

Reminder: Timecards and charting are legal documents

- Timecards and charting are to be filled out daily, if you do not have any it is YOUR responsibility to notify your supervisor **immediately**.
- Fill them out in blue or black ink only and do not use whiteout. No pencil, if it can be erased it didn't happen.
- Do not scribble over any errors. Simply draw a line through any errors and write the correction next to it.
- **Your timecard should have the exact same times as your HHAx times.** If it is not the same, you need to record on your paper timecard an explanation of why (ie. "10/10/25 I forgot to clock in, timecard is correct"). No adjustments will be made without an explanation. To get to the exact times you clocked in and/or out, select "Visits". This will show all of you clock-ins and outs for the last 7 days. If you need to find time from further back than 7 days, you can look at any date by selecting the filter icon in the top right corner and changing the dates of your selection.
- All timecards must be signed by you and the client/their legal guardian.
 - **Never ask your client to sign a timecard (yours or others) if it isn't complete**
- It is your responsibility to turn the timecards and any necessary charting in by Monday at 3 pm.
 - Best practice is to turn them in after the last shift you are scheduled to work for the pay period.

609.466 MEDICAL ASSISTANCE FRAUD.

Any person who, with the intent to defraud, presents a claim for reimbursement, a cost report or a rate application, relating to the payment of medical assistance funds pursuant to chapter 256B, to the state agency, which is false in whole or in part, is guilty of an attempt to commit theft of public funds and may be sentenced accordingly.

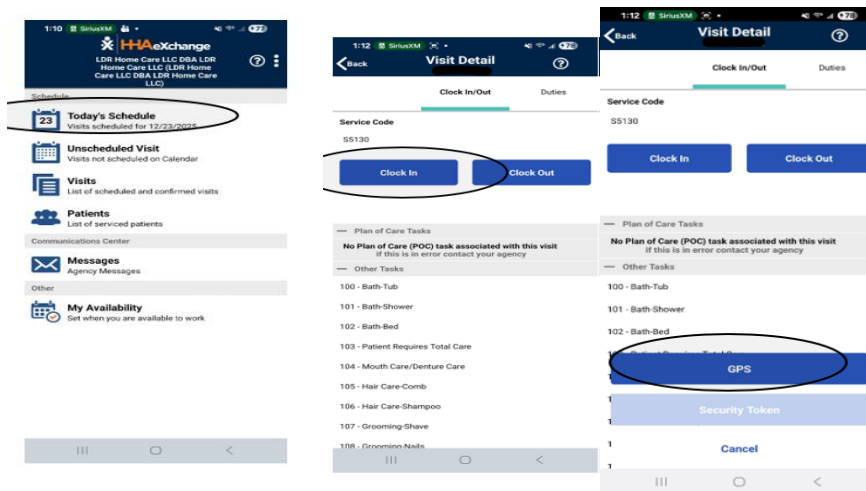
History: [1976 c 188 s 5](#)

Fraud is wrongful or criminal deception intended to result in financial or personal gain. Fraud includes false representation of fact, making false statements, or by concealment of information. Examples of fraud include:

- Falsifying claims/encounters
- Double billing
- Billing for services not provided
- Accepting kickbacks for referring Medical Assistance patients to a particular provider
- Billing for services for a recipient or provider who is incarcerated or deceased
- Billing inflated hours to an agency providing home healthcare
- Failing to accurately report on applications who and how many people make up a household
- Forging or altering documentation
- Receiving benefits in more than one state at a time
- Underreporting income to receive MinnesotaCare, SNAP or other benefits.

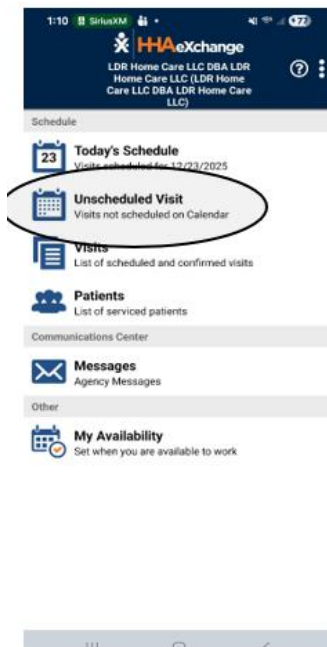
Clocking in/HHAx

Scheduled in HHAx:



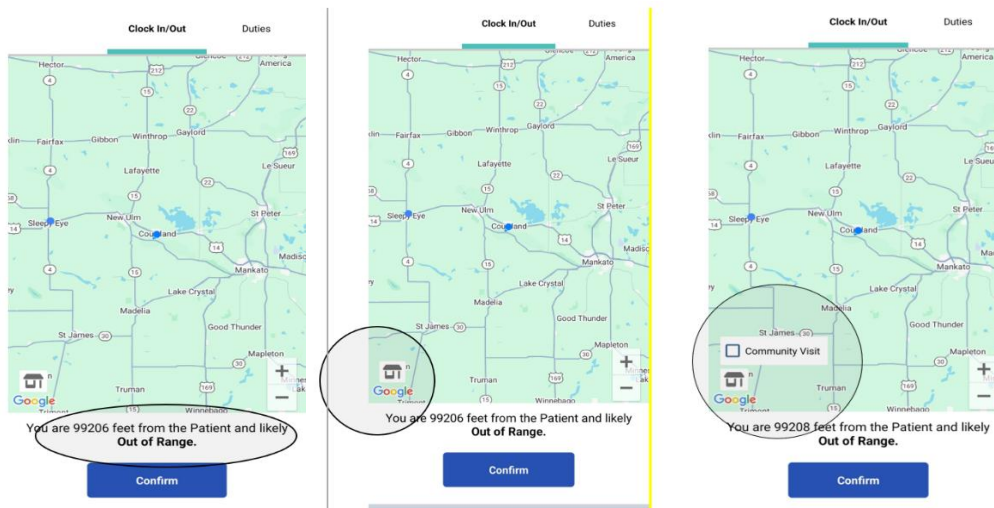
- Log on to the app, you can click on “Today's schedule”, and your visits will appear for any visits that the agency has scheduled.
- Click the shift and start the shift under “today’s schedule.”
- You will need to verify your location with GPS, so allow GPS to calculate, and then you confirm.

Not scheduled by the agency in HHAX:



- Select Unscheduled Visit and then select the corresponding recipient, and then clock in
- If you have not yet been assigned to the recipient, let your supervisor know

If it says, “GPS out of range” (you aren’t starting at the client's home)

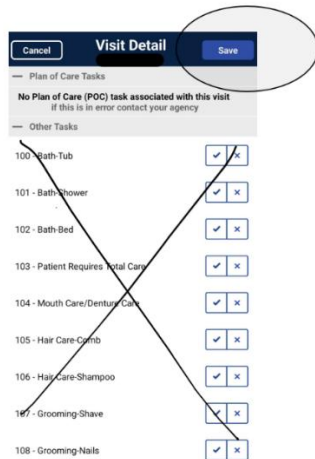


- Click the grey house icon on the bottom left of the screen and a box will pop up, you will click “community visit”.
- If it says, “out of range” and you are at the client's home, first try turning you phone on “Airplane” mode and then turn “Airplane” off and try clocking in again. If this does not work, screenshot what you are seeing before you clock in or out and take a picture of where

you are and send these pictures to your supervisor so that this error can be reported to HHAx

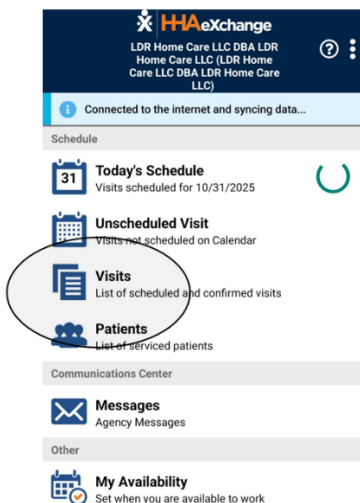
Clocking out:

- The same process as clocking in, except you will be able to select “clock out.” it also requires GPS.



- **You do not need to worry about selecting any of the “tasks” on the app.**
- Always make sure you select **“save”** in the corner.
- If you are ending the visit in the community and not at the house, click on the grey house icon in the lower left corner and select community visit, and then note on timecard.

You can verify that you are clocked out by going back into “visits”. You can also verify that your timecard matches HHAex by going to this tab.



If you forgot to clock in don't worry about clocking in late, just go in for the clock out. You don't have to be "clocked in" in order to "clock out". If the "In" visit isn't good don't worry about doing it.

If the application is not working:

- If the application is glitching and won't open, we recommend uninstalling and reinstalling the application. Or turning your airplane mode on/off to catch a new signal. Keep trying, you will get in.
- If it does not work after several minutes, contact your supervisor (send them a message) and just make note on the timecard that the timecard is correct and that you did contact the supervisor. Please attempt to correct before simply contacting agency and giving up. We really want the "good" visits to keep our compliance numbers up.