



# HomeTrak

Your expert companions in home care software

## HOMETRAK COMPANION

STEPS TO PREPARE FOR BILLING AND PAYROLL

VERSION 6.3

This document is going to outline how HomeTrak Companion can assist you with preparing your schedules for the billing and payroll process.

## Why would I use the Steps for Billing and Payroll?

The steps were designed to take you through the process of getting your schedules ready to be billed and/or paid within Companion. To do this you need to enter actual hours and finalize the schedules. These two steps are mandatory. Think of these two steps as confirming what your caregivers actually worked versus what you scheduled them to work, then locking them down so they can then be billed and/or paid. The other three steps are audit checks to make sure you haven't missed any schedules and to make adjustments to the hours you are going to bill and/or pay. You must do steps 1 and 4, but the other steps are not mandatory. They can be completed at your discretion.

## How to use the Steps for Billing and Payroll

To run billing and payroll for a schedule in HomeTrak Companion, the schedule's actual hours must be entered.

The *Steps to Billing and Payroll* can assist you in the tasks of entering actual hours into your schedules, performing different audit checks, and finalizing the schedules so you can create invoices for your clients and payroll for your caregivers.

Start the process in the *Schedule Review Module* by clicking on the **Steps to Billing and Payroll** button on the ribbon in the top left-hand corner of the screen. Go through the steps in the order they appear, starting with **Enter Actual Hours**. When you click the *Enter Actual Hours* step, it will take you to the **Actual Hours** screen.

A flowchart titled "Steps to Billing and Payroll" with a yellow header. It lists five steps in a numbered list:

- 1 Mandatory - Enter Actual Hours
- 2 Audit Check - Schedules Missing Actual Hours
- 3 Audit Check - Actual Hours more or less than Scheduled
- 4 Mandatory - Finalize Schedules
- 5 Optional - Review Finalized

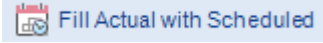

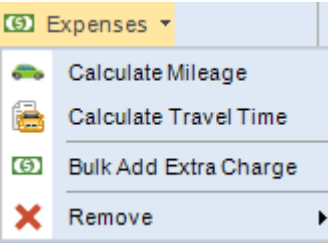
### 1 Mandatory - Enter Actual Hours

The screenshot shows the HomeTrak Companion software interface. At the top, the ribbon includes "Schedule Review", "Actual Hours", "Finalize Schedules", and "Review before Billing and Payroll". The "Actual Hours" tab is active, and a red box highlights the "Enter Actual Information" button. A red arrow points to this button. A large red text box in the center of the screen reads "Step 1 - Mandatory - Enter Actual Hours". Below the ribbon, there are sections for "Caregivers" (left sidebar), a main data table, and "Basic Information" (right sidebar). The data table has columns for "Caregiver", "Sch Date/Time", "Sch Hours", "Actual Date/Time", and "Actual Hours". The "Actual Date/Time" and "Actual Hours" columns are highlighted with a red border. The bottom of the screen shows the status bar with "Moyras Test Office", "HTCloud", and "v5.8.1 Green".

Caregiver	Sch Date/Time	Sch Hours	Actual Date/Time	Actual Hours
Adams, Abby (Nicole)	Apr 18, 2016 08:00 AM	24.00		
Adams, Abby (Nicole)	Apr 19, 2016 08:00 AM	24.00		
Adams, Abby (Nicole)	Apr 20, 2016 08:00 AM	4.00		
Adams, Abby (Nicole)	Apr 20, 2016 08:00 AM	24.00		
Adams, Abby (Nicole)	Apr 21, 2016 08:00 AM	24.00		
Adams, Abby (Nicole)	Apr 22, 2016 08:00 AM	4.00		
Barnes, Melissa	Apr 18, 2016 09:00 AM	3.00		
Barnes, Melissa	Apr 18, 2016 09:00 AM	2.00		
Barnes, Melissa	Apr 19, 2016 09:00 AM	2.00		
Barnes, Melissa	Apr 20, 2016 09:00 AM	3.00		
Barnes, Melissa	Apr 20, 2016 09:00 AM	2.00		
Barnes, Melissa	Apr 21, 2016 09:00 AM	2.00		
Barnes, Melissa	Apr 22, 2016 09:00 AM	3.00		
Barnes, Melissa	Apr 22, 2016 09:00 AM	2.00		
Borland, Wes (Adrien)	Apr 18, 2016 11:00 AM	1.00		
Borland, Wes (Adrien)	Apr 19, 2016 11:00 AM	1.00		
Borland, Wes (Adrien)	Apr 20, 2016 11:00 AM	1.00		
<b>Total:</b>		<b>164</b>		<b>0.00</b>

The **Actual Hours screen** provides useful tools to quickly and easily enter actual hours and extra charge information (expenses) into the schedules.

The actual hours are considered the hours that the caregiver actually worked for a schedule. (Actual hours show the actual time the caregiver started and how long they worked.)

TOOL OPTIONS	EXPLANATION
	Have the system automatically take the Scheduled start date, time and hours, and copy this information into the Actual start date, time and hours for the schedules selected in the grid below.
	Have the system go through the selected schedule(s) one-by-one, displaying the ' <b>Enter Actual Information</b> ' window for each, allowing you to manually enter the actual information, extra charges and travel time.
	<p><b>Calculate Mileage:</b> Calculate and generate Mileage charges for the selected Schedules based on the distance between Schedules. Clients and Caregivers must be configured to be billed or paid Mileage in their Billing or Payroll Options for Mileage to automatically calculate.</p> <p><b>Calculate Travel Time:</b> Calculate and generate Travel Time charges for the selected Schedules based on the time or distance between schedules. Travel Time options must be configured in the <i>Agency Office Module</i>. Clients and Caregivers must also be configured to be billed or paid Travel Time in their Billing or Payroll Options for Travel Time to automatically calculate.</p> <p><b>Bulk Add Extra Charge:</b> Create and add a copy of an Extra Charge record to all of the selected Schedules in the main grid.</p> <p><b>Remove:</b> Remove any of the types of Extra Charges from all selected schedules. (Mileage, Errand Miles, Travel Time, Expense, or Per Diem)</p>

Using the tools in the **Actual Hours screen** is not the only way actual hours can be entered. They are entered automatically if you use the optional Telephony system. Another option is to edit an individual schedule and enter the Actual time and hours in the section '**When did this schedule actually occur?**' of the **Add/Edit a Schedule** screen.

**2 Audit Check - Schedules Missing Actual Hours**

Once you have completed entering your actual hours, return to the *Steps to Billing and Payroll* and click the next step, **2 Audit Check -Schedules Missing Actual Hours**. If this screen shows any schedules missing actual hours you will want to investigate why. If the schedule was never worked by the assigned caregiver, then as a best practice we recommend that you cancel the schedule with a documented event explaining why. If you don't update the schedules with actual hours they will not be processed in billing or payroll. If no schedules appear on the *Audit Check - Schedules Missing Actual Hours* screen then go to the next step, **3 Audit Check - Actual Hours more or less than Scheduled**.

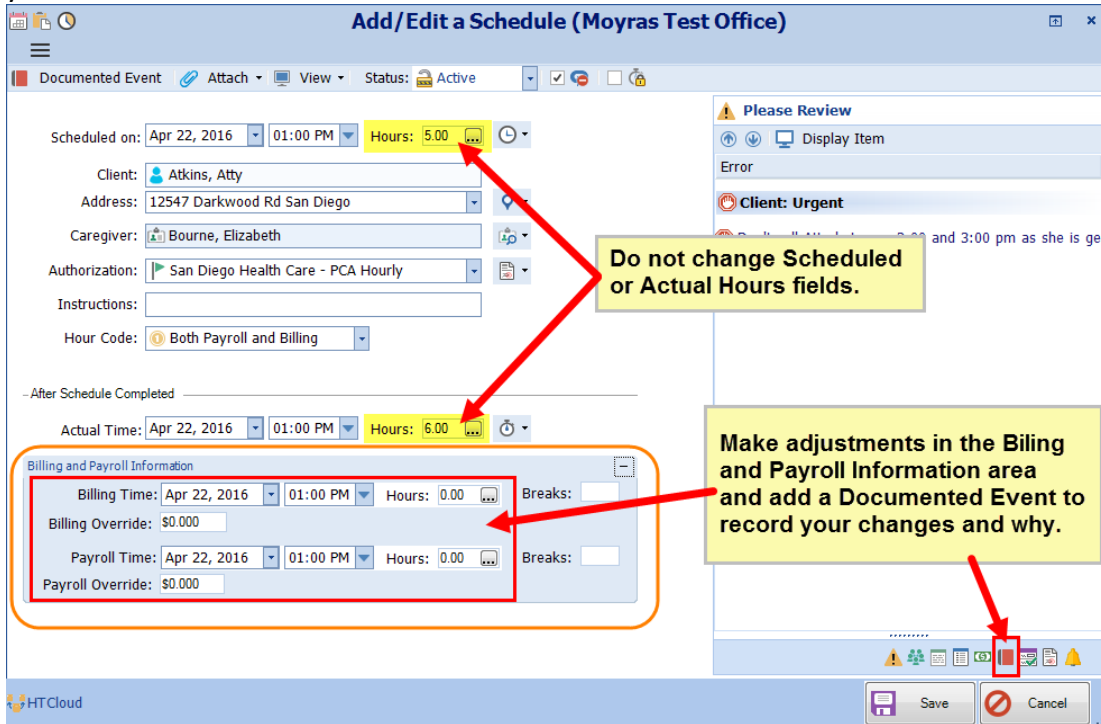
**3 Audit Check - Actual Hours more or less than Scheduled**

Here you can audit check your schedules for caregivers who are working more than their scheduled hours or clients who are sending caregivers home early and you need to bill the full amount.

The *Audit Check - Actual Hours more or less than Scheduled* screen allows you to use the **Hrs Diff**, **Hrs Over** and **Hrs Under** columns to review your schedules and determine if any adjustments need to be made before finalizing schedules for billing and payroll. You can adjust the hours or add an override rate that would apply just for that individual schedule.

## Best Practice for Making Adjustments to your schedules

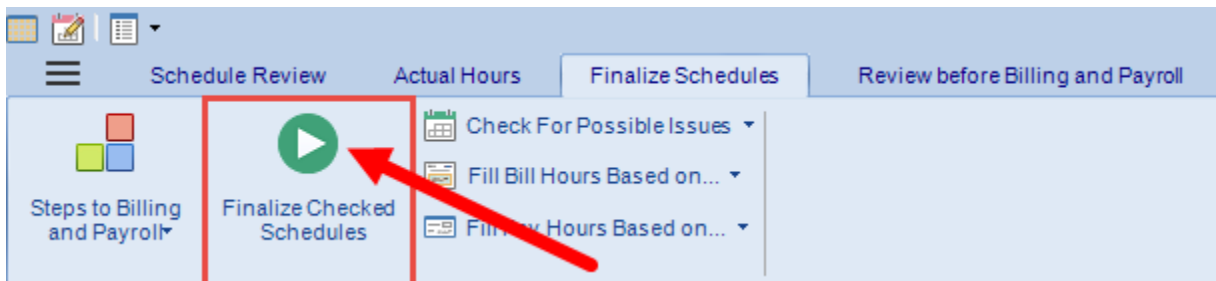
When making adjustments to a schedule, we recommend you **do not** change the *Scheduled* or *Actual Hours* fields. It's best to make the changes in the **Billing and Payroll Information** section at the bottom of a schedule and add a Documented Event to explain why the adjustment was made. This will give you a full audit trail if you are ever audited.



After reviewing and making all of your adjustments, proceed to the next step, **Mandatory - Finalize Schedules**.

### 4 Mandatory - Finalize Schedules

Clicking the *Finalize Checked Schedules* button starts the process of finalizing your schedules. HomeTrak Companion does some validation checks for missing **Bill** and **Pay Rates** and also checks the **Hour Code** to see if any schedules are not set to 'Both Billing and Payroll'. After each validation check, any errors are displayed on the screen for you to fix before proceeding to the next step. If you don't know the correct bill or pay rate to enter you can skip this section, but you will have to fix the rates in the Payer, Client or Caregiver modules before proceeding to the next step, **Optional - Review Finalized** schedules.



## 5 Optional - Review Finalized

The *Review Finalized* schedule screen gives you one last chance to review your schedules before moving to billing and/or payroll. The Billing Hours and Payroll Hours columns display the number of hours you will be billing your clients and paying your caregivers. If you need to make any further adjustments to a schedule, please refer to the method outlined on page 3 of this document.

The screenshot displays the 'Schedule Review' window in HomeTrak. The interface includes a top navigation bar with 'Schedule Review', 'Actual Hours', 'Finalize Schedules', and 'Review before Billing and Payroll'. A central banner reads 'Step 5 - Review Finalized Schedules'. Below this, a table lists schedule entries with columns for Client, Caregiver, Call Type, Schedule Date/Time, Schedule Hours, Actual Date/Time, Actual Hours, Hours Diff, Billing Hours, Payroll Hours, Mileage, Errand Miles, Per Diem, Travel Time, Expense Amount, Expense Description, Payer, and Schedule Status. A callout box with a red arrow points to the 'Billing Hours' and 'Payroll Hours' columns, containing the text: 'One final review of your Billing and Payroll Hours + all expenses. You can make any adjustments in the override section when you edit the schedule.' The table shows a total of 148 schedules with 711.50 hours. The bottom status bar indicates 'Moyras Test Office' and 'HTCloud Identity'.

Client	Caregiver	Call Type	Schedule Date/Time	Schedule Hours	Actual Date/Time	Actual Hours	Hours Diff	Billing Hours	Payroll Hours	Mileage	Errand Miles	Per Diem	Travel Time	Expense Amount	Expense Description	Payer	Schedule Status
Aguiñe, Mad...	Moray, Fred (Blak...	Homemaker... H...	Aug 17, 2016 08:00 AM	1.00	Aug 17, 2016 08:00 AM	1.00	0.00	1.00	1.00							Aguiñe, Madeleine	Finalized
Aguiñe, Mad...	Moray, Fred (Bl...	Homemaker...	Aug 18, 2016 08:00 AM	1.00	Aug 18, 2016 08:00 AM	1.00	0.00	1.00	1.00							Aguiñe, Madeleine	Finalized
Albright, Mary	Adams, Abby	Homemaker...	Aug 17, 2016 08:00 AM	4.00	Aug 17, 2016 08:00 AM	4.00	0.00	4.00	4.00							Albright, Mary	Finalized
Albright, Mary	Adams, Abby	Homemaker...	Aug 19, 2016 08:00 AM	4.00	Aug 19, 2016 08:00 AM	4.00	0.00	4.00	4.00							Albright, Mary	Finalized
Albright, Mary	Captian, Les	Homemaker...	Aug 23, 2016 08:00 AM	1.00	Aug 23, 2016 08:00 AM	1.00	0.00	1.00	1.00							Albright, Mary	Finalized
Andrews, Julie	Barnes, Melissa	PCA Hourly	Aug 17, 2016 09:00 AM	3.00	Aug 17, 2016 09:00 AM	3.00	0.00	3.00	3.00							Andrews, Julie	Finalized
Andrews, Julie	Adams, Abby	Nanny Care	Aug 18, 2016 08:00 AM	0.00	Aug 18, 2016 08:00 AM	0.00	0.00	4.00	4.00							Childcare Empl In...	Finalized
Andrews, Julie	Barnes, Melissa	PCA Hourly	Aug 19, 2016 09:00 AM	0.00	Aug 19, 2016 09:00 AM	0.00	0.00	3.00	3.00							Andrews, Julie	Finalized
Andrews, Julie	Adams, Abby	Nanny Care	Aug 22, 2016 09:00 AM	0.00	Aug 22, 2016 09:00 AM	0.00	0.00	3.00	3.00							Andrews, Julie	Finalized
Andrews, Julie	Adams, Abby	Nanny Care	Aug 23, 2016 08:00 AM	0.00	Aug 23, 2016 08:00 AM	0.00	0.00	4.00	4.00							Childcare Empl In...	Finalized
Atkins, Atty	Petterson, Jillian	Homemaker...	Aug 17, 2016 08:45 AM	2.00	Aug 17, 2016 08:45 AM	2.00	0.00	2.00	2.00							Atkins, Atty	Finalized
Atkins, Atty	Bourne, Elizabeth	PCA Hourly	Aug 17, 2016 01:00 PM	0.00	Aug 17, 2016 01:00 PM	0.00	0.00	5.00	5.00							San Diego Health...	Finalized
Atkins, Atty	Petterson, Jillian	Homemaker...	Aug 18, 2016 08:45 AM	2.00	Aug 18, 2016 08:45 AM	2.00	0.00	2.00	2.00							Atkins, Atty	Finalized
Atkins, Atty	Bourne, Elizabeth	PCA Hourly	Aug 18, 2016 01:00 PM	5.00	Aug 18, 2016 01:00 PM	5.00	0.00	5.00	5.00							San Diego Health...	Finalized
Atkins, Atty	Petterson, Jillian	Homemaker...	Aug 19, 2016 08:45 AM	2.00	Aug 19, 2016 08:45 AM	2.00	0.00	2.00	2.00							Atkins, Atty	Finalized
Atkins, Atty	Bourne, Elizabeth	PCA Hourly	Aug 19, 2016 01:00 PM	5.00	Aug 19, 2016 01:00 PM	5.00	0.00	5.00	5.00							San Diego Health...	Finalized
Atkins, Atty	Petterson, Jillian	Homemaker...	Aug 22, 2016 08:45 AM	2.00	Aug 22, 2016 08:45 AM	2.00	0.00	2.00	2.00							Atkins, Atty	Finalized
Atkins, Atty	Bourne, Elizabeth	PCA Hourly	Aug 22, 2016 01:00 PM	5.00	Aug 22, 2016 01:00 PM	5.00	0.00	5.00	5.00							San Diego Health...	Finalized
Total: 148				711.50		711.50	0.00	623.50	711.50	0.00	0.00	10.00	279	0.00			

**NOTE:** Once the schedules have gone through these steps, you can then move on to either Payroll and/or Billing. The process does not need to be duplicated. You only have to finalize the schedule once.

These steps can be reversed if necessary. Please contact Technical Support (866-740-6011 x1) for advice and assistance before reversing.

## Additional Resources

[How to process Billing and/or Payroll within HomeTrak](#)

[Cheat Sheet for Billing and Payroll process](#)