

CDCS/CSG/CFSS WORKER TIMEKEEPING POLICY

Purpose

This policy establishes requirements and procedures for accurate, timely, and compliant timekeeping for services administered through Financial Management Services (FMS). It outlines the roles and responsibilities of the FMS entity and the Department of Human Services (DHS) program, including compliance with Electronic Visit Verification (EVV) requirements.

Policy

Time entries must accurately reflect hours worked. All time entry must comply with DHS program rules, EVV requirements, and applicable state and federal regulations. Fraud, waste, abuse, and misrepresentation of time entry is prohibited.

All time entries must be recorded in real time, that is at the actual time the shift starts and ends. Workers are required to clock in at the start of each shift and clock out at the end of each shift to comply with EVV requirements for all non-live-in caregivers.

Workers who qualify for the DHS EVV live-in caregiver exemption must complete the attestation process and receive verification. Until the attestation is verified, workers are required to clock in and out in real time. Once the live-in caregiver status is verified, live-in caregivers are required to record all work entries into the EVV system on a daily basis.

Failure to comply with the time entry policy may result in the termination of services.

Financial Management Services (FMS) Roles and Responsibilities

Lifeworks is responsible for providing the systems and processes required for time entry and EVV in accordance with DHS requirements, including processing workers' timesheets and capturing EVV records for payroll and claims submission. This involves reviewing time entries for compliance with program rules and EVV validation, as well as notifying the employer of any incomplete, or noncompliant entries. Lifeworks also maintains entry and EVV records as required by DHS and applicable retention laws and offers training and technical assistance to support accurate and timely use of these systems. Lifeworks does not authorize services or verify service delivery beyond the documentation submitted.

Employer Responsibilities

As the Employer, you are responsible for overseeing and approving time entry for your workers providing services under FMS. This oversight is essential to ensure compliance and integrity with DHS program rules, EVV requirements, and applicable labor laws. If a worker fails to follow the time entry and EVV requirements you as the employer are responsible for directly paying the worker's wages.

The Employer's responsibilities include, but are not limited to, the following:

1. Verification of Services Provided

- Ensure that services are delivered as authorized in the DHS-approved service plan.
- Confirm that the dates, times, and service types entered accurately reflect services actually received.

2. Review and Approval of Time Entries

- Review all employee time entries and EVV records before approval.
- Approve time entries only after confirming their accuracy and completeness.
- Submit approvals by Lifeworks established payroll cycle to avoid payment or billing delays.

3. EVV Oversight

- Ensure employees comply with EVV clock-in and clock-out requirements.
- Ensure workers that are live-in caregivers comply with EVV daily clock-in and clock-out time entry requirements.

4. Timekeeping and EVV Compliance

- Comply with Lifeworks' procedures for submitting, correcting, and approving time entries located in the Cashe' User Guide. This can be found at <https://www.lifeworks.org/resources/evv-timekeeping-resources/>
- Monitor for patterns of noncompliance (e.g., repeated manual entries, missing visits) and correct issues promptly.

5. Prevention of Fraud, Waste, and Abuse

- Prohibit approval of time entries for services not provided, overlapping shifts, or unauthorized services.
- Monitor for patterns that may indicate inaccurate or improper time reporting.
- Report suspected errors, misuse, and fraud to Lifeworks promptly.

6. Employee Training and Communication

- Provide workers with the guidance and support necessary to meet all timekeeping and EVV requirements. Ensure employees understand time entry and EVV requirements.
- Communicate expectations for timely and accurate time submission.
- Address recurring time entry issues with employees as part of employer oversight.
- Maintain documentation of any corrective actions, including retraining or refusal to comply with the time entry and EVV requirements.

7. Record Accuracy and Cooperation with Reviews

- Maintain accurate records related to service delivery and time approval as required.
- Cooperate with Lifeworks and DHS reviews, audits, or monitoring activities.
- Respond promptly to requests for clarification or documentation related to time entries.

If EVV technology fails

If the EVV system is unavailable or malfunctions, workers must contact CASupport@lifeworks.org immediately and provide:

- a detailed description of the error
- screen shots or images
- date/time error occurred

Resources

- DHS Community-Based Services Manual – EVV Policy:
https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mndhs-061562#
- DHS Community-Based Services Manual - Live-in caregiver EVV Policy:
https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mndhs-063378#
- Lifeworks Payroll Calendar – search “Payroll”: <https://www.lifeworks.org/resources/>
- Lifeworks Contact List:
 - Questions related to hours worked: contact EVVTimeSupport@lifeworks.org
 - Questions related to using the Cashé apps: contact CASupport@lifeworks.org
 - Questions regarding paychecks: contact Payroll@lifeworks.org
 - Questions regarding live-in caregiver attestation or other hiring questions: contact GetHired@lifeworks.org
 - Any other questions, please contact your Service Coordinator