



## State Independent Living

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**Title: ACE Timekeeping Policy**

**LTS 5.02**

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### **Purpose**

This policy provides guidance and procedures for capturing and reporting time worked for all Attendant Care Employees (ACEs) who provide direct care for consumers. These guidelines further describe the expectations of employees submitting time worked to ensure the accurate and timely recording of time worked, processing of payroll, and submission of Medicaid billing claims to GSIL payers. This policy is applicable to all GSIL Attendant Care Employees (ACEs) and Attendant Care Specialists (ACSS).

This policy also ensures compliance with Federal and State statutes, including Electronic Visit Verification (EVV) and outlines expectations of employees and consumers' responsibilities surrounding the capturing and reporting of time worked to comply with these regulatory requirements. Compliance with this policy is a requirement of employment with GSIL and of continued eligibility to be a consumer of GSIL.

### **Definitions**

Telephony system phone number: 1-855-552-8463 OR 1-855-930-1772 OR 603-922-7455.

For Spanish: 1-855-939-1972

Ankota website: <https://ankota.net/employee/login>

**Authorized Hours:** The total number of hours each consumer is allowed to have an ACE(s) work in their home per week.

**PIN:** Personal Identification Number

**Unauthorized Overtime:** Any hours worked over 40 hours in one week that are not approved by the Director of Long Term Supports.

### **Process**

1. ACEs will utilize Ankota, GSIL's timekeeping system, for reporting all time and tasks in real time (at the actual start and end times of each and every shift). Upon hire, ACEs will be provided with a unique employee Personal Identification Number (PIN) from Human Resources. This PIN cannot be shared with anyone and must be kept confidential. It is the responsibility of the Service Coordinator and/or consumer to train the ACE on proper usage of the Ankota system prior to beginning work for a consumer. It is the responsibility of the ACE to reach out to their Service Coordinator and/or consumer immediately if there are any issues with accurately clocking in and out of shifts in real time for resolution.
2. All worked shifts must both begin and end at the consumer's home. Time worked must be reported via Ankota's telephony system. To clock in and out at the start and end of each shift, a telephone call will be made from the consumer's designated line to verify services are being provided with the consumer. The phone numbers to use for the telephony system is 1-855-552-8463 or 1-855-930-1772 or 603-922-7455 (1-855-939-1972 for Spanish). The call will not be accepted and cannot be completed without phone number verification. The phone number calling the Ankota number must match the consumer's phone number registered in the system. It is the responsibility of the consumer to make their telephone available to the ACE at the actual time of clock in or clock out. Under no circumstances are consumers permitted to clock in or out for their ACEs.
3. At the start of the shift (must be at the consumer's home), the ACE will call the telephone number and follow the prompts to clock in. This call starts the ACE's time and shift with the consumer. During this clock in call, the system will report the amount of authorized time currently available.

4. At completion of the shift (must be at the consumer's home), the ACE will call the telephone phone number and answer the required task questions to clock out. This ends the ACE's time and shift with the consumer.
5. It is the responsibility of the ACE to review their time punches each week for accuracy and completeness no later than by end of day every Friday via the Ankota app or Ankota website (<https://ankota.net/employee/login>). Any visit punches needing correction must be submitted by the consumer within 2 business days and by Monday at 3:00 pm of a pay week, at the latest. Any visit punches that are not made via the approved process may result in a delay in processing pay. It is also the consumer's responsibility to review the bi-weekly Timesheet Approval Report and approve their ACE's shifts worked for accuracy and completeness. Any errors or discrepancies must be reported to GSIL immediately and no longer than 2 business days after the occurrence by the consumer.
6. All shifts needing to be corrected/missed punches must be reported and approved by the consumer via a telephone call to their Service Coordinator within 2 business days. It is unacceptable for any ACE to initiate any corrections/missed punch requests. It must come from the consumer. It is the responsibility of the Service Coordinator to validate the identity of the consumer during the telephone call. The reason for the correction/missed punch must be provided to the Service Coordinator during the telephone call and documented. Under NO circumstances are the ACE or consumer permitted to fill out and submit the Missed Punch Form (MPF). The Service Coordinator must document the reason for the missed punch. The MPF will be sent electronically through the Ankota system to the ACE and consumer for task list completion and signatures. Once signed electronically, the MPF will automatically be forwarded to payroll. Missed punches and corrections should occur very infrequently and will be monitored and tracked.
7. Any punches that are in a "Hold" status for more than 7 days will be cancelled after 3 documented attempts to get the punch corrected fails to elicit a resolution from the consumer. Any shift that is allowed to cancel to avoid the ACE progressing on the disciplinary tract will result in disciplinary action up to and including termination.
8. ACEs are not permitted to exceed a maximum of 40 hours of total worked time per week. Any exceptions must be approved in advance and in writing to the Program Director. The Payroll department must be informed in writing of any such exceptions.
9. ACEs are not permitted to exceed the consumer's number of authorized hours for the service during any work week. It is a joint responsibility of the ACE and the consumer to work within the weekly authorized hours allowed and not exceed what has been authorized.
10. There will be ongoing monitoring and auditing of time punches to ensure compliance with this policy. Monitoring will take place by the Service Coordinator, Consumer, Administration, Compliance, Finance and/or HR departments.

#### Non-Compliance With This Policy:

1. All ACEs and consumers are expected to comply with this policy. Non-compliance will subject to the actions outlined below up, to and including termination of employment and/or becoming ineligible to participate in GSIL's consumer directed program.
2. Falsifying time punches or failing to accurately record time worked will result in a fraud investigation and may be grounds for immediate termination.
3. Service Coordinators will monitor their ACEs reported time shifts on a regular basis and address non-compliance issues, including submissions of MPFs, in a timely and consistent manner, following the disciplinary process below. Each instance of an unexcused request for missed punch form and/or unauthorized overtime will result in skills training for the ACE and consumer.
4. MPFs reported as Ankota errors may be investigated and could potentially result in an ACE progressing on the disciplinary tract.

**5. Progressive disciplinary process for missed punch forms in a 90 day period:**

- 1<sup>st</sup> request for missed punch form – skills training with consumer and ACE
- 2<sup>nd</sup> request for missed punch form – verbal warning to ACE; skills training with consumer and ACE
- 3<sup>rd</sup> request for missed punch form – written warning to ACE; skills training with consumer and ACE
- 4<sup>th</sup> request for missed punch form – ACE suspended for 3 consecutive shifts; skills training with consumer and ACE
- 5<sup>th</sup> request for missed punch form – termination of ACE

6. Incidents of unauthorized overtime hours will be subject to the disciplinary action outlined below up to and including termination. Excessive overtime, defined as over 45 hours in one week, will be counted as two incidents and will result in the ACE receiving two steps on the disciplinary tract.

**7. The Progressive disciplinary process for unauthorized overtime in a 90 day period:**

- 1<sup>st</sup> incident of unauthorized overtime - Skills training with consumer and ACE.
- 2<sup>nd</sup> incident of unauthorized overtime - verbal warning to ACE; skills training with consumer and ACE.
- 3<sup>rd</sup> incident of unauthorized overtime – written warning to ACE; skills training with consumer and ACE.
- 4<sup>th</sup> incident of unauthorized overtime - ACE suspended for 3 consecutive shifts; skills training with consumer and ACE.
- 5<sup>th</sup> incident of unauthorized overtime – termination of ACE

**8.** Service Coordinator must report any occurrences of non-compliant time reporting to the Program Director and depending on the nature of the offense, may begin the disciplinary process up to and including termination.

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GSIL reserves the right to suspend usage of the ACEs PIN and prohibit the ACE from working any shifts while an investigation is being conducted.

**Revision History**

| Revision Date: | Effective Date: | Approved by:   | Revision Notes:  |
|----------------|-----------------|--|--|
| 10/24/23       | 11/20/23        | Ann Malburne, Director HR<br>Cheryl Pinheiro, Senior Dir of LTS<br>Donna Potter, Dir of PCSP Services<br>Marcia Bagley, CPO  | Original   |
| 2/21/24        | 3/1/24          | Ann Malburne, Director HR<br>Cheryl Pinheiro, Senior Dir of LTS<br>Donna Potter, Dir of PCSP Services<br>Marcia Bagley, CPO  | Revised to remove reference of written corrective action plan prior to disciplinary action |
| 4/29/24        | 5/15/24         | Cheryl Pinheiro, Senior Director of LTS<br>Donna Potter, Director of PCSP Services<br>Cheryl Hawks, Compliance<br>Melyssa Willis, HR Manager<br>Marcia Bagley, CPO | Revised unauthorized OT disciplinary process   |
| 5/14/2025      | 5/14/2025       | Tiffany Gladu, Director of PCA Services<br>Donna Potter, Director of PCSP Services<br>Cheryl Hawks, Compliance<br>Melyssa Willis, HR Manager<br>Marcia Bagley, CPO | Removed definition of corrective action plan, minor language changes, added excessive OT   |