

What should I do if.....

...I forgot my worker ID number?	Call the Three Rivers Inc. FMS department at 1-800-555-3994.
...I don't know the consumer's Medicaid number?	Ask the consumer for the information.
...I checked-in but forgot to check-out?	Go online to www.threeriversinc.org and print out a paper timesheet. Fill out the timesheet ONLY for the date I forgot to clock-out. Ask the consumer to sign the timesheet and return it to Three Rivers Inc.
...I forgot to check-in?	Go online to www.threeriversinc.org and print out a paper timesheet. Fill out the timesheet ONLY for the date I forgot to clock-in. Ask the consumer to sign the timesheet and return it to Three Rivers Inc.
...I forgot to check-in and check-out?	Go online to www.threeriversinc.org and print out a paper timesheet. Fill out the timesheet ONLY for the date I forgot to clock-in & out. Ask the consumer to sign the timesheet and return it to Three Rivers Inc.
...the consumer I work for does not have a touch-tone phone, refuses to let me use the phone, or the phone is out of order?	Notify Three Rivers Inc. immediately. Then, go online to www.threeriversinc.org for a paper timesheet to complete. Ask the consumer to sign the timesheet and return it to Three Rivers Inc.

IMPORTANT REMINDERS:

A personal attendant cannot overlap working hours with another personal attendant.	A personal attendant cannot work more than 40 hours per week unless they have received prior written approval from Three Rivers Inc.
A personal attendant cannot provide services to a consumer while the consumer is in the hospital or nursing facility.	A personal attendant must provide the consumer services as identified on the consumer's plan of care and the attendant care worksheet. Non-listed services provided to the consumer cannot be paid.

ACTIVITY CODES ARE SPECIFIC TO EACH WAIVER. PLEASE REFER TO THE SPECIFIC WAIVER'S ACTIVITY CODE CHEAT SHEET TO ENTER IN TO AUTHENTICARE. THE ACTIVITY CODE CHEAT SHEETS ARE ATTACHED.