Guiding Principle

UCP is expected to follow ODP Interim Technical Guidance for Claims and Service documentation for all services provided. UCP is also expected to follow the Federal Electronic Visit Verification requirements. UCP wants to follow both guidance's to ensure services are delivered per the Individual Support Plan and the services are reimbursed appropriately and timely.

Purpose

To provide a clear and consistent procedure to outline the expectation to submit required documentation for supports provided.

Procedure

1. Employees are expected to utilize the MatrixCare Mobile App to submit all times services are provided along with the documentation required to substantiate the service.
2. When the app is not available or the employee has difficulty logging in, employees are expected to utilize the Telephony system as the backup process. When using Telephony, employees must complete paper or electronic documentation to support that service.
3. When using the app, employees may forget to enter their required documentation, provide insufficient documentation, fail to clock out or correct their time appropriately. This results in the need for paper/electronic documentation.
4. Specialist must contact the employee via a phone call to inform them there is missing documentation which they are required to complete and return to the Specialist.
5. Specialist must send the daily activity log or task sheet via Right Signature to employee and Managing Employer to complete the documentation process.
6. Specialist must complete the "Right Signature Tracking" smartsheet form or enter directly on the smartsheet with all information.
7. Specialist must enter in the MatrixCare caregiver record under Expirations "Payroll Issue-Contact AWC Office" with the due date listed under expiration date.
8. Specialist must follow up using the remind button with the employee if documentation is not received within 3 workdays.
9. Employee will have until the following Monday at 3:00pm to submit required documentation with Managing Employer's signature to the appropriate Specialist.
10. If documentation is not received by the following Monday at 3:00pm, Specialist must follow the SSP Status Change Process, "Leave of Absence/Return from Leave of Absence (missing documentation)" process.
11. Specialist must update the employee's MatrixCare schedules to "hold" status.
12. The employee will be placed on administrative leave effective Tuesday morning and will be unable to work until the required documentation is received by the Specialist. The Specialist will contact the employee and Managing Employer to inform them of the administrative leave. A memo will be emailed and/or mailed to the employee.
13. When the required documentation is received by the Specialist, the employee and Managing Employer will be contacted by the Specialist to inform them the employee is active and able to work their typical schedule. A memo will be emailed and/or mailed to the employee.

14. Specialist will follow the SSP Status Change Process, "Leave of Absence/Return from Leave of Absence (missing documentation)" process.
15. If the employee chooses to work while on administrative leave, the progressive discipline process will be utilized up to and including termination. (See UCP Central PA Progressive Discipline procedure) The Specialist will communicate with the Manager to begin this process.
16. Specialist will update the "Right Signature Tracking" smartsheet when needed.
17. When the Specialist has scheduled time off, the Manager will identify an alternative Specialist to receive and process the completed Right Signatures at least one week prior.
18. When the Specialist has unscheduled time off, the Manager will review, and process completed Right Signatures.
19. Manager will monitor the Right Signature Tracking smartsheet weekly to ensure all documentation has been received or the appropriate employee placed on administrative leave.
20. Manager will monitor Telephony prior to payroll to ensure all schedules are completed as appropriate.