COMMUNITY Alliance

Serving the Developmentally Disabled
Since 1986

Community Residence Corporation
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FREQUENTLY ASKED QUESTIONS

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Community Living Network (CLN) is a Fiscal Intermediary Agency contracted with Community Mental Health Agencies. Our contractual responsibilities include establishing employers with the IRS and the state of Michigan; maintain payroll and HR records for employers; processing payroll; filing tax payments with multiple jurisdictions; updating monthly budgets; track and report on employee training; and maintaining worker's compensation insurance policies. Processing payroll is only one of the many the many tasks that we have a contractual obligation to CMH for fiscal intermediary services. CLN is an important firewall between Medicaid money and recipients: it is our job to ensure all Medicaid regulations are met before allowing Medicaid funds to be used to pay the employees of recipients of service. The following Q&A is intended to help understand the process.

Q: When is my time sheet due to CLN in time to process payroll?
A: Due dates are clearly stated on your timesheet. It is due to CLN within 3 (three) business days of the end of the work period. See the Payroll Calendar: red denotes the due dates. Due to end of fiscal year CMH billing deadlines the payroll period of Sept 16-30 is due to us by Oct 3rd, any late time sheets risk not being paid.

Q: What happens if I miss the due date listed on the timesheet and the calendar?
A: It is possible that the time sheet will not be paid until the next pay period date. See the Payroll Calendar for pay days: green denotes the pay days. We do our best to process the payroll as accurately as possible, when we make errors which delays a paycheck from being issued we will make the correction as quickly as possible. If the timing of getting your timesheet to our office is close to the deadline, confirm with our offic that we have received your time sheet by the due date. It is the best way to insure that you will receive your paycheck on time.

Q: When will I get paid if I miss the due date?
A: Once we transmit the payroll to the bank, we will not process another payroll run until the next scheduled pay date. See the Payroll Calendar for pay days: green denotes the pay days.

Q: What happens if my time sheet overlaps with another staff person?
A: If your time sheet overlaps with another staff person, we will withhold the entire overlapping time period from both staff persons and process the dates and times remaining. We will process all hours that are "clean" claims that can be submitted to the CMH for reimbursement.

Q: Can a special check run be processed just this one time?
A: No.

Q: Can I still get paid if my hours were questionable for payment?
A: No. Our administrative team will do research with community mental health and only pay hours that are considered "clean claims".

Q: When will my adjusted hours be paid?

A: Any approved adjustments will be paid on the next regularly scheduled payroll date.

Q: What will determine if hours can be paid or not?

A: First we have to determine if the hours are valid:

a.) We first check for the correct payroll period.

b.) Next we check for employer approval.

c.) We look for exact dates and times to match on the support notes to the time sheets.

d.) The times recorded must have a.m. or p.m. designation.

e.) Time sheets cannot be submitted prior to the service date that the service is provided. The signature date must be after the last shift worked.

Q: How quickly can I expect to receive a result from a Criminal Background Check?

A: We process Criminal Background Checks daily and should contact the employer by the end of the following business day.

Q: How quickly can I expect to receive a start date for a new employee?

A: We issue start dates daily and will contact the employer by the end of the second business day of receiving a "complete" employee packet including all required training proofs that are required by Medicaid and your CMH.

Q: Can I submit individual pages from the employee packet at different times or all at once?

A: It is highly recommended the entire packet be submitted at one time. Having the entire packet to verify against Medicaid rules and our checklist will allow for a quicker start date. Start dates cannot be issued unless the packet is validated as complete.

Q: When should I receive my budget report?

A: Our goal is to send out budget reports by the 15th of each month. Our internal quality assurance protocol demands that budgets cannot be mailed unless they've been validated in our system. If time sheets are chronically submitted late, claims to CMH denied or delayed, or other barriers to a clean process impeded our budget verification process budgets could be delayed. Our goal is to provide an accurate representation of the budget activity.

Q: Why did the information change on my budget report compared to what was reported in a previous month?

A: There are many factors that impact the management of a Medicaid Budget. Chronically late time sheets, overlapping hours, vendor payments received late, expired authorizations, CMH denying payment can dramatically change a budget finding. The delay between the hours your employees work and the date we receive reimbursement from CMH can be as long as 60 days. During that time many things can change that impact a self determination budget. All of these factors are the reason we can't give you a 'real time' budget report: all payments from the county are in arrears, made after the fact. This causes delays in verifying and complicate the ability of our organization to verify and validate the financial activity of your budget.

Q: What should I do if I do not receive my budget report by the 15th of the month?

A: Please contact our office and a report can be sent to you immediately.

Q: When should I receive an updated training report for my staff?

A: Monthly with the verified Budget Report.

Q: Who should I contact if I have problems or questions regarding your services?
A: Each employer is assigned to a Team Lead/Coordinator in our office and is your first point of contact. If your Team Lead/Coordinator does not respond to you by the end of the next business day, contact Melissa Frash, CLN Director. That said, it is helpful if you allow time for the Team Lead/Coordinator to get back to you in a 24-hour period. If you would like to file a customer service complaint or or offer a staff recognition for the CLN staff you can on our website www.communityalliance-mi.org Under the "Contact Us" tab on the website you will find there is a green oval with a "?" in it, click it and a dialog box will appear. Complete all the information before sending.

Q: Who should I contact if I need copies of my check stubs?
A: The Team Lead/Coordinator assigned to your account. The best option is to arrange direct deposit and check stubs are automatically send to you.

Q: Can an employee's significant other contact CLN for payroll information?
A: No. We are not able to speak to other family members or significant others regarding information about the employee's payroll.

Q: How do I make a payroll change like an address change or my tax exemptions?
A: We have uploaded forms to help you with this on our website under Programs tab, Fiscal Intermediary Services. Change of Address, Direct Deposit, W4 for state and federal are all there to download and submit the requested change in writing.

Q: What if I've run out of timesheets for my employees?
A: You can find timesheets specific to your county CMH on our website under Programs tab, Fiscal Intermediary Services. Click the link For Current Employers and their Employees.

Thank you from your Community Living Network Team:

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