

- 1. What email address I can send questions, timesheet, etc.?**
Please email timesheets and questions regarding payroll to payroll@lkchoice.com.
Please email all other questions to info@lkchoice.com.
- 2. What number can I fax documents to?**
Please fax documents to our 24-hour fax at 844-6FISCAL or 844-634-7225.
Please provide the office with 1 business day before calling for verification of receipt of your fax(es).
- 3. When do I need to have my timesheet submitted by?**
Timesheets need to be in our Prairie du Chien office per the Payroll Schedule which can be found on our website lkchoice.com under the Forms and Resources pages under the Payroll heading.
Timesheets received after the required submission date will be paid on the following timesheet.
- 4. Can I enter my time online?**
Times can be entered online via our Web Entry website. Both the Employee/Direct Care Professional and the Employer/Participant will need to register for Web Entry with separate email addresses. The Employee/Direct Care Professional will have the ability to enter their time and the Employer/Participant will have the ability to approve shift(s) worked online for their Employee(s)/Direct Care Professional(s). For more information on Web Entry, please contact us at (844)534-7225.
- 5. How do I get more timesheets?**
Timesheets can be found on our website lkchoice.com under the Forms page and then under the Payroll Forms heading. You can print copies of the Time Report (Timesheet) for your use.
- 6. How do I get more hours to work for my Employer/Participant?**
Please discuss the additional hours needed with your Employer/Participant and then your Employer/Participant will need to speak with their MCOs Care Manager to see if the increase in hours can/will be approved.
- 7. How do I get a wage increase?**
Please discuss the wage increase with your Employer/Participant and then your Employer/Participant will need to obtain approval from their MCOs Care Manager before a wage increase can be put into effect.
- 8. What do I do if I need to report a worker's compensation claim?**
Please contact our FEA Workers Compensation Department at (844)534-7225 ext. 1218
- 9. If I am related to the Employer/Participant what does that mean for me?**
Please contact our FEA Accountant at (612)808-8941 to obtain more information on what this will mean to you.

10. Can I file for unemployment?

Please contact our FEA Accountant at (612)808-8941 to obtain more information on your ability to file unemployment.

11. What if the Employer/Participant and Employee/Direct Care Professional live in the same house?

If you live with your Employer/Participant, you are exempt from receiving overtime per the State of Wisconsin's Home Care rule and you are also exempt from using Electronic Verification Visit (EVV).

12. If I work for more than 1 Employer/Participant is that considered two jobs?

Yes, each Employer/Participant is considered 1 job as each participant is the employer of record (like a business) of their Employee(s)/Direct Care Professional(s).

13. How often can I fill out or change my W4 and WT4?

As often as you like. We will need a new document filled out and signed/dated each time you want to change your W4 or Wt4. Please talk to your tax preparer about any questions you have on your W4 and Wt4 to ensure accuracy. You can print a W4 or Wt4 off our website at lkichoice.com under Forms and then under the Information Update heading.

14. If my address changes, do I need to update LKChoice?

Yes, we will need an Information Change form filled out and returned with signature/date. You can also provide us with a written letter that is signed and date and which includes your previous address as well as your new address. You can print the Information Change forms off our website at lkichoice.com under Forms and then under the Information Update heading.

15. What is EVV?

Electronic Visit Verification. EVV is a federally mandated system for a check in/out when working for an Employer/Participant that has one of 4 service codes and the Employee/Direct Care Professional is not a live-in. The EVV service codes are S5125, S5126, T1019, and T1020.

16. Who is my Employer?

Your Employer/Participant of record is the person you are caring for.

17. What is a work week?

A workweek is the same as a calendar week and runs from Sunday to Saturday.

18. Why didn't I get paid?

You may have not been paid due to a few different reasons:

- a. Your timesheet was not received in the Prairie du Chien Office by the required submission date.
- b. Your Employer/Participant or yourself (Employee/Direct Care Professional) have been terminated from SDS in our system.
- c. Your Employer/Participant was on hold for a specific reason such as a hospital stay, nursing home stay, vacation, etc....

Please contact our office at (844)534-7225 to receive more information on why you weren't paid.

19. How do I get a wage verification completed?

You can fax the form to (844)634-7225 or you can email the form to payroll@lkchoice.com.

For more information on this question, please contact our FEA Wage Verification Department at (844)534-7225 ext. 1278.

20. Do I receive health insurance?

LKChoice is a Fiscal Agent and only processes the payroll for the Employee/Direct Care Professional hired by the Employer/Participant of record. Fiscal Agents are not the employer of record and do not hire/fire Employee/Direct Care Professional, set work schedules wages, or provide insurance.

21. What number can I contact my funding source at?

- a. **Adams County CLTS** – (608)339-4505 or <https://www.co.adams.wi.us/departments/health-human-services/coordinated-services/childrens-long-term-supportchildrens-community-options-program>
- b. **Bayfield County CLTS** – (715)373-6100 or <https://www.bayfieldcounty.wi.gov/1024/Childrens-Long-Term-Support-CLTS>
- c. **Calumet County CLTS** – (920)849-2361 or <https://www.co.calumet.wi.us/305/Childrens-Long-Term-Waiver>
- d. **Dane County CLTS** – (608)242-6226 or <https://www.danecountyhumanservices.org/Disability-and-Aging/Children's-Disability-Services/Children's-Long-Term-Support>
- e. **Florence CLTS** – (715)528-3477 or <https://www.florencecountywi.com/>
- f. **Fond du Lac County CLTS** – (920)929-3919 or <https://www.fdlco.wi.gov/departments/departments-n-z/social-services/children-s-long-term-support-services>
- g. **Green Lake CLTS** – (920)294-4070 or <https://www.adrcinformation.org/>
- h. **Inclusa** – (877)622-6700 or <https://www.inclusa.org/about/contact-us/>
- i. **Independent Care** – (800)947-3529 or <https://www.icarehealthplan.org/ContactUs.htm>
- j. **Iron County CLTS** – (715)561-3636 or <https://ironcountyhumanservices.org/children's-long-term-support>
- k. **Juneau CLTS** – (608)847-9498 or <https://www.adrceaglewi.org/>
- l. **Kenosha CLTS** – (262)605-6599 or <https://www.kenoshacounty.org/>
- m. **La Crosse County CLTS** – (608)784-4357 or <https://www.lacrossecounty.org/humanservices/>
- n. **Lakeland Care** – (877)227-3335 or <https://www.lakelandcareinc.com/family-care/about/locations/>
- o. **Lutheran Social Services** – (800)947-3529 or <https://www.lsswis.org/our-story/locations/>
- p. **Marathon CLTS** – (715)261-7618 or <https://www.adrc-cw.org/>
- q. **Marinette County CLTS** – (715)732-7700 or <https://www.marinettecounty.com/departments/health-and-human-services/childrens-long-term-services/>
- r. **Menominee Indian Tribe of WI** – (877)209-5866 or <https://menominee-nsn.gov/EmailUs.aspx>
- s. **My Choice WI** – (800)963-0035 or <https://mychoicewi.org/family-care/self-directed-supports/>



22. What number can I contact my funding source at? (continued)

- a. **Outagamie County CLTS** – (920)832-5178 or <https://www.outagamie.org/home/showpublisheddocument/52153/636764899861570000>
- b. **Waupaca CLTS** – (715)258-6376 or <https://www.youradrcresource.org/index.php>
- c. **Waushara CLTS** – (920)787-6550 or <https://www.adrcinformation.org/>
- d. **Winnebago County CLTS** – (877)886-2372 or <https://www.co.winnebago.wi.us/human-services/divisions/long-term-support/family-support-team>
- e. **Winnebago ADRC** – (877)886-2372 or <https://www.co.winnebago.wi.us/human-services/divisions/long-term-support/adult-protective-services-aps>

23. When will I receive my W2?

W2's for the tax year will be mailed out by 1/31 per the requirement of the Internal Revenue Service. Please verify your address is correct to ensure correct delivery. If you believe your mailing address is incorrect, please contact our office for a change of address form.

24. What does reciprocity mean?

Please use this link for a full answer: <https://www.revenue.wi.gov/DOR%20Publications/pb121.pdf>

25. What is the difference between FEA and Co-Employment?

Please see page 35 in the SDS Best Practice Manual - Please refer to this manual:
<https://www.dhs.wisconsin.gov/publications/p0/p00593.pdf>

26. What is the MCO process?

Please see page 9 of the SDS Best Practice Manual.
<https://www.dhs.wisconsin.gov/publications/p0/p00593.pdf>

27. Can the Funding Source or FEA complete a CNA renewal?

Certified Nursing Assistants (CNA) need a certain number of supervised hours to fulfill requirements for re-certification. The supervising person signs off on the Nurse Aide Registry Renewal form. Unfortunately, SDS employment does not meet the qualifications for this renewal for two reasons:

- The Funding Source or the FEA for the member is not a direct health care employer under the Wisconsin Nurse Aide Program. The Funding Source provides authorizations, referrals, and funding for services but does not provide direct patient care. The FEA provides payroll services only and does not provide direct patient care. Examples of a direct health care employer would be nursing homes, hospitals, Personal Care, and home health care agencies.
- The Funding Source has Registered Nurses (RN) on staff, but they do NOT provide direct supervision of the SDS employees. They provide assessments, education, and service coordination, and they monitor the care that members are receiving; this is not the same as providing direct supervision.

The Funding Source recognizes the value of CNA training and certification. To maintain certification, it is recommended that the individual maintain at least minimal employment with a direct health care employer (see #1) so they can meet the supervision requirements for renewal.