



TO: Consumer of the Consumer Directed Care (CDC) Program

FROM: Fiscal Intermediary Department

RE: Timesheets and Instructions

Tempus Unlimited, Inc. welcomes you as your Fiscal Intermediary. The following are instructions and comments for the completion of the timesheets that you should send to us for each biweekly payroll period that you use workers. You may want to provide a copy of this memo to your workers so that might better understand the timesheets and the payroll process.

Biweekly Payroll: As you can see on the timesheet. We use a biweekly payroll period (every two weeks). Consumers and Workers **do not** have the option of billing every week. All consumers must send in timesheets every two weeks. The payroll period is explained on the back of the timesheet and below under Payment Schedule.

Payment Schedule: The Payment Schedule shows the payroll period beginning and ending dates, as well as the date we must receive the timesheets and the dates the timesheets will be paid. Keep in mind that we require that the timesheets be in our office by 4:00 PM on the Monday after the end of each pay period in order to process them in a timely manner. This is true even if Monday is a holiday.

Effective March 9, 2024: At the end of the applicable payroll period, for PCAs who submit an error-free EVV or ETimesheet by 4PM on Monday, Tempus will issue payment on the following Thursday. For PCAs who submit an error-free paper timesheet by 4PM on Monday, Tempus will make **best efforts** to issue payment on the following Thursday but no later than Friday. All remaining timesheets will be paid on a rolling basis. Although a consumer can authorize a PCA to pick up the payroll package, a consumer **cannot** authorize a PCA to pick up just that PCA's stub. The entire package must be picked up or mailed.

Payroll Dates: In order to process timesheets with more accuracy, in a timely manner, and as per our funding source contracts we can only process timesheets that have the correct pay period dates that are assigned to you based on your Payment Schedule. **If any other dates are printed in the Payroll Period boxes, the timesheet will NOT be paid.**

One Worker per Timesheet: The hours of each worker must be recorded on the different timesheets. Under no circumstances will a timesheets be processed if it contains information for more than one Worker.

Delivery of Timesheets: Timesheets can be faxed to us at the toll-free fax number listed on the front of the timesheet. In addition, you can drop off timesheets to our Stoughton office at the address listed below. **If you fax your timesheet, please do not mail the original to us.** Timesheets dropped off at the Stoughton office by 4:00 PM on Mondays will be considered to be on time. Any mailed timesheets received with a postmark before the end of the payroll period will be returned to the consumer, unless there are no hours on the timesheet after the postmark. For instances, if there are no hours on the timesheet for the second Saturday of the payroll period then the timesheet can be mailed, faxed or delivered on Saturday. Likewise, if there are no hours on the timesheets for the second Friday the timesheet can be mailed, faxed, or delivered on Friday or Saturday. However, if you mail, fax or deliver a timesheet on Friday that has hours on Friday and Saturday, it will be returned to you without being processed. **There will never be any exceptions to this policy.**

Signatures: **The Worker and the Consumer/Surrogate must sign the timesheet at the bottom of the timesheet and the signatures must be originals.** Although it is acceptable to make copies of timesheets if the Workers work a set schedule, it is not acceptable to make copies of the timesheets with signatures already on the document. Any timesheets **without originals signatures** will be returned to the consumer without being processed.

Consumer Information: The consumer is required to complete the consumer name, consumer # and telephone number information. The consumer # is assigned by our office. The telephone number should be the number you would like us to call if there is a problem with the timesheet.

Worker Information: The Worker is required to complete the name, the last four digits of the social security number and telephone number section.

Direct Deposits and Debit Cards: You are encouraged to have direct deposit for Worker services.

You may apply for one of the payment methods from the options below:

Apply for Direct Deposit

- A **direct-deposit application** form is included with this notice. Complete the application and return it to the address on the application.

If You Cannot Get Direct Deposit, You can apply for a Payroll Debit Card

- If you don't have a bank account that accepts direct deposit, you may apply for a **payroll debit card**.

Note: If you apply for a payroll debit card, be sure to read all of the terms and conditions, which will tell you when any fees may apply.

All timesheets received on time will be processed so that direct deposit /debit card stubs can be mailed to the consumer on Wednesday. The debit card/direct deposit will be dated for that Friday. Timesheets received after Monday at 4:00 PM may be processed with checks dates in the following week. Although a consumer can authorize a Worker to pick up the payroll package, a consumer **cannot** authorize a Worker to pick up just the Worker's stub. The entire payroll package must be picked up or mailed.

Payroll Packages: Each payroll period, the consumer will receive a payroll package, which includes payroll reports for all the timesheets processed for the consumer's records. A consumer may allow someone else to pick up his or her payroll package each pay period. That authorization must be done in writing and will remain in force until cancelled in writing.

Consumer-employers and Workers will be able to access Worker pay advice information electronically on your Fiscal Intermediary's website. Payment voucher information will default to electronic access; however, Workers who wish to opt out of this option may receive payment voucher via standard mail.

Follow these steps to access a payment voucher request:

1. Go to our website <https://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Select **CDC Worker Information Forms** at the top of the page
4. Select **Tempus PCA/Worker Payment Voucher Request**

Time Worked – Hours: All hours worked between 12:00 AM and 11:59 PM are considered hours worked. The Worker should complete the timesheet by writing the actual "Time In" and Time Out" in the spaces provided including filling in the appropriate AM and PM circle using the sample on the back of the timesheet as a guide. You must use the AM and PM designations with all hours or the timesheet will not be processed. Also, remember that timesheet should reflect actual hours worked. The Total Hours should be calculated daily using hours and minutes (i.e. A Worker who works from 1 PM to 2:30 PM would record the time for that day as 1 hours and 30 minutes, not 1 and ½ hours and not 1.5 hours).

Fill-In Versions of the Timesheet: There is a version of the FI Timesheet is available on our website that may be more efficient way for consumers and Workers to report payroll to us. Follow these steps to access the FI Timesheet.

1. Go to our website- <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Scroll down to **Timesheets**
4. Select **FI Timesheet**

The only software you will need to use this timesheet is Adobe Reader, which can be downloaded free from the internet at <http://www.adobe.com/products/reader>. The timesheet can be downloaded from our website and saved on the user's computer. It can then be completed on the computer, printed out, signed and faxed to us for processing. The completed timesheet can also be saved and then revised for future payroll periods. The consumer and Worker would only have to change the payroll period dates, make revisions to the in and out times for that payroll period, print sign and fax the timesheet for processing.

Electronic Timesheet User Agreement: The Electronic Timesheet (E-Timesheet) Module is a web-based interface through which Consumers, Surrogates, PCAs/Workers, and Fiscal Intermediary staff can respectively can record, view, and submit relevant timesheet information. In order to use the E-Timesheets submission interface, a consumer, their surrogate (if applicable) and each Worker must sign an E-Timesheets Agreement which states that they both have a valid, separate e-mail addresses, and agree to use the E-Timesheet submission interface as a method of submitting time. **E-Timesheet Users enrolled in Direct Deposit can receive their payment as early as Wednesday by submitting timesheets by midnight Sunday.** Follow these steps to access the E-Timesheet Agreement:

1. Go to our website – <http://tempusunlimited.org/>
2. Select **Fiscal Intermediary Program – (CDC, MFP, PCA or VIP)**
3. Scroll down to **Timesheets**
4. Select **Etimesheet**

Paid Time Off: Consumer Directed Care Workers (CDC) shall be eligible for earned Paid Time Off (PTO)

CDC workers will earn 1 hour of PTO for every 30 hours worked. CDC workers can accrue up to 50 hours of PTO. For purposes of PTO, a year is defined as the state fiscal year (July 1- June 30). The accrual is determined by adding all the hours worked as a CDC worker across all consumer employers in the Home Care CDC Program.

CDC workers may not accrue more than 50 hours of PTO. However, if a CDC worker uses PTO, the CDC worker may continue to accrue up to 50 hours of PTO. For example, if a CDC worker earned 50 hours of PTO, then in the 10th month of the year took 20 hours of PTO, the CDC worker would have a balance of 30 hours of PTO. That CDC worker could continue to earn additional PTO up to the maximum amount of 50 hours PTO.

CDC workers may carry over up to 50 hours of unused earned PTO to the next year. However, a CDC worker may never have more than 50 hours of unused earned PTO so the CDC worker must use PTO to be able to start accruing again.

Earned Sick Time Notice to Employees: As an employer in Massachusetts, you are required to post this Notice where your Worker can see it.

DUA: Also enclosed please find copies of the form from the Division of Unemployment Assistance (DUA) that you are required to give to each employee who leaves employment with you. Complete the front of each form with your name. Leave the DUA number and Federal Employer ID Number lines blank.

The Department of Industrial Accidents (DIA) Notice: The Tempus Unlimited, Inc. FI Program provides each consumer with the Department of Industrial Accidents (DIA) Notice. Any Worker who is providing services for a consumer must be notified that they are eligible for Workers Compensation should they be injured while working for a consumer. The Workers' Compensation carrier information can be found on the Department of Industrial Accidents (DIA) Notice enclosed in your employment package.

Emergency Notification System (EverBridge): We will use the system to notify you of office closings, important updates and other information that we need to provide quickly. Communications will be sent from: <noreply@everbridge.net> either by text, phone or email.

Paperworkr: An online Module that allows the Consumer and PCA to complete and sign the PCA's New Hire Paperwork (NHP) electronically. If the NHP is not electronically signed, it should be faxed, or mailed to Tempus Unlimited. You can access Paperworkr at <https://paperworkr.tempusunlimited.org/>

Holiday Wages: PCAs are paid 1.5 times the regular pay rate when they work on New Year's Day, Martin Luther King Day, Juneteenth, July 4th, Thanksgiving and Christmas Day.

If you have any questions, please contact Tempus Unlimited, Inc. toll free at 1-877-479-7577 Monday through Friday between the hours of 7:30AM and 4:30PM. One of our Consumer Relations Specialists will be happy to assist you.

What is Unemployment Insurance?

Unemployment Insurance (UI) is a temporary income assistance program for Massachusetts workers who have lost their jobs through no fault of their own, and are:

- Able to work
- Available for work, and
- Actively looking for work

Funding for UI benefits comes from quarterly contributions paid by the state's employers to the Department of Unemployment Assistance (DUA). Employees do not contribute to unemployment insurance.

When should you apply for UI benefits?

If you have been separated from work, or your hours have been reduced, you should file a claim for UI benefits **during your first week** of total or partial unemployment. Your claim will begin on the Sunday of the calendar week in which your claim is filed. This date is known as the effective claim date.

You will not be paid benefits for any week of unemployment preceding the effective date of your claim.

Important note:

You may request benefits only if you are in the United States, its territories, or Canada. You should not request benefits for any week you are outside the United States, its territories, or Canada.

This pamphlet includes important information on how to apply for Unemployment Insurance benefits.

Este folleto contiene información importante sobre cómo solicitar los beneficios del Seguro de Desempleo.

Este panfleto contém informações importantes sobre como registrar-se para receber benefícios de subsídio de desemprego.

Данный проспект содержит важную информацию о процессе подачи заявления на получение Страхового пособия по безработице.

Livré sa gen enformasyon enpòtan sou fason pou aplike pou Benefits Asirans Chomaj yo.

Il presente opuscolo contiene importanti informazioni riguardanti la modalità di richiesta per l'indennità di disoccupazione.

Cette brochure comporte d'importants renseignements sur la façon de demander des prestations d'assurance-chômage.

សៀវភៅប្រុងប្រយ័ត្ននេះមានព័ត៌មានសំខាន់ៗសម្រាប់អ្នកត្រូវបានគ្រប់គ្រងដោយស្ថាប័នសុខាភិបាលស្តារឡើងវិញ។

កញ្ចប់នេះ
 Cuốn sách mỏng này bao gồm thông tin quan trọng về cách nộp đơn xin hưởng thất nghiệp

ແຕ່ນេះຈຳນວນໜຶ່ງວ່າຈັບວິທີການຂໍເອົາເງິນຕົວເມັດໄດ້ທັນທີກັບໂຮງ
 本大小册子包括如何申请失业保险的重要信息。

이 팜플렛에는 실업 보험 금액의 신청 방법에 대한 중요한 정보가 들어 있습니다.

يحتوي هذا الكتيب على معلومات هامة حول كيفية التقدم للحصول على مبالغ تلقين البطالة.

Equal opportunity employer program

Auxiliary aids and services are available upon request to individuals with disabilities. For hearing-impaired relay services, call 711.



THE COMMONWEALTH OF MASSACHUSETTS
 EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
 DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

To Massachusetts Workers: How to File a Claim for Unemployment Insurance Benefits

To Massachusetts employers:

Under the state's Employment and Training Law, M.G.L. Chapter 151A, you must provide a copy of this pamphlet as soon as practicable, but no more than 30 days, from the last day the employee performed compensable work. You must provide this pamphlet to each of your employees who is separated from work, permanently or temporarily. Please complete the information below:

Employer name

C/O Tempus Unlimited, Inc.
 600 Technology Center Drive
 Stoughton, MA 02072

Phone number

Federal employer ID number



THE COMMONWEALTH OF MASSACHUSETTS
 EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
 DEPARTMENT OF UNEMPLOYMENT ASSISTANCE



File Online

To file your new UI claim or reopen an established claim online, visit our website at: www.mass.gov/dua/uionline.

1. Select **Log in to UI Online for Claimants**.
2. Create a UI Online account or log in to an existing account.
3. Complete all the information requested and submit your application.
4. Be sure to include your phone number and email address to make it easier for us to contact you if there are questions about your application.

UI Online is available 6:00 am to 10:00 pm, 7 days a week.

Need Help?

If you have questions about your eligibility, please review the eligibility requirements online at: www.mass.gov/dua/eligibility.

For assistance creating a UI Online account, visit: www.mass.gov/dua/fileclaim.

Information Needed to File a Claim

To apply for unemployment, you need to provide personal information including your Social Security number, birth date, home address, email address, and phone number.

You also need information about your employment history from the last 15 months, including:

- Names of all employers, plus addresses and phone numbers
- Reasons for leaving those jobs
- Work start and end dates
- Recall date (if you were laid off but have a set date to return to work)

You may need additional information in certain situations:

- If you are not a U.S. citizen — your Alien Registration number or verification that you are legally allowed to work in the United States.
- If you have dependent children — their birth dates and Social Security numbers
- If you're in a union — your union name and local number
- If you were in the military — your DD-214 Member 4 form. If you don't have it, you can request your DD-214 online at www.dd214.us.

To receive payments by direct deposit, you'll need your bank name, account number and routing number. Otherwise, DUA will send you a debit card.



File by Phone

To file your new UI claim or reopen an established claim by phone, you can:

- Schedule a callback from the TeleClaim Center by visiting our website at: www.mass.gov/dua/schedulecallback.
- Call the TeleClaim Center at (617) 626-6800 or toll-free at (877) 626-6800. Please adhere to the call-in schedule below.

The TeleClaim Center is available 8:30 am to 4:30 pm, Monday through Friday.

Last digit of your Social Security Number: Assigned day to call the TeleClaim Center:

0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday

Información sobre Empleados Cubiertos por el Seguro de Desempleo

Nombre del empleador **C/O Tempus Unlimited, Inc. 600 Technology Center Drive, Stoughton, MA 02072** Número de identidad del empleador asignado por DUA

Dirección

Los empleados de este negocio u organización están cubiertos por el Seguro de Desempleo (UI por sus siglas en inglés), un programa financiado enteramente por empleadores en Massachusetts. No se hacen deducciones de su salario para cubrir el coste de sus beneficios del Seguro de Desempleo.

Si usted pierde su trabajo, puede que tenga derecho a recibir el Seguro de Desempleo. Abajo se encuentra un resumen de la información que necesita para poder solicitar los beneficios del Seguro de Desempleo. Antes de usted presentar su reclamación del Seguro de Desempleo, su empleador le dará una copia del folleto: *Cómo Solicitar los Beneficios del Seguro de Desempleo*, proporcionada por el Departamento de Asistencia al Desempleado de Massachusetts (DUA por sus siglas en inglés).

Usted tiene que estar en los Estados Unidos, sus territorios, o Canadá cuando presente una reclamación de desempleo o cuando solicite los beneficios semanales del seguro de desempleo.

Hay dos maneras de solicitar los Beneficios del Seguro de Desempleo: Solicitar por internet a través de UI Online



UI Online es un sistema seguro de auto-servicio y fácil de usar. Usted puede solicitar los beneficios del Seguro de Desempleo, reactivar una reclamación existente, solicitar los pagos semanales de beneficios del Seguro de Desempleo, verificar el estatus de su reclamación, inscribirse para depósito directo, actualizar su dirección y mismo presentar una apelación por internet. Para solicitar los beneficios del Seguro de Desempleo a través de UI Online, visite www.mass.gov/dua, seleccione *"UI Online for Claimants"* y rellene la información exigida para entregar su solicitud.



Solicitar por teléfono llamando al Centro de TeleReclamaciones

Los servicios del Seguro de Desempleo están disponibles por teléfono. Usted puede solicitar los beneficios del Seguro de Desempleo, reactivar una reclamación existente, obtener información actualizada sobre el estatus de su reclamación y los pagos de beneficios, resolver problemas, e inscribirse para depósito directo — todo por teléfono. Para solicitar los beneficios del Seguro de Desempleo por teléfono, llame al Centro de TeleReclamaciones al 1-877-626-6800 si tiene un prefijo telefónico de 351, 413, 508, 774, o 978; o 1-617-626-6800 si tiene cualquier otro prefijo telefónico. Se le pedirá de dar su Número de Seguro Social y su año de nacimiento. Se le pasará entonces a un agente que tomará la información necesaria para presentar su reclamación del Seguro de Desempleo.

Nota: Durante periodos de alto volumen de llamadas entre lunes y jueves, se puede implementar un horario de llamadas, dando prioridad a las personas que llamen basado en el último dígito de sus Números de Seguro Social. Esto ayuda asegurar que usted y los otros clientes pueden comunicarse con un representante del Centro de TeleReclamaciones puntualmente. Por favor consulte el horario a la derecha antes de llamar.

Si su Número de Seguro Social acaba en:	Su día asignado para llamar al Centro de TeleReclamaciones es:
0, 1	Lunes
2, 3	Martes
4, 5, 6	Miércoles
7, 8, 9	Jueves
Cualquier dígito final	Viernes

IMPORTANTE: Leyes Generales de Massachusetts, Capítulo 151A, Sección 62A requiere que este aviso esté colocado visiblemente en cada lugar operado por un empleador, en un sitio evidente, donde puede ser accedido por todos los empleados. El aviso tiene que incluir el nombre y la dirección de correo del empleador y el número de identidad asignado al empleador por el Departamento de Asistencia al Desempleado.

Un patrón/programa que ofrece igualdad de oportunidades de empleo. Dispositivos y servicios auxiliares están disponibles a pedido para personas con discapacidades. Para servicios de retransmisión para personas con discapacidades auditivas, llame al 711.



EXECUTIVE OFFICE OF ELDER AFFAIRS
COMMONWEALTH OF MASSACHUSETTS
ONE ASHBURTON PLACE, BOSTON, MA 02108
(617) 727-7750 | Mass.gov/elders

MAURA T. HEALEY
GOVERNOR

KATHLEEN E. WALSH
SECRETARY, EXECUTIVE OFFICE OF
HEALTH AND HUMAN SERVICES

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

ELIZABETH C. CHEN, PhD, MBA, MPH
SECRETARY, EXECUTIVE OFFICE OF ELDER AFFAIRS

CONSUMER DIRECTED CARE (CDC) WORKERS EARNED PAID TIME OFF

Effective July 1, 2019, Consumer Directed Care Workers (CDC) shall be eligible for earned Paid Time Off (PTO). Formerly, CDC workers were eligible for earned sick time. As of July 1, 2019, all earned sick time will convert to PTO and CDC workers shall only be eligible for earned PTO.

Used PTO must be reported on a separate timesheet: the CDC Paid Time Off Activity Form Time Sheet. Your employer, the Home Care Consumer, will obtain CDC Paid Time Off Activity Forms from their Fiscal Intermediary. Any PTO reported on a Regular Activity Form Time Sheet will not be processed for payment. Please familiarize yourself with the following important information about PTO.

Important Information about Paid Time Off:

CDC workers will earn 1 hour of PTO for every 30 hours worked. CDC workers can accrue up to 50 hours of PTO. For purposes of PTO, a year is defined as the state fiscal year (July 1- June 30). The accrual is determined by adding all the hours worked as a CDC worker across all consumer employers in the Home Care CDC Program.

CDC workers may not accrue more than 50 hours of PTO. However, if a CDC worker uses PTO, the CDC worker may continue to accrue up to 50 hours of PTO. For example, if a CDC worker earned 50 hours of PTO, then in the 10th month of the year took 20 hours of PTO, the CDC worker would have a balance of 30 hours of PTO. That CDC worker could continue to earn additional PTO up to the maximum amount of 50 hours PTO.

CDC workers may carry over up to 50 hours of unused earned PTO to the next year. However, a CDC worker may never have more than 50 hours of unused earned PTO so the CDC worker must use PTO to be able to start accruing again.

All CDC workers who work enough hours must be allowed to accrue 50 hours per year of earned PTO.

CDC workers begin accruing PTO from their first date of actual work.

PTO can be used for any reason that the CDC worker cannot or chooses not to work scheduled time. Reasons may include vacation, personal time, sick time, domestic violence, or consumer unavailability. PTO may not be used if a consumer's home care eligibility has ended.

It is the CDC workers' responsibility to use PTO in amounts consistent with their regular schedule. For example, if a CDC worker typically works 3 hours a day 2 days a week, he or she should use PTO consistent with that schedule. That CDC worker should not, for example, take 8 hours of PTO for 5 days in a week.

PTO cannot be taken at the same time/same hours that the CDC worker is providing care to another consumer utilizing CDC services (i.e., a CDC worker cannot submit an activity form for providing CDC services seeking regular pay and submit a PTO activity form seeking pay using earned PTO for the same hours). CDC workers are entitled to use earned PTO in 15-minute intervals. The shortest time period for which a CDC may use earned PTO is 15 minutes.

PTO will not count toward the calculation of overtime or other premium rates. However, a CDC worker who works more than 40 hours in a given week can receive overtime pay in the same week that a CDC worker uses PTO. For example, if a CDC worker typically worked 50 hours in a week and took 5 hours of PTO, that CDC worker would be paid for 45 hours of regular time, 5 hours of overtime premium and 5 hours of PTO.

CDC workers should submit a Paid Time Off Activity Form for each consumer from whom they are requesting PTO. For example, if a CDC worker works for 2 employers on Monday and would like to take Monday off, the CDC worker should submit two Paid Time Off Activity Forms. The Paid Time Off Activity Forms should reflect the regularly scheduled hours for which the CDC worker is taking PTO. The CDC worker should not submit Paid Time Off Activity Forms for different consumers with overlapping PTO reported.

CDC workers must make a good faith effort to provide reasonable notice to the consumer employer of the intent to use PTO in advance of the use of earned PTO. Reasonable notice may include compliance with the consumers' reasonable notification policy and procedure that the CDC customarily uses to communicate with the consumer for absences or requesting leave. If the consumer does not have an existing policy and procedure for providing reasonable notice, the consumer must establish such a policy or procedure, preferably in writing. The policy and procedure should enable the CDC worker to effectively provide reasonable notice in a way that can be documented.

A CDC worker can view his or her unused accrued Paid Time Off balance on their paystub or by calling Tempus Unlimited at 1-877-479-7577.