

## Frequently asked questions

- ❖ How do I report working multiple shifts in the same day?
  - a. *If you take a break during the day you need to list the two shifts separately. See **Page 1** of the new voucher.*  
*Example: You worked from 9 a.m. to noon and 12:30 p.m. to 3:47 p.m. You would fill in two separate lines.*
- ❖ How do I report working past midnight across two days?
  - a. *If you work a shift that goes past midnight you must report as two shifts. See **Page 1** of the new voucher.*  
*Example: You worked from 8:30 p.m. to 4 a.m. without taking a break. You would fill in two lines: 8:30 p.m. to 12 a.m. and 12 a.m. to 4 a.m.*
- ❖ Do I record the whole time I'm with my consumer/employer, even if I'm not working the whole time?
  - a. *No. Only record time you are providing authorized services from the task list to your consumer/employer.*
- ❖ What if I provide services to more than one consumer/employer at a time?
  - a. *If you provide services to more than one consumer/employers at a time, like meal preparation or laundry, you must evenly split the total time between the consumer/employers.*  
*Example: You completed laundry for two of your consumer/employers and it took you one hour from 1 p.m. to 2 p.m. You will report you worked for consumer/employer A from 1 p.m. to 1:30 p.m. and for consumer/employer B from 1:30 p.m. to 2 p.m.*
- ❖ When can I turn in a voucher?
  - a. *You may turn in your voucher any time after you are done providing services for the period.*
  - b. *If you will no longer be working for your consumer/employer, report the last day worked under your signature on the back page of the voucher.*
  - c. *You may submit your voucher in person, through the mail, via fax or through email. Contact your local office for instructions to fax or email vouchers.*
- ❖ What if I lose my timesheet with all of the day-to-day entries on it?
  - a. *You will receive one copy of the new voucher at the beginning of each service period. It is important that you keep track of your time for your own records.*
  - b. *If you need more copies of the time tracking sheet, you may make copies of the original or contact your local office.*

- ❖ How many hours am I allowed to work for one consumer/employer?
  - a. *You may work up to a specific number of hours based on the consumer's need level. You can find this by looking at the **2nd page** of your voucher, "**Total Hours Authorized**".*
  - b. *A case manager must pre-approve any hours reported that are more than those authorized on your voucher, or they will not be paid.*
  
- ❖ What if my consumer/employer's health, safety or well-being is at risk and I'm out of hours or the next scheduled HCW is a no-show for a regularly scheduled shift?
  - a. *You may stay to ensure that you consumer/employer's health, safety or well-being is no longer at risk.*
  - b. *You must report the additional time and the risk to your consumer/employer to a case manager within two business days of the event. If additional time is not reported within two business days, it may not be paid.*
  
- ❖ What if my consumer/employer needs more care than is authorized by the person's case manager?
  - a. *If your consumer/employer has care needs not covered in the service plan your consumer may contact his or her case manager for a new assessment.*
  - b. *You or your consumer/employer may feel that unmet needs are included in the service plan or the plan has fewer hours available than needed. The Oregon Administrative Rules allow the case manager to authorize a specific number of hours based the consumer's need level.*
  - c. *You may choose to provide additional care, beyond the hours authorized, as a natural support. You will not be paid for time spent caring for your consumer/employer as a natural support.*
  
- ❖ Can I be paid to drive my consumer/employer to the doctor's office?
  - a. *Homecare workers cannot use the in-home voucher to be paid for travel to or from a doctor, dentist, physical therapist or other medical provider.*
  - b. *Homecare workers can only be paid for the time it takes to get to or from a medical appointment if the consumer/employer requires redirection or other hands-on care during transportation.*
  
- ❖ For what kind of mileage can I be paid?
  - a. *Mileage can be paid using the voucher when travel is provided for reasons related to an eligible individual's service needs.*

**Examples:** *Shopping, errands and other reasons that the case manager pre-authorizes.*