

IRIS In/Out Timesheet FAQs

WHY IS THE TIMESHEET CHANGING

Why do I have to fill out and submit the In/Out Timesheet in the IRIS program?

Beginning August 11, 2024, The Wisconsin Department of Health Services (DHS) requires all Participant-Hired Workers in the IRIS Program to use the In/Out Timesheet format.

SUBMITTING YOUR TIMESHEET

What are the different ways I can submit the paper In/Out Timesheet?

You can submit your timesheet using any of the following methods:

- **Email:** IRIS.TimeReports@iLIFE.org
- **Fax:** 414-937-2034
- **Mail:** iLIFE, P.O. Box 80439, Milwaukee, WI 53208
- **Dropbox:** iLIFE 2020 W Wells St., Milwaukee, WI 53233

Are there any alternatives to filling out the paper form? Can I submit it electronically?

Yes. Participant-Hired Workers have the option to use iLIFE's Portal (www.irisfsa.net/Account/Login.aspx), an electronic timesheet option.

Both Participant-Hired Workers and Participants must have access to a computer or smartphone with internet access to use the iLIFE Portal. To sign up for the iLIFE Portal, please contact us by calling **888-800-5599**, or using the **Live Chat feature on our website at iLIFE.org**.

TIMESHEET CORRECTIONS AND ADDITIONS

How will I be notified if my timesheet is filled out incorrectly?

If your timesheet contains errors that would result in a payment denial, you will receive a letter within a week letting you know your payment may be denied and the reason for denial. In addition to the letter, you can also opt-in to receive text messages letting you know if a payment was confirmed or denied. If payment was denied, you will have to contact Customer Service to find out what the error is. You will then need to send in a new timesheet with the mistakes fixed.

NOTE: *If a payment is denied, text messaging is the quicker method for this notification.*

How do I sign up to receive text message notifications regarding timesheets?

You can sign up online at the following link to opt-in to receive payment confirmation or denial texts prior to each payday: <https://bit.ly/3yI3wZK>

How should I submit a correction if I realize an error made after my timesheet has been submitted?

Please write “Correction” on top of the corrected timesheet and submit it to iLIFE. We recommend contacting iLIFE the next business day to confirm it was received.

You may contact us by calling **888-800-5599** or using the **Live Chat feature on our website, iLIFE.org**.



I wasn't paid for hours worked during a previous pay period. How should I claim those hours?

- **Paper Timesheet:** To claim hours not previously paid, submit another timesheet and write “Additional Hours” at the top.
- **IRIS Portal:** You may submit your hours for the current pay period on the portal as usual, but for unpaid hours from a previous pay period, you must complete a paper timesheet and write “Additional Hours” at the top.

NOTE: *Only include the hours that were not previously paid.*

Do I need to use the new In/Out Timesheet format when submitting hours or corrections for a pay period before August 11, 2024? Will I need to use the new format?

Yes. The new in/out timesheet format is **required for ALL timesheet submissions beginning August 11, 2024.**

LIVE-IN WORKERS

I'm a live-in Participant-Hired Worker. Do I need to fill out an In/Out Timesheet?

Yes, this is a DHS requirement for all Participant-Hired Workers regardless of live-in status. It allows for accurate accounting for authorized hours and provides oversight of the integrity of the IRIS Program.

ENTERING AND CALCULATING HOURS

Why do I have to calculate my hours? Will my timesheet still be accepted if I am missing my totals or if my totals are incorrect?

Entering and calculating your in-and-out times to double-check for accuracy is recommended but not mandatory. It is a best practice for you to ensure that all in-and-out times are entered correctly.

IMPORTANT NOTE: *iLIFE calculates totals and payments based on daily in-and-out entries.*

I have a worker who needs more than one timesheet to enter all their hours worked in one pay period. Can they submit more than one In/Out Timesheet?

Yes. More than one timesheet may be submitted if additional lines are needed. Please be sure to sign and date both timesheets before submitting them to iLIFE.

What if I am authorized for a service at two different pay rates? How do I claim that on my timesheet?

Clearly indicate on each service line the appropriate rate for that shift in the Service Code column.

What if I work an overnight shift? How do I write that on this timesheet?

Each shift should be entered on a separate line. If a shift spans two calendar days, then each day would be entered on its own line with the hours worked that date.

For example, if you provide **Supportive Home Care services** from **10 PM on February 14** to **3 AM on February 15**, enter the shift as follows:

- 02/14 10 PM to 12 AM / SHC
- 02/15 12 AM to 3 AM / SHC

Date Worked	Start Time	AM	PM	End Time	AM	PM	Hours Worked	Service Code
02/14	10:00		X	12:00	X		2.00	SHC
02/15	12:00	X		03:00	X		3.00	SHC

Since I must enter my time worked in 15-minute increments, could you please let me know what to enter if I end my shift at 12:07 PM or 12:08 PM?

Time must be entered as 15-minute increments, which means that your shift starts or ends in between 0-7 minutes past the quarter-hour mark, it's rounded down, and if it's 8-14 minutes past, it's rounded up.

This means that 12:07 PM and 12:08 PM should be entered on the timesheet as follows:

- 12:07 PM should be rounded down to 12:00 PM
- 12:08 PM should be rounded up to 12:15 PM

Here are a few more examples for how to apply the rounding rules:

- 12:22 PM should be rounded down to 12:15 PM
- 12:23 PM should be rounded up to 12:30 PM
- 12:37 PM should be rounded down to 12:30 PM
- 12:38 PM should be rounded up to 12:45 PM
- 12:52 PM should be rounded down to 12:45 PM
- 12:53 PM should be rounded up to 1:00 PM

NOTE: *If you do not round time on your timesheet, iLIFE automatically applies these rounding rules.*

Do I still need to use Electronic Visit Verification (EVV) since the IRIS program requires everyone to use this In/Out Timesheet?

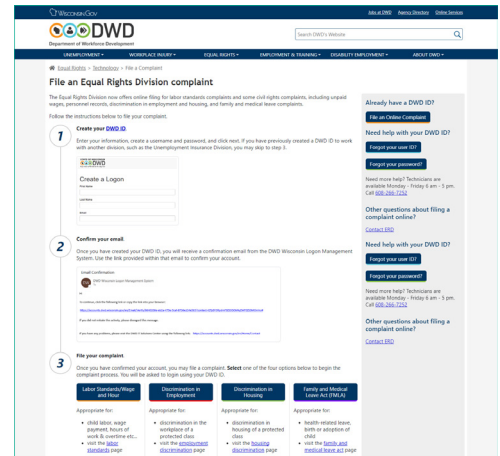
Yes, EVV is still required. EVV is an additional step to verify hours. iLIFE verifies your hours on the timesheet and matches them with your EVV check-in and check-out times.

PARTICIPANT SIGNATURES

What do I do if the PPT is deceased or unable to sign?

Follow these instructions:

- **If the Participant is deceased:** Please write “deceased” on the signature line. Alternatively, if the Participant has a guardian, the guardian may sign the timesheet on behalf of the Participant. Do not claim hours after the Participant’s date of death.
- **If the Participant is unable to sign:** Please contact their guardian (if applicable) or your IRIS consultant (IC).
- **If the Participant is unwilling to sign:** Please contact the Department of Workforce Development (DWD) to file a claim for unpaid wages (see screenshot): <https://dwd.wisconsin.gov/er/tech/onlinecomplaint.htm> or call **608-266-3131**.



ADDITIONAL HELP AND RESOURCES

Who do I contact if I need help learning how to use this new timesheet?

Materials are available on our website ilife.org/forms/iris-forms/iris-in-out-timesheet/. You can also contact Customer Service at **888-800-5599**, email IRIS@iLIFE.org, or use the **Live Chat feature on our website at iLIFE.org**.

We also have Timesheet Training Webinars and in-person events you can attend for additional information. Find out more about the dates and locations here: ilife.org/forms/iris-forms/iris-in-out-timesheet/

Where can I get another copy of the new In/Out Timesheet if I need one?

Timesheets may be downloaded from our website at ilife.org/forms/iris-forms/iris-in-out-timesheet/ or by using these direct links:

- **Blank Timesheet** - <https://ilife.org/wp-content/uploads/IRIS-In-Out-Timesheet.pdf>
- **Fillable Timesheet** - <https://ilife.org/wp-content/uploads/IRIS-In-Out-Timesheet-fillable.pdf>

To request a timesheet via email or US mail, contact Customer Service at **888-800-5599**, email IRIS@iLIFE.org, or use the Live Chat feature on our website at ilife.org/forms/iris-forms/iris-in-out-timesheet/.

NOTE: When requesting a new Timesheet through email, it may take up to 48 hours to receive the timesheet. If you request a new timesheet by mail, delivery may take up to 7 to 10 business days, and we cannot guarantee a delivery date.

Where can I find the payroll schedule?

Please visit our website at <https://ilife.org/forms/iris-forms/>