



**Sunset Shores  
Fiscal Intermediary Services**

720 Barnum Avenue, Cutoff, Stratford, Connecticut 06614

(203) 882-1225 – Toll-Free (800) 887-0647

(866) 380-0149 (toll-free fax)

### Helpful Hints for Payroll Processing

To employers: please review with your staff

To support staff: your employer under self-directed services is using Sunset Shores FI Services to process his/her payroll.

#### **Please help us be successful in processing payroll. Please ensure the following:**

- Applicant packet paperwork must be submitted and processed prior to date of hire/start of services.
- Timesheets are **legible, signed by both the employer or employer representative and employee, and are complete with dates and times (in and out) for each individual date worked and added correctly**. Please use black pen only. **Always** use am or pm as appropriate when recording times in and out.
- Please do not use timesheets that have been copied multiple times as they become unclear. Times/hours should **never** be copied; dates should never be whited-out and written over. Actual times worked should be recorded for each day worked as they are worked. We mail blank timesheets each pay period.
- Hours have been recorded and submitted according to the bi-weekly pay schedule. Hours must never be submitted in advance of being worked. Timesheets should not be “pre-dated” or signed in advanced of when you work. Never sign blank timesheets or pre-sign blank timesheets.
- The correct **Service Code** is written in on each timesheet-see back of timesheet for service codes. Services must be authorized in the budget/plan. See your employer with any questions regarding your service code.
- Only **one Service Code is on each timesheet**. Please use separate timesheets for each service code. We must code service units by service types for each date the service was provided (these are getting billed out for Medicaid reimbursement).
- **Employee and Consumer name and phone numbers and/or fax numbers** are clearly available on each timesheet. Our toll-free fax is 1-866-380-0149.
- **Many employers will submit the payroll to us. We have different employers with various preferences. Check with your employer.**
- At least **one Progress note** is written in the center box labeled “Biweekly IP Outcome Progress note...” See your employer/employer rep with any questions regarding the outcomes in the Individual Plan (IP).
- When faxing-always include a cover sheet and **indicate the number of pages you are faxing, a contact number** and be sure the paper is faced correctly in your fax machine. We do receive blank sheets of paper faxed (timesheets are upside down) with no identifying header information as to the origin of the fax.
- Please remember that the **pay date is actually Friday** as per the two week pay schedule (if your timesheets are submitted timely).

- Employees are responsible for **making sure that paycheck funds are available**. You should not write checks against an account in anticipation of funds being deposited, but rather confirm first that the funds are available.
- Please make sure **hours do not overlap** with hours from any other source (i.e. hours of any other employees or other services such as home health agency, hospital supports) unless this has previously been authorized (these occasions should be rare and must be clearly documented by DDS in the plan). This is extremely important.
- Please double check all fields are completed, hours are carefully recorded and added for each individual date and for the pay period.
- Please take time in completing documentation.
- Corrections: If you must make a correction, please work with your employer to send in the correction/revision with an explanation.

***Problems with any of the above could result in payroll delays as we may have to research problems or return timesheets. This can take significant time. Please carefully review your timesheets prior to submission.***

*We appreciate your attention to the above details. Please contact us with any questions toll-free at Sunset Shores FI Services 1-800-887-0647 option 5. Any question regarding your employment and schedule/hours/services should be directed to your employer. For employers, questions about your budget or services in your plan should be directed to your DDS Case Manager.*