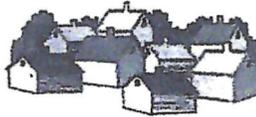# Community Health Care, Inc.

Communityhealthcareinc.com

ORIENTATION AND IN-SERVICE

I have completed Orientation and In-Service Training.

Employee Signature: _____

Date: _____

BLOODBORNE PATHOGEN TRAINING

This is to verify the completion of the Bloodborne Pathogen Training.

Employee Signature: _____

Date: _____

Trainer: _____ Title: RN – Service Coordinator

Date: _____

HEPATITIS B and TB STATUS

This is to verify the status of my Hepatitis B and TB Test that have been submitted for retention in my personnel record.

Employee Signature: _____

Date: _____

Community Health Care, Inc.

Communityhealthcareinc.com

EMPLOYEE ORIENTATION PACKAGE

- **Welcome**
- **Contact Information**
- **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 Acknowledgement

Dear Employee

Effective June 1, 2016 reduced the six (6) unexcused missing times to four (4) unexcused missing times per month. DHMH help desk team is reviewing missing times very closely. Repeatedly unexcused missing time will not be authorized by DHMH. The agency is reimbursed by Medicaid which is paid through DHMH. Medicaid is a federal funded program. DHMH implemented ISAS to monitor home health provider's time while in the home with the Medicaid paarticipant. DHMH WILL NOT PAY THE PROVIDER'S TIME IF NOT PROPERLY DOCUMENTED. If you miss punching in your shift, these are the steps you need to follow to request payment for hours worked.

1. Call the office (301) 341-2273 or Email: communityhealthcaremd@verizon.net

2. Have the following information: Client's name, your name, date and time you missed punch with the reason why you were unable to successfully clock in or out.

3. Keep your own records of documentation.

4. YOU ARE ALLOWED FOUR (4) MISSING TIMES PER MONTH.

5. The deadling to submit all missing time in the month is the end of the month. Example: You cannot submit time for May in July. The agency's deadline for missing time is the 2nd of the following month. That is, time in July must be reported by July 30th so it can be submitted missing time by the 2nd.

6. You may call on the 10th of every month to see if the hours were approved for the previous month. OFFICE STAFF WILL NOT CALL YOU. YOU MJUST HAVE YOUR DATES, CLIENT'S NAME AND AMOUNT OF HOURS THAT ARE OWED. IT IS IMPOSSIBLE FOR THE OFFICE STAFF TO KEEP UP WITH YOUR MISSING TIME. THIS IS YOUR RESPONSIBILITY.

7. Please call about your missing time within the 30 days. Example: If it is July and an employee calls about missing time for March, this will take longer to be paid. Office staff has to reach payroll for consultation. Please make sure you follow up about your unpaid days in a timely manner.

We do not like for our employees to have payroll issues. We want you to be paid for all the hours worked according to client schedule. Therefore, it is important to follow the regulations and polcies in order to be paid.

Providers who have more than one client may not clock in for two (2) clients at the same time. This is considered double billing. This is violating COMAR regulations. If you are clocked in for two (2) clients at the same time you will not be paid for both shifts. In addition to not being paid you will be written up. This is considered fraud. This will not be tolerated by the agency.

I fully understand the policies and procedures of requesting pay for missing time.

Employee Signature: _____ Date: _____

EVV APP Training Steps

Step 1- Go to your phone App Store to Download EVV Maryland Clock In/ out

Step 2 -Enter your email address as your User Name

Step 3- Read and follow all steps to create your password

Step 4- Agree to Terms and conditions for app

Step 5-Cleck box stating that you are providing services for Community Health Care Inc. Provider number: 612601400

Step 6-Enter in client First Initial and Last Initial
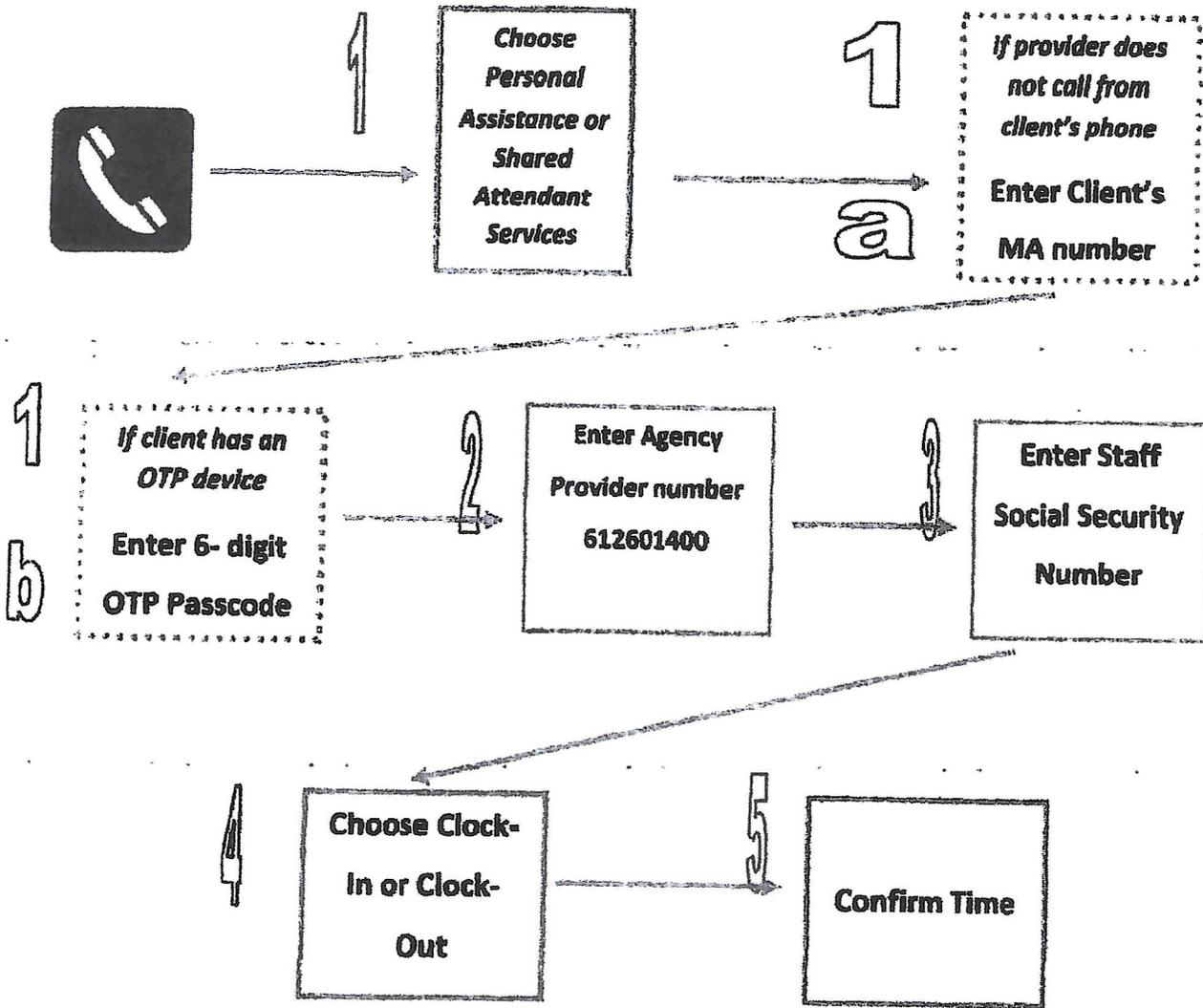
Step 7 -Enter in clients MA number

Step 8- Check box stating that you are at the participant home

Step 9- Check box to Clock In

Step 10-Once you are finished your shift log back into Maryland Evv App and follow steps 5 through 8 to clock out.

BACK UP FOR THE EVV APP

ISAS CALL-IN SYSTEM FLOW CHART

1 → **Choose Personal Assistance or Shared Attendant Services** → **1 a** (dashed box) *if provider does not call from client's phone* **Enter Client's MA number**

1 b (dashed box) *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

COMMUNITY HEALTH CARE NUMBER IS 301-341-2273

ACKNOWLEDGEMENT OF ORIENTATION

I fully understand Commnity Health Care, 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 and Clock out
- EVV App Training Clock in and Clock out
- Backup ISAS Call-In System Flow Chart

_____   _____
Employee Signature   Date

Get started with your new retirement plan

You can save for your future with MarylandSaves, a simple retirement savings option sponsored by the Maryland Small Business Retirement Savings Program. You'll have your own Roth retirement account, where you're in control of how much you save.

🐷 What is a Roth IRA?

A Roth IRA is a type of retirement account that you fund with your after-tax wages, a percentage of which are deposited into your Roth IRA. Your Roth IRA earns money based on your investment choices, and those earnings are automatically added to your contributions. When you retire and start taking money out of your Roth IRA, there are no taxes on withdrawals.

Why should I contribute to a Roth IRA?

🖥 Automate Your Savings

Your contributions will be automatically deducted from your paycheck. You'll start at a 5% contribution of total pay — you can increase or decrease this rate at any time. You can also sign up as an individual and set up recurring contributions.

Choose your contribution — and watch your money grow over time.

💰 Compound Your Savings

Over time, the money you contribute to your retirement plan earns more money. The extra money you earn just from saving is called compound earnings.

If you're 25 now and save $150 a month, by the time you retire you could have over $300,000.[1]

🗒 Take Advantage of Tax Benefits

With Roth contributions, which are deducted after taxes, you can make tax-free withdrawals during retirement.

There are two ways to participate:

1 Save through your employer

If your employer participates in MarylandSaves, you'll be enrolled automatically and you'll have 30 days to decide to stay enrolled or opt out. If you stay, you'll start saving a percentage of your paycheck automatically in your own Roth IRA.

2 Save on your own

If you're self-employed or don't work for an employer registered with MarylandSaves, you can contribute directly to your own Roth IRA account. It's easy and takes only a few minutes to get started.

You control your MarylandSaves account.

- Choose how you'd like to save with a variety of investment options, including target date funds aligned to your retirement goals.

- It's your money — your account and funds go with you as your career changes

- Only a small administrative fee is charged annually to cover program costs.

2 Easy Steps to Save with MarylandSaves

1 Set up your account

If you were added by your employer, use your access code to get started. If you're enrolling yourself, you'll just need your Social Security number, date of birth, and residential address.

Once enrolled, answer a few quick security questions so we can verify your identity and set up your password and 2-step verification.

2 Customize your account

You can choose to change your savings rate and investment choices to meet your unique goals, as well as designate beneficiaries.

CONGRATS, YOU'RE READY TO START SAVING!

SCAN TO GET STARTED →