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May 31, 2017

ALL-COUNTY LETTER NO.: 17-48

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: **IN-HOME SUPPORTIVE SERVICES TIMESHEET EXCEPTIONS,
WORK QUEUES AND TASKS IN THE CASE MANAGEMENT,
INFORMATION AND PAYROLLING SYSTEM II**

REFERENCES: CMIPS II JOB AIDS APPENDIX A

This All-County Letter (ACL) provides counties with information regarding the In-Home Supportive Services (IHSS) timesheet exceptions and work queues in the Case Management, Information and Payrolling System II (CMIPS II). It also provides counties with policy clarification regarding the processing of timesheets.

BACKGROUND

In Legacy CMIPS, timesheet processing was a manual process managed by the counties. The IHSS providers either hand-delivered or mailed their completed timesheets to their local county IHSS office where they were hand-keyed into Legacy CMIPS by county payroll staff. As part of that process each timesheet was validated by county staff to ensure that it was complete and correct prior to being keyed for payment. With the implementation of CMIPS II, and to assist counties with the ongoing workload associated with timesheet processing, a centralized, statewide timesheet processing solution was developed. As part of the new solution, the initial validation of the timesheets was automated, and counties became responsible for processing and resolving timesheet errors, which are now referred to as timesheet exceptions.

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

TIMESHEET WORK QUEUES

When a timesheet is received by the Timesheet Processing Facility (TPF) they are automatically scanned and processed. If there is an error on a timesheet the system creates a timesheet exception which generates a task that is placed in a work queue for county staff to resolve. If a timesheet has more than one error a task will be generated by the first error encountered and all the additional exceptions will be displayed on the *View Timesheet* screen. Counties are required to actively manage and resolve timesheet exceptions in five (5) work queues developed to prevent unnecessary delays of provider payments. These five (5) timesheet exception queues are described below.

The first two queues are considered “error” queues and contain timesheet exceptions that must be corrected for a provider to receive payment. Therefore, the timesheet exceptions in these queues must be processed as a priority before the other three (3) work queues. If a task remains in one of these queues without being reserved within 24 hours, the task will be escalated up one level of management. The names and descriptions of these queues are:

- **Timesheet Errors** – This queue includes tasks related to errors on a timesheet. Errors can include missing numbers, no time entered, no provider signature, more than 24 hours entered on a single date, etc.
- **Timesheet Eligibility Errors** – This queue includes tasks related to problems with the recipient and/or provider eligibility during the service period in which time worked was submitted. These timesheet errors can be triggered because a recipient is terminated or on leave or a provider is terminated or ineligible. Any of these circumstances make a provider ineligible for payment during the affected service period(s).

The next two queues are considered “hold” queues. These queues contain timesheets that have been validated but are being held for a specific reason. If a timesheet is in one of the “hold” queues and is not rejected by a user, CMIPS II will automatically release it for processing at the end of the following business day. This release for processing will happen even if a user reserves the task. These queues include:

- **Timesheets on Hold** – This queue includes tasks related to timesheets held for signature verification and worker holds. The system will automatically hold a random sample of one percent (1%) of all error-free timesheets processed statewide and generate a task for county staff to verify signatures. This queue also contains tasks generated for timesheets when a county worker has flagged a specific provider’s timesheets for manual review.
- **Timesheets Over 70%** - This queue includes tasks related to timesheets where over seventy percent (70%) of a recipient’s total authorized hours were claimed

on a provider's timesheet for the first pay period of the month. This queue was implemented at the counties' request so county staff can identify cases where the majority of the recipient's authorized hours are claimed in the first half of the month and do appropriate follow-up with the recipient to ensure the timesheet is correct and determine if the current service authorization is meeting the recipient needs.

The last queue is for escalation purposes. If a task from one of the earlier queues is not reserved within 24 hours, the task will be escalated to this queue (tasks from the "hold" queues do not escalate as they are processed at the end of the business day if not addressed). The name of this queue is:

- **Payroll Supervisor** – If a task is not reserved from the Timesheet Errors or Timesheet Eligibility Errors work queues within 24 hours, the task will be escalated to the Payroll Supervisor work queue. If a task is reserved by a user and the task is not completed within 48 hours, the task will be escalated to the supervisor of the person who reserved the task.

TIMESHEET RELATED TASKS

Timesheet related tasks require action by a user. There are two types of tasks:

- User-generated: Tasks created manually by a user.
- System-generated: Tasks generated by Case Management as the user interacts with the system or during nightly batch processes. System-generated tasks are closed automatically by the system when the required action is completed. Counties should ensure that the tasks are closed appropriately as some tasks are closed automatically and others require action by the user.

Every task has a subject, due date and a priority. Counties are required to resolve their tasks related to timesheet exceptions in their assigned work queues. For more information on the system functionality related to tasks county users should refer to the Tasks Job Aid located in the CMIPS II Job Aids Appendix A located on the CMIPS II Portal.

TIMESHEET EXCEPTION REPORT

The Timesheet Exception Report was developed to assist counties with tracking and managing timesheet errors. The report is intended to assist counties with assessing the workload associated with the processing of exceptioned timesheets, helping to identify areas of training needed for IHSS recipients and providers on timesheet completion,

and reviewing timesheet submittals for potential fraud or authorization issues. Counties shall not utilize this report to resolve timesheet exceptions. The timesheet work queues shall be utilized to identify and resolve timesheet exceptions and to identify timesheet exception tasks that need to be resolved.

This report lists recipients and providers where an exception was encountered during the validation of their timesheet. The report is sorted by the worker number of the supervisor then by social worker number and subtotaled by exception type, and is inclusive of hard and soft timesheet exception edits. Hard timesheet exception edits are timesheet exceptions that prevent payment from being made (e.g. missing signatures, eligibility issues, etc.). Soft timesheet exception edits are timesheet exceptions that do not prevent payroll processing (e.g. timesheet submitted before end of pay period, time claimed exceeds provider's assigned hours, etc.). It is important to note that a hard exception edit record will remain on this report until the pay period following the resolution. Soft exception edit records will display on this report for the reporting period only (cycle date) as they do not require resolution.

The Timesheet Exception Report is located in the Time and Attendance folder and contains the following data:

- County
- Office – District Office to which the case with the reported error is assigned.
- Supervisor - The worker number of the supervisor to which the case owner is assigned for the reported case.
- Recipient Name - Name of the recipient associated to the provider that submitted the timesheet that generated an exception.
- Case Number - The case number associated with the timesheet the provider submitted.
- Provider Name - Name of the provider that submitted the timesheet.
- Provider Number - Number of the provider that submitted the timesheet.
- Pay Period - The first day of the actual pay period from the submitted timesheet that had an exception. Date displays as MM/DD/YY. The only days that will populate here are the 1st or 16th day of the month.
- Exception Type - Description of the exception. For exception types that note 'Day XX', the XX will not be populated with a specific day. Multiple instances of the same error can occur on different days on the same timesheet but will only display once on this report.
- Queue Received Date - The date CMIPS II sent the exception to the county queue or the date CMIPS II identified the soft edit exception, in MM/DD/YY format.
- OPR - CMIPS II operator that resolved the hard edit. When the report is generated, this field will be blank until the edit is resolved.

- Date Resolved - The date, MM/DD/YY format, the exception is manually cleared or system cleared. This applies to hard edits only. When the report is generated, this field will be blank until the edit is resolved.
- WRKR # - The social worker's number for the worker associated with the recipient's case impacted by the timesheet exception.
- # of Days to Resolve - The elapsed time, in days, between the date resolved and the queue received date.
- Subtotal for Exception Type - The subtotal of recipients/providers receiving the specified error message.

COUNTY RESPONSIBILITIES

It is critical for county CMIPS II users to view and resolve tasks related to timesheet exceptions in a timely manner. Tasks have a priority and a deadline, and should be worked in order based on the date and time they were received and be resolved prior to the deadline. Late tasks will be escalated to the designated supervisor or manager. After a task is completed and closed, it no longer appears in the user's CMIPS II inbox. When timesheet errors are identified, a task is generated to the appropriate county work queue. It is the county's responsibility to complete the tasks in the work queue, and resolve all outstanding timesheet exceptions. County staff should be opening the tasks in the queue, reading the details of the error(s), viewing timesheets and other screens as needed, and taking the appropriate action(s) to resolve the error(s).

Timesheet records must match the scanned images in CMIPS. It is understood that when a timesheet is determined to contain an error, a replacement timesheet may need to be issued. Nevertheless, as part of the work associated with timesheet exceptions, county staff shall review the timesheet for readability prior to issuing a replacement. If the county staff can read the entries on the timesheet they shall manually process the timesheet for payment rather than issuing a replacement. When issuing a replacement timesheet, counties should also issue a timesheet for the next pay period as well. This will minimize any delay the provider may experience with submitting their timesheet for the next pay period.

Additionally, on a regular basis, counties should identify IHSS recipients and providers who have a history or consistent pattern of making timesheet errors. Currently, counties can utilize the Timesheet Exception report to identify these recipients and providers and CDSS will also be adding information to the data download to assist with this activity in the near future. Once identified, Counties should contact these individuals and provide appropriate education on how to correctly complete the timesheet.

STATE RESPONSIBILITIES

One of CDSS' top priorities is ensuring IHSS providers are being paid in a timely manner. The CDSS will be monitoring the aging of timesheet exceptions and identifying counties that have an excessive number of timesheet exceptions escalating due to inactivity. The CDSS will be contacting the identified counties to provide training, support, and guidance to assist with the identification and resolution of county business process issues that may be causing the delay in getting tasks related to timesheet exceptions resolved.

If you have questions or comments regarding this ACL, please contact the Adult Programs Division, CMIPS II Systems and Operations Unit at (916) 551-1003 or via e-mail at: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
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c: CWDA