



## Financial Management Services

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*"Creating Opportunities for People"*

October 2018

Dear Employer,

All of us at Allied sincerely thank you for your patience and understanding as we continue to support the needs of our growing community. Your happiness and well-being are important to us. We want to maintain a positive connection with you and provide valuable support with your day-to-day needs.

We would like to take this opportunity to discuss important measures that can be taken to help us support you. On the backside of this letter, you will find a memo titled "Helpful Hints." Please review this memo and become familiar with these "Helpful Hints" to ensure the hiring and payroll process run as smoothly as possible.

We have also attached an updated copy of the Payroll Bulletin. We appreciate your efforts with helping us improve the professional relationship between us. We want to support your success as a self-directed employer.

If you have any questions that we can answer for you after reviewing the "Helpful Hints" and Payroll Bulletin, please contact a customer service representative at our office.

Sincerely,  
Allied Community Resources

# Allied Community Resources

## “Helpful Hints”

### General Information

- ❖ Documents, such as timesheets and provider applications, can be submitted via fax, postal mail or email. Emailed documents should be sent as a PDF attachment to [acr@alliedgroup.org](mailto:acr@alliedgroup.org). Individuals who e-mail timesheets will receive a confirmation of receipt. Allied cannot confirm receipt of timesheets submitted via fax or postal mail.
- ❖ Review completed forms to ensure all fields have been completed and the timesheets are signed in designated areas. Be sure that the information written is clear and legible.
- ❖ We encourage you to email your documents to [acr@alliedgroup.org](mailto:acr@alliedgroup.org). However, be mindful if you do fax us any documentation. If the document is single-sided, make sure to fax the side with data and not the blank side. Remember to fax both sides if the document is double-sided.

### Payroll Timesheets

- ❖ Completed timesheets are due by 5 p.m. on Monday, regardless of holidays and office closures. Late, incomplete or illegible timesheets **will result in a delay of payment**.
- ❖ Timesheets are legal documents that must be completed accurately and in entirety to ensure payment. It is your legal obligation as the employer to make sure your employees are paid on time for all hours worked. **It is up to you as the employer to communicate any timesheet issues or pay delays to your employees.**
- ❖ Timesheet issues are communicated to employers using automated phone calls. Please make sure your contact information is up to date so you receive these messages. Automated messages keep you up to date on processing activity eliminating the need to call to confirm receipt of timesheets.
- ❖ Automated phone calls are also used for payment confirmations. As the employer, you will receive these messages. Employees may request to receive payment confirmations.
- ❖ Employees who contact Allied regarding pay issues will be directed to contact you, the employer for specific information regarding the nature of the problem causing non-payment.

### Provider Applications

- ❖ The applications processor will call you with a status of the application after they have reviewed it and the credentialing checks have been completed.
- ❖ Incomplete applications may delay employee hire days and result in longer processing times.
- ❖ Employers must use the revised I-9 form with a revision date of 07/17/17 N. The Form I-9 is required by federal law to be completed before an employee starts working. It verifies the employee's identity and work authorization.
- ❖ All newly hired employees are required to attend the PCA Orientation Session within 90 days of their hire date.
- ❖ Employees who fail to attend a PCA Orientation Session prior to the 90-day due date may be suspended from employment until the requirement has been fulfilled.
- ❖ Employers have the right to conduct employee orientation on their own. Employer Opt-Out forms are included in the Allied Community Resources employment packet. Completion of this form means you will send your employee to the 30-minute portion of the PCA Orientation Session. If you do not intend to hold the session yourself, you do not need to return an Employer Opt-Out form.
- ❖ Important: Even if you decide to conduct the employee orientation on your own and submit the required opt-out form to Allied, your Employees must still attend the 30-minute union portion of the group orientations within 90 days of hire in order to avoid suspension and disruption in pay. A schedule of orientations can be found at <http://1199trainingfund.org/orientation-schedule>.