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**DEPARTMENT OF SOCIAL SERVICES**

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December XX, 2016

ALL-COUNTY LETTER NO.

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY IHSS PROGRAM MANAGERS

SUBJECT: **IHSS TIMESHEET EXCEPTION REPORT**

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

The purpose of this All County Letter (ACL) is to inform counties of the functionality in the Case Management, Information and Payrolling System (CMIPS), regarding the Timesheet Exception Report and the process of how to work the tasks.

**TIMESHEET EXCEPTION REPORT**

**Background**

The Timesheet Exception Report is a new report developed when converting from CMIPS Legacy to CMIPS II. This report was created to assist county workers to track and manage manual timesheet entry errors. The report prompts counties to take action on timesheets when an issue has been detected during processing at TPF (Timesheet Processing Facility).

The Timesheet Exception Report lists both the recipient and provider where an exception was encountered during the validation of their timesheet at TPF. The report is sorted alphabetically by Exception Type, then by Worker # (See Figure 1).

COUNTY: \_\_\_\_\_ STATE OF CALIFORNIA PAGE: 1  
 OFFICE: \_\_\_\_\_ IN-HOME SUPPORTIVE SERVICES CYCLE DATE: TO \_\_\_\_\_  
 SUPERVISOR: \_\_\_\_\_ TIMESHEET EXCEPTION REPORT RUN DATE: TIME: \_\_\_\_\_

RECIPIENT NAME	CASE NUMBER	PROVIDER NAME	PROVIDER #	PAY PERIOD	EXCEPTION TYPE	QTR/RECEIVED DATE	OPR	DATE RESOLVED	WKR #	# OF DAYS TO RESOLVE
				08/01/16	Hours claimed exceed remaining Provider assigned hours.					
SUBTOTAL FOR EXCEPTION TYPE Hours claimed exceed remaining Provider assigned hours.: 1										
				08/16/16	Hours claimed exceed remaining Recipient authorized hours.					
SUBTOTAL FOR EXCEPTION TYPE Hours claimed exceed remaining Recipient authorized hours.: 1										
				09/16/14	Timesheet received before the end of the pay period and time claimed for future days.					
SUBTOTAL FOR EXCEPTION TYPE Timesheet received before the end of the pay period and time claimed for future days.: 1										
				09/01/16	Timesheet selected for random sampling.			11/29/16		0
SUBTOTAL FOR EXCEPTION TYPE Timesheet selected for random sampling.: 1										

CONFIDENTIAL  
 DATA UPDATED AS OF APPROXIMATELY 8:00 PM THE PREVIOUS DAY  
 Figure 1: Timesheet Exception Report

There are two versions of the Timesheet Exception Report: *Timesheet Exception Report – IHSS Report*, and *Timesheet Exception Report – WPCS Report* (Waiver Personal Care Services). The county version of this report is generated automatically as part of the weekly batch process. Once generated, counties may view this report by accessing their own county specific folder located in the *County* folder within *Public Folders* in Business Objects Reporting.

The report includes both hard and soft timesheet exception edits. A hard edit exception record will remain on the report until the pay period following the resolution. A hard edit exception prevents the timesheet in question from being processed, including Holds. Soft edit exception records will be displayed on the report for the current reporting period only (cycle date) as they do not need county resolution and do not prevent payroll processing. When a timesheet is manually entered in CMIPS and an exception is encountered, it will not be displayed on this report; county worker should resolve issues at the time of entry.

There are three (3) different types of timesheet exceptions (multiple exceptions can occur on one timesheet):

- **Soft Exception** - An exception that is processed by CMIPS however, sent to the county work queue to be viewed.
- **Hard Exception** – An exception that is sent to the county work queue to be researched and/or approved before it can be processed through CMIPS.
- **System Remedied Exceptions** – An exception that is placed on hold and systematically released (such as early submission of a timesheet).

List of timesheet exceptions per type:

Soft Exception - Requires no county action

- Day XX – Hours recorded past the Provider termination date.
- Day XX – Hours recorded prior to Provider start date.
- Day XX – Provider on leave.
- Day XX – Recipient ineligible for services.
- Day XX – Recipient on leave.
- Exceeds Weekly Maximum Workweek (X).
- Hours claimed exceed remaining Provider assigned hours.
- Hours claimed exceed remaining Recipient authorized hours.
- Pending request to issue a timesheet for this pay period was not processed.

Hard Exception - Requires county action to process the timesheet

- BVI Recipient Review Required.
- Day XX – Exceeds 24 hours.
- Day XX – Multiple entries in time entry box.
- Day XX – Unreadable entry.
- Duplicate timesheet.
- Hours recorded prior to Provider start date.
- Medi-Cal Eligibility Record unavailable in CMIPS II.
- Missing Provider signature.
- Missing Recipient signature.
- Missing time entries.
- NF – No MEDS Eligibility Found.
- No remaining Provider assigned hours.
- No remaining Recipient authorized hours.
- Payment Correction exists for the pay period.
- Provider is either ineligible or on leave for the entire pay period.
- Provider on leave for the entire pay period.
- Provider on leave on the day time is recorded.
- Provider terminated for the entire pay period.
- Provider terminated on the day time is recorded.
- Recipient ineligible for the entire pay period.
- Recipient ineligible on the day time is recorded.
- Recipient on leave for the entire pay period.
- Recipient on leave on the day time is recorded.
- Time recorded beyond pay period end date.
- Timesheet received before the end of the pay period and time claimed for future days.
- Writing Outside the time entry boxes.

System Remedied Exceptions - Process end of next business day:

- Hours claimed for first pay period exceed 70% of total Recipient authorized hours.
- Timesheet flagged for review.
- Timesheet selected for random sampling.

## **LIFE CYCLE OF A TIMESHEET**

The timesheet cycle begins when the timesheet is issued and a timesheet number is assigned to the timesheet form, and ends when that timesheet number is either processed for payment or has been flagged as a timesheet exception.

When timesheet is rejected as a timesheet exception and the county worker issues a replacement timesheet, the replacement timesheet is assigned a new timesheet number. This begins the timesheet cycle again. If the provider does not wait to receive this replacement timesheet with the new timesheet number and submits an old timesheet with the old timesheet number to TPF, the timesheet will be rejected as a duplicate because a timesheet reflecting the old timesheet number was previously submitted.

## **TIMESHEET PROCESSING AND WORK QUEUE**

When a timesheet is processed through TPF and a timesheet exception halts payroll processing for the timecard in question when a hard edit exemption is needed, a task is generated and sent to a work queue. It is also listed on the *Timesheet Exception Report*. To support timesheet processing, Case Management includes several timesheet related work queues. County workers process work queue tasks with the oldest date and time first.

- **Timesheet Errors** - Tasks related to errors on a timesheet. Errors can include missing numbers, no time entered, no provider signature, more than 24 hours entered on a single date.
- **Timesheet Eligibility Errors** - Tasks related to problems with recipient and/or provider eligibility during the service period for which time worked was submitted
- **Timesheets on Hold** - Tasks related to timesheets held for signature verification and worker holds.
- **Timesheets Over 70%** - Tasks related to timesheets where over 70% of the total authorized hours are worked in the Part A period.
- **Payroll Supervisor** - If a task is not reserved from the county work queues within three business days, the task will be escalated to the Payroll Supervisor work queue.

## **WORKING THE TIMESHEET EXCEPTION TASK**

All exceptions applicable to a timesheet are viewable on the View Timesheet screen. Counties have to take immediate action to address timesheet related tasks; otherwise these tasks will be escalated based on the below timeline:

Escalation of the task:

- 3 business days if task not reserved from *Timesheet Work Queue*
- 2 business days for task reserved from *Timesheet Work Queue* but not closed

Only one task will be generated per timesheet.

- [error code] [error text] Timesheet Exception for Case Number [case number]  
Provider Number [provider number]

One of the two required actions can be taken for task closure:

- Issue Replacement timesheet for same recipient/provider relationship and for the same pay period.
- Key and approve payment correction for the timesheet in question.

Please note that tasks routed to the *WPCS Work Queue* are not subject to escalation.

### **EXCEPTIONED TIMESHEETS**

CMIPS has been modified to have a new status displayed when a payment correction has been made for an exceptioned timesheet. This new status can be seen in the *Timesheet Search* screen as “Exception-Paid” (See Figure 2). The county business process for payment of an exceptioned timesheet has not changed; however, once replacement timesheet is issued, county/payroll worker can also issue the next pay period timesheet not to delay further timesheet processing.

In addition to the added status change, CMIPS has also been modified to display a new status to reflect when an exceptioned timesheet has been replaced. This modified status is called “Exception-Replaced” and can also be viewed in the Timesheet Search screen (See Figure 2).

**Timesheet Search:**

**Search Criteria**

Service Period

From Date:  To Date:

Timesheet Number:

[Search](#) [Reset](#) [<< Search Previous 6 Months](#) [Search Next 6 Months >>](#)

**Search Results**

Action	Timesheet Number	Provider Number	Provider Name	Service Period From	Received Date	Hours Claimed	Type	Large Font Timesheet	Status
<a href="#">View Image</a>				8/16/2016	9/6/2016	16:00	IHSS Arrears	No	Exception - Paid
<a href="#">View Image</a>				8/1/2016	9/6/2016	10:00	IHSS Arrears	No	Exception - Replaced
<a href="#">View Image</a>				7/16/2016	9/6/2016	14:00	IHSS Arrears	No	Exception
<a href="#">View Image</a>				7/1/2016	9/6/2016	16:00	IHSS Arrears	No	Exception

Figure 2: Timesheet Search screen

A new link “View Replaced Timesheet” has been added to the *View Timesheet* screen for the replaced timesheet (See Figure 3).

**View Timesheet:**

[View Timesheet Details](#) [History](#) [BVI Timesheet Release/Reject History](#)

**Manage**

[View Image](#) [Enter Payment Correction](#) [Issue Replacement Timesheet](#) [View Replaced Timesheet](#)

**Details**

<b>Provider Number:</b>	<b>Provider Name:</b>
<b>Recipient Number:</b>	<b>Recipient Name:</b>
<b>Type:</b> Supplemental - IHSS Arrears	<b>Remaining Hrs (HH:MM):</b> 27:01
<b>Status:</b> Exception - Replaced	<b>Status Date:</b> 9/16/2016
<b>Print Method:</b> Print/Mail from a Centralized Print Center	<b>Print Date:</b> 2/21/2016
<b>Service Period From:</b> 1/1/2016	<b>Service Period To:</b> 1/15/2016
<b>Timesheet Number:</b>	<b>Legacy Timesheet Number:</b>
<b>Received Date:</b> 9/15/2016	<b>Mode of Entry:</b> TPF
<b>Large Font Timesheet:</b> Yes	<b>Late Submission Release Date:</b>

Figure 3: View Timesheet screen

A new “View Payment Correction” link has been added to the *View Timesheet* screen to display all of the payment corrections associated with this specific timesheet (See Figure 4).

**View Timesheet:**

View Timesheet Details    History    BVI Timesheet Release/Reject History

**Manage**

View Image    Enter Payment Correction    Issue Replacement Timesheet    **View Payment Correction List**

**Details**

<b>Provider Number:</b>		<b>Provider Name:</b>	
<b>Recipient Number:</b>		<b>Recipient Name:</b>	
<b>Type:</b>	IHSS Arrears	<b>Remaining Hrs (HH:MM):</b>	251:25
<b>Status:</b>	Exception - Paid	<b>Status Date:</b>	10/20/2016
<b>Print Method:</b>	Print Now on CMIPS II Printer	<b>Print Date:</b>	4/12/2016
<b>Service Period From:</b>	3/1/2016	<b>Service Period To:</b>	3/15/2016
<b>Timesheet Number:</b>		<b>Legacy Timesheet Number:</b>	
<b>Received Date:</b>	4/12/2016	<b>Mode of Entry:</b>	TPF
<b>Large Font Timesheet:</b>	No	<b>Late Submission Release Date:</b>	

**Time Entries [HH:MM]**

Day	HH:MM	Day	HH:MM	Day	HH:MM	Day	HH:MM
SUN	00:00	SUN 6:	10:02	SUN 13:	06:07	SUN	00:00
MON	00:00	MON 7:	10:00	MON 14:	01:04	MON	00:00
TUE 1:	04:05	TUE 8:	05:07	TUE 15:	07:01	TUE	00:00
WED 2:	02:06	WED 9:	06:03	WED	00:00	WED	00:00
THU 3:	02:05	THU 10:	01:07	THU	00:00	THU	00:00
FRI 4:	00:00	FRI 11:	01:06	FRI	00:00	FRI	00:00
SAT 5:	02:01	SAT 12:	01:03	SAT	00:00	SAT	00:00

**Weekly Total:** 10 : 17    **Weekly Total:** 34 : 28    **Weekly Total:** 14 : 12    **Weekly Total:** 00 : 00

**Hours Claimed (HH:MM):** 58:57

**Case Hours Paid (HH:MM):** 00:00    **Case Hours Not Paid (HH:MM):** 00:00

**Hours Paid at Overtime Rate (HH:MM):** 00:00

**Exceptions**

Code	Description
045	Medi-Cal Eligibility Record unavailable in CMIPS II.
045	Medi-Cal Eligibility Record unavailable in CMIPS II.

[Close](#)

Figure 4: View Timesheet screen

When the numbered link under the 'Payment Correction Number' field is selected from the *View Payment Corrections List* screen, the *View Payment Correction* screen will display (See Figures 5 and 6).

**View Payment Corrections List:**

Payment Correction Number	Provider Name	Timesheet Number	Service From	Timesheet Type	Correction Type	Total Hours	Status	Status Date
<a href="#">1119744</a>			3/1/2016	IHSS Arrears	Timesheet Exception	01:00	Pending Approval	10/20/2016

[Close](#)

Figure 5: View Payment Correction List screen

On the *View Payment Correction* screen, a new link, "View Timesheet Details", has been added to allow the user to view the associated timesheet (See Figure 6).

**View Payment Correction:** [Close](#)

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**Manage** [Close](#)

[Cancel Submission](#)
[Approve](#)
[Reject](#)
[Cancel Payment Correction](#)
[View Timesheet Details](#)

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**Details** [Close](#)

<b>Provider Name:</b> LBBNG REQDLW	<b>Recipient Name:</b> WXSZ REQDLW
<b>Service Period From:</b> 3/1/2016	<b>Correction Type:</b> [REDACTED]
<b>Timesheet Type:</b> [REDACTED]	<b>Timesheet Number:</b> 4000052229
<b>Submitted By:</b> bvonk037	<b>Approved By/Rejected By:</b>
<b>Status:</b> Pending Approval	<b>Status Date:</b> 10/20/2016

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**Time Entries [HH:MM]** [Close](#)

HH:MM	HH:MM	HH:MM	HH:MM
SUN : 00:00	SUN 6: 00:00	SUN 13: 00:00	SUN : 00:00
MON : 00:00	MON 7: 00:00	MON 14: 00:00	MON : 00:00
TUE 1: 00:00	TUE 8: 00:00	TUE 15: 00:00	TUE : 00:00
WED 2: 01:00	WED 9: 00:00	WED : 00:00	WED : 00:00
THU 3: 00:00	THU 10: 00:00	THU : 00:00	THU : 00:00
FRI 4: 00:00	FRI 11: 00:00	FRI : 00:00	FRI : 00:00
SAT 5: 00:00	SAT 12: 00:00	SAT : 00:00	SAT : 00:00

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<b>Weekly Total:</b> 01 : 00	<b>Weekly Total:</b> 00 : 00	<b>Weekly Total:</b> 00 : 00	<b>Weekly Total:</b> 00 : 00
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**Total Correction (HH:MM):** 01:00

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**Comments:** test

[Close](#)

Figure 6: View Payment Correction screen



**QA PROCESS FOR THE TIMESHEET EXCEPTIONS**

To ensure that counties are taking immediate action to resolve tasks related to timesheet exceptions, CDSS Quality Assurance (QA) Monitoring staff will review the *Timesheet Exception Report* on a regular basis to determine county compliance with timesheet processing and associated work queues. CDSS QA will work with county staff to identify and address the issues preventing immediate resolution and provide technical assistance as needed. If the issue remains unresolved, CDSS QA may determine that further action is necessary, including, but not limited to, issuing a request for a Quality Improvement Action Plan. Additionally, any county issues related to the *Timesheet Exception Report* will be discussed at the entrance and/or exit conferences during the annual monitoring review.

If you have questions or comments regarding this ACL, please contact the Adult Programs Division CMIPS and Systems Operations Unit at (916) 551-1003 or via e-mail at: [CMIPSII-Requests@dss.ca.gov](mailto:CMIPSII-Requests@dss.ca.gov).

Sincerely,

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

c: CWDA