Community Health Care, Inc.

Communityhealthcareinc.com

EMPLOYEE ORIENTATION PACKAGE

- **Welcome**
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- **Office Administrative Policies**

WELCOME TO COMMUNITY HEALTH CARE

We here at **Community Health Care** are a home health agency that provides personal care, home management, transportation, respite care, companionship and case management. Our registered nurses, LPNs, Med technicians, certified nurse aides, personal care assistants and social workers render services to individuals with physical and mental disabilities, social and environmental needs and financial limits. Our exceptional, nurturing care helps relieve overwhelming stress and anxiety for clients and their family caregivers.

Our offices in Maryland serve Allegany, Anne Arundel, Baltimore City, Baltimore County, Calvert County, Caroline, Carroll, Cecil, Charles, Dorchester, Frederick, Garrett, Harford, Howard, Kent, Montgomery, Prince George's, Queen Anne's, Saint Mary's, Somerset, Talbot, Washington, Worcester. We render an environment that genuinely cares for the people we serve.

Our office in North Carolina serve Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Randolph, Rockingham, Stokes, Surry, Yadkin, North Mecklenburg, Cabarrus, Catawba, Chattam.

We serve the Washington DC area for home management and sitting services only. We render an environment that genuinely cares for the people we serve.

CONTACT INFORMATION
3036 Mitchellville Road, Suite 203
Bowie, MD 20716
Office (301) 341-2273 Fax (301) 341-2274
Website: www.communityhealthcareinc.com

OFFICE ADMINISTRATIVE POLICIES

DRESS CODE

Make sure all attire are appropriate and comfortable to complete tasks. Scrubs are preferred but not mandatory. ***Closed toe shoes are required to ensure safety.***

CERTIFICATIONS

Maryland Department of Health (MDH) requires ***all Personal Attendants*** to have a current criminal background check (CJIS) from the Department of Corrections, CPR Certification, First Aid Certification and Tuberculosis Test (TB). These should be submitted with your employment application. ***In addition, these certification must be kept current for employment.***

FINGER PRINTING SERVICES – (Authorization#: 1100002724)

Please contact the finger printing location that is nearest to you to set up an appointment from the following list. The cost will be deducted from your paycheck.

COMPANIES	LOCATIONS
Absolute Investigative Services	139 N. Main Street, Suite 103, Bel Air, MD 21024 Phone: (410) 420-6923
	10514 Racetrack Road, Unit D, Berlin, MD 21811 Phone: (410) 973-2482
	604 E. Joppa Road, Towson, MD 21286 Phone: (410) 828-6460
	19 N. Court Street, Westminster, MD 21157 Phone: (410) 857-6460
Apex Investigative Services	1916 Crain Hwy S, Suite 11, Glen Burnie, MD 21061 Phone: (410) 590-3700
HBI Investigations	9500 Medical Center Dr., Ste 380, Upper Marlboro, MD 20774 Phone: (240) 770-7370
Inquires, Inc.	8707 Commerce Drive, Ste A, Easton, MD 21601 Phone: (866) 987-3767

SCHEDULES

Life Happens! We require that all employees-Registered Nurses, Certified Nursing Assistants and Personal Care Assistants – handle incidents and emergency call outs professionally and consistently with our company standards and values. You are required to notify our office immediately so that we can minimize interruptions of our clients' scheduled services. ***All calls relative to emergency call outs must always be routed through the office number (301) 341-2273 and made within 2 hours of your designated start time. This includes during regular business hours and before and after business hours.*** To avoid any conflicts, you should never create a schedule with the client without prior office approval. Adherence to these procedure ensures consistent handling and resolution of problems as well as minimizing interruption of client services.

CHECK AND PAYROLL PROCEDURES

Effective January 1, 2019, the pay day changed from Friday to Monday. For the fastest, safest way to receive your payroll check, we encourage the use of direct deposit. If you do not have a checking or savings account, you may use a **Rush Card** by calling 1-855-992-4848 to have this card activated for you. You may also obtain a **Green Dot** card from your local **Wal-Mart Store. *All requests for checks to be mailed must be in writing.*** *We will not be responsible for lost checks. We cannot guarantee the US Postal service delivery time for mail.* ***You are responsible for any stop payment fees associated with issuing a new check.*** All questions regarding payroll and associated issues should be addressed during normal business hours only. Monday – Thursday 9am -5pm; Friday 9am – 1pm.

Community Healthcare, Inc. has implemented **Online Employer** as a system for ease in accessing your paystubs. Therefore, we will no longer release paystubs from the office. The following is the procedure for access:
- Go online to www. Commuityhealthcareinc.com
- Click on employee's view paystub link at the bottom
- Click on create your account
- Use Access code: 17831062
- Temporary User Name: Your last name and last 4 digits of your Social Security Number (Ex: Jones4567)

Please keep your information in a secured place. ***We have no access to your account*** and cannot provide you with lost or forgotten passwords.

It is inappropriate to discuss payroll issues with your clients. Your clients are not responsible for decisions regarding payroll, salary or associated issues.
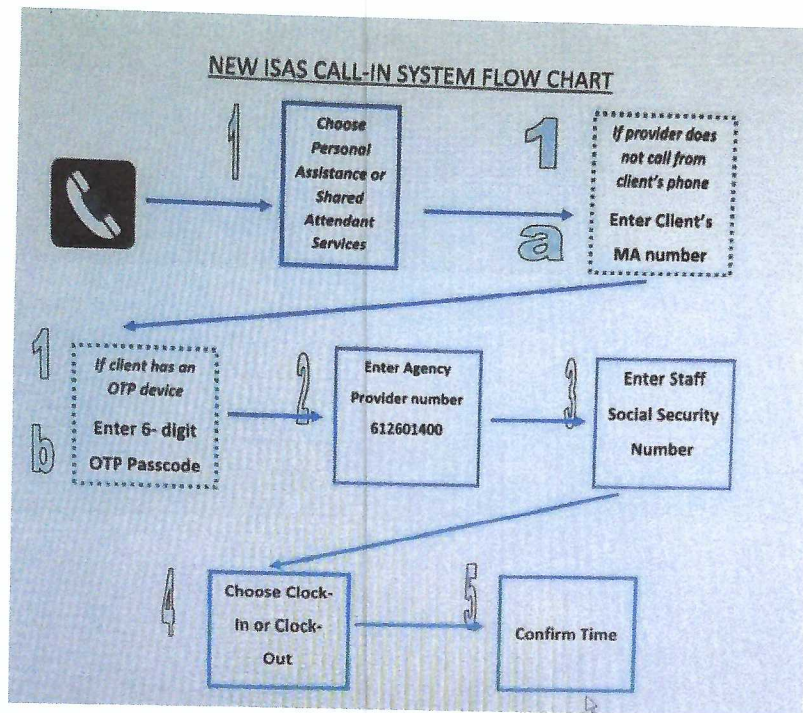
MISSING TIME – CLOCK-IN-CLOCK OUT PROCEDURES

Community Healthcare, Inc. is reimbursed for services rendered by Medicaid, which is a federally funded program paid through the State of Maryland's Department of Health and Mental Hygiene (DHMH). DHMH implemented ISAS to monitor the home health provider's time while in the home with the Medicaid participant. DHMH will not pay the provider's time if not properly documented.

Effective June 1, 2016 the unexcused missing time component was reduced to 4 unexcused times per month. The Help Desk team of DHMH is reviewing missing times very closely. Repeated unexcused missing time will not be authorized by DHMH for reimbursement.

If you miss clocking in or out of your assigned shift, follow this procedure to request payment for hours worked:
- Call the office (301-341-2273) or Email: communityhealthcaremd@verizon.net.
- Provide the clients name, your name, date and time you missed including the reason you were unable to successfully clock in or out.
- Maintain your record of documentation. ***You are only allowed 4 missing times per month.***
- Deadline to submit all missing time in the month it occurred is the end of that month. (Example: Missing time for May cannot be submitted in July.)
- You may call the office on the 10th of each month to determine if the hours were approved for the previous month. When calling for verification, please have your information (Client, Dates, and Missing Hours) available. Should you provide services to more than one client, ***please be reminded that you may not be clocked in for both at the same time. This is considered double billing and a violation of COMAR regulations.*** Should you clock in for 2 clients at the same time, you will not be paid for both shifts. This is considered fraud and a written warning will be placed in your personnel file. This will not be tolerated by the agency.

NEW ISAS CALL-IN SYSTEM FLOW CHART

1 → **Choose Personal Assistance or Shared Attendant Services** → *1 a* → **If provider does not call from client's phone — Enter Client's MA number**

1 b **If client has an OTP device — Enter 6- digit OTP Passcode** → *2* **Enter Agency Provider number 612601400** → *3* **Enter Staff Social Security Number**

4 **Choose Clock-In or Clock-Out** → *5* **Confirm Time**

ISAS CALL IN NUMBER: 1.855.463.4727

ACKNOWLEDGEMENTS

I fully understand Community Healthcare, Inc's. *Office Administrative Procedures and Policies* as set forth in this *Employee Orientation Package*. This includes the following:

- Dress Code
- Certifications
- Schedules
- Check and Payroll Procedures
- Missing Time – Clock -in-Clock-out

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Employee Signature   Date