [Anonymous Reporting](#)
 - Time Reporting**
 - Incident Reporting**
- Delegated PCA's: must complete 12 hours of training annually including, but not limited to mandatory annual training above, CCIC Skills, Living in the Community with a Disability, PCS Rules & Regulations. CPR and First Aid certifications must be kept current while employed.
- Directed PCA's: are offered 8 hours of training each year; including mandatory annual training above