

# SpokeChoice Instructions



**Support Contact:** Wesley Sousa @ 623-521-0682

**PLEASE NOTE** If you are having issues clocking in or out or are late, you must **IMMEDIATELY** text **Wesley at 623-521-0682** with a screenshot & details of your issue(s). We cannot submit your payroll if we cannot verify your hours. Additionally, payroll is processed on the 15<sup>th</sup> and the 30<sup>th</sup> of each month.

## Training Videos

**Providers (Clocking In/Out Approvals):** [SpokeChoice Provider Access Tutorial](#)

**Guardians (Timecard Approvals):** [SpokeChoice Guardian Access Tutorial](#)

If further assistance is needed; contact Wesley to watch a training video that he made with one of our providers.

## Guidelines

### **All Providers:**

- Ensure all providers have geographical location services enabled on their mobile phones.
- Providers must clock-in/out on a mobile phone within 200 yards or less of the member's home.
- You may request additional clock-in/out locations (e.g., school).
- Providers need to set alarms to clock-in/out for each service. If a provider is clocking in and out for multiple services in one day, set alarms to clock-in/out for each service, e.g., ATC, HAH, RSP.
- They will be responsible for completing each task upon clock-out; HAH Goals or Checklist.

### **HAH Providers:**

- If a provider clocks out for HAH – they will need to complete a list of HAH Goals.
  - o You must enter HAH Goal Progress upon clocking out by entering (+ or -), you may also enter notes.
  - o To add missing goals/objectives, go to your main SpokeChoice page: Click Progress > Missing Notes tab. Enter (+ or -), any missed notes.

### **ATC Providers:**

- If a provider clocks out for ATC – they will need to complete a Checklist.
  - o Providers must check the boxes for what they assisted with during their shift.

### **Guardians and Parent Providers:**

- Create a schedule that does not exceed weekly hour limits on your service Authorizations for each provider and service. Exceeding limits will result in non-payment.
- Schedule changes, especially near the beginning or end of school breaks. Please email or text your schedule. If you email it, please text a screenshot to Wesley.
- Ensure you switch back & forth between Provider role to Guardian roles.

### **Guardian Timecard Approvals:**

- Guardians must approve timecards daily. If a provider works the weekend, please approve the timecard at the latest by 11:00pm on Sundays.
- If you are a guardian or parent provider, please remember to set a daily alarm to approve the timecards, or the provider will not get paid.

### **For Multiple Providers:**

- Ensure that multiple providers do not clock in or out at overlapping times. Overlapping hours = no payment.
- If you are a parent provider and have used up your weekly hours for HAH or ATC, you cannot clock in for RSP.
- If you are an outside provider and have used up your weekly hours for HAH or ATC, you must clock in for RSP.
- Confirm that you are linked to the Member that you're providing services to.

**Please check which applies:**

**Role Type**

- ☐ Guardian
- ☐ Parent Provider
- ☐ Family Provider
- ☐ Outside Provider

**Service Type**

- ☐ ATC
- ☐ HAH
- ☐ RSP

By signing below, I agree that I have read and fully understand the above processes.

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Print Name

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Signature

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Date