



## **CDC+ BI-WEEKLY PAYROLL PROCEDURES - DETAILED**

As you know, the Agency for Persons with Disabilities (APD) has been your CDC+ fiscal/ employer agent (FEA) since March 1, 2008. Since that time, you have been entering your timesheets either via APD's web-based payroll system or via telephone to APD's Customer Service Center.

Effective June 16, 2008, the Agency will change from a semi-monthly payroll to a bi-weekly payroll. You will continue to have a monthly Purchasing Plan and budget and receive your funding on a monthly basis, but instead of paying your employees twice a month, you will pay your employees every other week. This change will create consistent pay dates for your employees and should make it easier for you to track the number of hours your employees work during each CDC+ work week. This should help you ensure your employees do not inadvertently work more than 40 hours each work week, which would require overtime pay and could cause budget problems. Another benefit is that it will take far less time to enter data online and to provide the payroll information over the phone to a Customer Service Representative. This time saving feature is critical to APD's ability to expand CDC+ in the future.

### **Employee Timesheets**

When we begin the bi-weekly payroll, you must complete all paper timesheets for your employees showing time in and time out each day as you have always done. The only difference will be that a paper timesheet will be completed by your employees every week beginning 6/16/08. As always, they must be signed by both you and your employee after the employee has finished working each week. This is the official documentation for Medicaid funding of your employees.

You may enter your employee's completed timesheet after each week ends beginning at 5:00 p.m. on Sunday or after the employee has finished working on Sunday and has signed the paper timesheet, whichever is later, up until Tuesday at 5:00 p.m. after the 2-week pay period has ended. You may enter your employee's weekly timesheet information into the web-based system or call it in via telephone. Consumers or representatives who enter payroll via the Web will be able to access that system beginning at 8:00 a.m. on the Monday following the work week, with the same deadline of 5:00 p.m. on the Tuesday following the end of the 2-week pay period. It is your choice to enter your employee's time each week or every other week for the entire 2-week pay period, but the paper timesheets must be completed by your employees on a weekly basis. A bi-weekly payroll calendar is available on the APD website at <http://apd.myflorida.com/cdcplus/>.

## Vendor and Independent Contractor Invoices and Requests for Reimbursement

You must complete your paper Requests for Vendor or Independent Contractor Payment forms and your Consumer/ Representative Reimbursement Request forms as you have always done. These forms, along with your invoices, are your documentation for Medicaid funding. When you receive an invoice from your independent contractors and agencies/vendors AFTER their services have been provided during the month, you will either enter the invoice via the web-based system or you will call the information in by telephone to the Customer Service Center up until Tuesday at 5:00 p.m. following the end of the regular bi-weekly pay period, and it will pay out on the following bi-weekly payroll. As always, if you can use the Web-based system we would like you to do so.

### Instructions for Processing Timesheets, Invoices, and Requests for Reimbursement

#### **Before you call or go to the Website to enter your information --**

- Have all your employees' timesheets signed and fully completed with the column entitled "Total Hrs. Worked" completed for each service provided and each day worked AND the totals for each service provided at the bottom of the form.
- Have your Request for Vendor and Independent Contractor Payment forms fully completed with the original invoice attached to each.
  - o If the original invoice does not have an invoice number printed on it, please make up a number and write that number on it. (**HINT:** If your vendor or independent contractor does not put numbers on their invoices, make the number meaningful, such as the initials of the vendor and the date, and be consistent each month as you put that number on the invoice so you can always find it if called upon to do so in an audit.)
  - o You will also need the invoice date.
- Have all your Consumer/Representative Reimbursement Request forms fully completed with the PAID invoices or receipts attached to each.

#### Web-based System

- Go to APD's CDC+ website at <http://www.apd.myflorida.com/cdcplus>.
- That site will give you a hotlink to the CDC+ Timesheet and Invoice Entry System.
- Click on that link.
- The first page that appears is a Warning. Since you (the consumer or the consumer's representative) are an authorized user, you will click on the button at the bottom of the page that says "Proceed to Main Menu." **Please note that employees, vendors, and family members who provide paid services to the consumer or who are listed on the approved purchasing plan as emergency backups are not authorized users. The consumer or consumer's representative (if one has been selected) is responsible for every payroll item entered via the web. This responsibility is serious, as web payroll entries authorize use of Medicaid funds. If errors are made by non-authorized users, it could constitute Medicaid fraud for which the consumer or representative would be responsible. (This applies to telephoned-in entries, as well!)**
- On the Main Menu, you can select the type of payroll form you want to enter for payment.

- ❑ If you will be entering an employee's semi-monthly timesheet for services provided up to and including 6/15/08, click on **Employee Semi-Monthly Timesheet through 6/15/08.**
  - ❑ The Employee Timesheet screen will give you general instructions.
  - ❑ Enter your 7 digit Consumer ID (don't forget leading zeros).
  - ❑ Enter your 6 digit Employee's ID (don't forget leading zeros – see also note about ID numbers on page 5 of these instructions).
  - ❑ Enter whether the Employee is a Live-in or not. Select Yes or No from the dropdown menu. (See definition of Live-in on the paper timesheet.)
  - ❑ Enter the month in which services were provided from the dropdown menu.
  - ❑ Enter the year in which services were provided from the dropdown menu.
  - ❑ Enter the Pay Period from the dropdown menu. You may select from the 1<sup>st</sup> through the 15<sup>th</sup> or the 16<sup>th</sup> through the end of the month.
  - ❑ Enter the first day the employee worked.
  - ❑ Enter the service code for the service the employee provided. **Please note that the service code is a 2-digit number. You must use the service code on the approved purchasing plan. Please be sure you have a copy of the service code chart dated 12/1/2007. If you don't, please download a copy from APD's CDC+ website.**
  - ❑ Enter the section of the Purchasing Plan where the employee was authorized to provide that service. (Services, Savings, or Short Term Expenditures)
  - ❑ Enter whether the employee provided this service as an EBU (Emergency Back Up) to your primary provider or not. Select Yes or No from the dropdown menu.
  - ❑ Enter the number of hours and minutes worked (to the nearest 15 minutes) from the right side of the paper timesheet that your employee completed and you signed.
  - ❑ If everything you just entered is correct, hit the "Add" button. If not, you can delete it and start over or you can make changes before hitting "Add." You can also edit the line after hitting "Add."
  - ❑ After you hit "Add," another line will appear and you can enter the next line on the timesheet. Each line of the timesheet on the web-based system corresponds with a line of the paper timesheet.
  - ❑ Notice that the "Summary Total" of time worked will change every time you add another line on the timesheet.
  - ❑ When you have finished entering the timesheet, the Summary Total should agree with the Total on your paper timesheet. If it does not, please double check your figures on both the paper and the Web-based timesheet to be sure they are correct.
  - ❑ Once you are sure the timesheet entry is correct, hit "Submit Timesheet." **Please note that after you hit the "Submit" button, you cannot make any changes.**
  - ❑ The next screen will give you a tracking number so you can find out the status of this timesheet after a few hours. It is strongly recommended that you print this page by clicking on "Print Timesheet" and staple it to the paper timesheet. If you cannot print the page for some reason, you must write the tracking number on the paper timesheet you just entered. This is the ONLY way you will be able to find out the status of this timesheet. If you need to contact Customer Service to find out about this timesheet, they cannot help you if you do not have this number.
  - ❑ If you have another timesheet to enter, click on "Enter New Timesheet."
  - ❑ If you do not have any more timesheets to enter, click on "Main Menu" to enter invoices or reimbursement requests, or click on "Log Off" to exit.

OR

- If you will be entering an employee's weekly timesheet(s), click on **Employee Bi-Weekly Timesheet effective on or after 6/16/08**.
  - The Employee Timesheet screen will give you general instructions.
  - Enter your 7 digit Consumer ID (don't forget leading zeros).
  - Enter your 6 digit Employee's ID (don't forget leading zeros – see also note about ID numbers on page 5 of these instructions).
  - Enter whether the Employee is a Live-in or not. Select Yes or No from the dropdown menu. (See definition of Live-in on the paper timesheet.)
  - Enter the month in which services were provided from the dropdown menu.
  - Enter the year in which services were provided from the dropdown menu.
  - Enter the Work Week specified on the paper timesheet from the dropdown menu.
  - Enter the first service the employee provided. **Please note that the service code is a 2-digit number. You must use the service code on the approved purchasing plan. (Please be sure you have a copy of the service code chart dated 12/1/2007. If you don't, please download a copy from APD's CDC+ website.)**
  - Enter the section of the Purchasing Plan where the employee was authorized to provide that service. (Services, Savings, or Short Term Expenditures)
  - Enter whether the employee provided this service as an EBU (Emergency Back Up) to your primary provider or not. Select Yes or No from the dropdown menu.
  - Enter the number of hours and minutes worked (to the nearest 15 minutes) from the **Service Code Totals** at the bottom of the timesheet that your employee completed and you signed.
  - If everything you just entered is correct, hit the "Add" button. If not, you can delete it and start over or you can make changes before hitting "Add." You can also edit the line after hitting "Add" and before you hit "Submit Timesheet."
  - After you hit "Add," another line will appear and you can enter the next service the employee provided that week from the Service Code Totals at the bottom of the timesheet.
  - Notice that the "Summary Total" of time worked will change every time you add another service on the timesheet.
  - When you have finished entering the timesheet, the Summary Total should agree with the Total on your paper timesheet. If it does not, please double check your figures on both the paper and the Web-based timesheet to be sure they are correct.
  - Once you are sure the timesheet entry is correct, hit "Submit Timesheet." **Please note that after you hit the "Submit Timesheet" button, you cannot make any changes.**
  - The next screen that appears will give you a tracking number so you can find out the status of this timesheet after a few hours. It is strongly recommended that you print this page by clicking on "Print Timesheet" and staple it to the paper timesheet. If you cannot print the page for some reason, please write the tracking number on the paper timesheet you just entered. This is the **ONLY** way you will be able to find out the status of this timesheet. If you need to contact Customer Service to find out about this timesheet, they cannot help you if you do not have this number.
  - If you have another employee's timesheet to enter, click on "Enter New Timesheet."
  - If you do not have any more timesheets to enter, click on "Main Menu" to enter invoices or reimbursement requests, or click on "Log Off" to exit.

- If you have returned to the Main Menu and you still have invoices from vendors and independent contractors to enter, click on **Agency/Vendor or Independent Contractor Invoice**.
  - The Invoice screen will give you general instructions.
  - Enter your 7 digit Consumer ID (don't forget leading zeros).
  - Enter your 6 digit Employee's ID (don't forget leading zeros – see also note about ID numbers on page 5 of these instructions).
  - Enter the date that is printed on the paper invoice that you received from your provider (enter as MMDDYYYY, so March 1, 2008 will be 03012008).
  - Enter the month from the dropdown menu.
  - Enter the year from the dropdown menu (2008).
  - Enter the invoice number that is printed on the invoice you are paying. If the invoice does not have a number, make up a number, write it on the paper invoice, and enter that number into the Web form. If you make up your invoice numbers, please be sure you do not duplicate the numbers.
  - Enter the first day of the month that the service was provided.
  - Enter the last day of the month that the service was provided. (If the invoice is for supplies or a service provided only once during the month, then the first and last day will be the same date.)
  - Enter the service code for the service provided.
  - Enter the section of the Purchasing Plan where the vendor was approved to provide that service.
  - Enter whether the vendor provided this service as an EBU (Emergency Back Up) to your primary provider or not. Select Yes or No from the dropdown menu.
  - Enter the amount of the invoice for the service provided. **This is very important. If the invoice lists all the days the same service was provided, you must enter only the total amount of the invoice, not each day the service was provided.**
  - If everything you just entered is correct, hit the "Add" button. If not, you can delete it and start over or you can make changes before hitting "Add." You can also edit the line after hitting "Add" and before hitting "Submit Payment."
  - After you hit "Add," another line will appear and you can enter another service from that same provider and that same invoice, if there is one.
  - Notice that the "Summary Total" will add up every service that was on that one invoice from that provider for the month.
  - When you have finished entering the invoice, the Summary Total should agree with the Total on your paper Request for Vendor Payment form. If it does not, please double check your figures on both the paper and the Web-based invoice form to be sure they are correct.
  - Once you are sure the invoice entry is correct, hit "Submit Payment."
  - The next screen will give you a tracking number so you can find out the status of this invoice payment after a few hours. It is strongly recommended that you print this page by clicking on "Print Invoice" and staple it to the paper invoice. If you cannot print the page for some reason, you must write the tracking number on the paper invoice you just entered. This is the **ONLY** way you will be able to find out the status of this invoice payment. If you need to contact Customer Service to find out about this invoice, they cannot help you if you do not have this number.

- If you have another invoice to enter, click on “Enter New Invoice.”
- If you do not have any more invoices to enter, click on “Main Menu” to enter timesheets or reimbursement requests, or click on “Log Off” to exit.
- If you have gone back to the Main Menu and you have copies of **PAID** invoices or receipts for payments you have made to vendors for services provided or items purchased during the month, click on **Consumer or Representative Reimbursement Request**.
  - The Consumer or Representative Reimbursement Request screen will give you instructions on what to do.
  - Enter your 7 digit Consumer ID (don’t forget leading zeros).
  - Enter whether the consumer or the representative is to be reimbursed (from dropdown menu). If you select consumer, the check will be made out to the consumer; if you select representative, the check will be made out to the representative on record with CDC+.
  - Enter the month from the dropdown menu.
  - Enter the year from the dropdown menu (2008).
  - Enter the first day of the month that the service was provided.
  - Enter the last day of the month that the service was provided.
    - Note:** If you are requesting reimbursement for an item that you purchased at a local retail store, you will enter the date of the receipt or invoice in both the first and last day of service boxes.
  - Enter the service code for the service or support purchased.
  - Enter the section of the Purchasing Plan where the service or support was approved.
  - Enter the amount of the PAID invoice or receipt for which you are requesting reimbursement.
  - If everything you just entered is correct, hit the “Add” button. If not, you can make changes before hitting “Add.” You can also edit or delete the line after hitting “Add,” so you will have another chance to make corrections before submitting it for payment.
  - After you hit “Add,” another line will appear and you can enter another service or support that you purchased with your own funds in during the month and for which you are requesting reimbursement.
  - Notice that the “Summary Total” will add up every item for which you are requesting reimbursement that you paid for during the month.
  - When you have finished entering the invoice, the Summary Total should agree with the Total on your paper Consumer or Representative Reimbursement Request form. If it does not, please double check your figures on both the paper and the Web-based form to be sure they are correct.
  - Once you are sure the entry is correct, hit “Submit Reimbursement Request.”
  - The next screen will give you a tracking number so you can find out the status of this reimbursement request after a few hours. It is strongly recommended that you print this page by clicking on “Print Invoice” and staple it to the paper invoice. If you cannot print the page for some reason, you must write the tracking number on the paper invoice you just entered. This is the **ONLY** way you will be able to find out the status of this invoice payment. If you need to contact Customer Service to find out about this invoice, they cannot help you if you do not have this number.
- If you have another invoice to enter, click on “Enter New Invoice.”
- If you do not have any more invoices to enter, click on “Main Menu” to enter timesheets or reimbursement requests, or click on “Log Off” to exit.

## **Tracking Status of your Submission**

- Return to the Main Menu.
- Click on the bar at the bottom, labeled “Check Transaction Status.”
- Enter the tracking number that you were given.
- Click on “Search.”
- The screen will come back to tell you the status of every line that you entered on the payroll form you submitted. The possible status options are:

Submitted	Processing, Please check back for an Updated Status
Denied	Call CDC+ Help Desk at 1-866-761-7043 Toll Free
Failed	Call CDC+ Help Desk at 1-866-761-7043 Toll Free
Error	The CDC+ Help Desk Staff will be in contact with you
Approved	Approved
Duplicate	Call CDC+ Help Desk at 1-866-761-7043 Toll Free

- Please follow the instructions you are given. Call only if requested to do so. If you do not receive a call by 5:00 p.m. on the day after you entered the item when the instruction says you will receive a call, please call the toll free number.

## **Telephone Option**

The toll free number to call is 1-866-761-7043. Customer Service Representatives will be available to receive calls at the following times:

Monday - Friday	8:00 a.m. – 5:00 p.m.
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Please call in your timesheets as soon as possible beginning on the day following the last day of the pay period. Enter your vendor invoices and reimbursement requests as soon as possible after you have received the invoices or paid for them yourself. Remember, you can only be reimbursed for paying agency/vendors' invoices that were budgeted in Savings or Short Term or One-Time Expenditures. You are not permitted to pay independent contractors or employees with your own funds and request reimbursement because of the tax implications. You are also not permitted to pay from your own funds and request reimbursement any of your regular monthly service providers.

## **A NOTE ABOUT EMPLOYEE AND VENDOR ID NUMBERS:**

Employee and vendor ID numbers are always 6 digits. Prior to July 2007, all ID numbers assigned to employees and vendors were numeric (no letters). ID numbers assigned while PPL was the fiscal/employer agent began with the letter P, followed by 5 numbers. ID numbers assigned under APD as the fiscal/employer agent begin with the letter A followed by 5 numbers. If the digit following the first letter is “0”, please be sure to enter that as a ZERO from the numbers across the top of your keyboard; do not use a “capital o (O).”