

NC Independent Living Local Office Frequently Asked Questions

**If you have any additional questions, please contact us at 1-888-851-2420 or NCIL@iLIFE.org.
We want your feedback and to learn what questions you are getting from Consumers and Attendants.**

Contacting iLIFE Questions

- Q. Who should Consumers and Attendants contact at iLIFE?
- A. Please call our toll-free phone number at 1-888-851-2420 or email NCIL@iLIFE.org.
- Q. When can Consumers and Attendants expect a response from iLIFE?
- A. We will respond within 48 hours of the initial contact.

Enrollment Questions

- Q. Where is the Attendant number?
- A. There are a few ways to find the Attendant number:
1. Check the Attendant Welcome Letter in the Attendant Welcome Packet.
 2. Look on the Attendant's check stub.
 3. If you cannot find the Attendant number using those two documents, contact iLIFE at 1-888-851-2420 or email NCIL@iLIFE.org. We will provide the Attendant number to you.
- Q. What if the Consumer is on hold?
- A. Please notify iLIFE of the on hold dates by phone at 1-888-851-2420 or email NCIL@iLIFE.org. We will enter those dates in our system to ensure hours are not paid during that time.
- Q. What if the Consumer and/or Attendant have missing enrollment documents?
- A. iLIFE mailed letters to Consumers who have outstanding documents required to process payroll. iLIFE is making calls to Attendants who have outstanding documents required to process payroll.
- Q. What is the Consumer Status Change Form?
- A. The Consumer Status Change Form, located in the Consumer Enrollment and Welcome Packets, is used to update the Consumer's personal information, to mail the check or check stub to the Attendant, to document the Attendant's termination date, and to notify iLIFE of a change in deductible amount. If the Consumer dies, a Consumer Status Change Form should be submitted to iLIFE.



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Q. What is the Attendant Status Change Form?

A. The Attendant Status Change Form, located in the Attendant Enrollment and Welcome Packets, is used to update the Attendant's personal information and to document the Attendant's direct deposit cancellation date and termination date.

Q. What does deductible mean?

A. A deductible is how much a Consumer must pay every month to remain eligible for Medicaid.

Q. How do Consumers submit deductible payments?

A. Consumers make deductible checks payable to North Carolina Division of Vocational Rehabilitation or NC DVR. Consumers mail deductible checks to Division of Vocational Rehabilitation, Attn: CIS, 2801 Mail Service Center, Raleigh, NC 27699-2801.

Q. How are Consumers notified their deposit is received?

A. We will notify Consumers when their deposit is received. We will work with Bank of America on the notification process.

Q. What does iLIFE need if the Consumer has a power of attorney (POA)?

A. We will need the health care POA or durable POA documentation as follows:

1. For a health care POA, please send the POA document and signed letters from two of the Consumer's doctors describing why the health care POA is needed.
2. If the health care POA is only active if certain health issues occur, please send just the POA document. We will keep it on file, but the Consumer will continue to sign all iLIFE documents. In case the health care POA needs to be activated, please send the signed letters from two of the Consumer's doctors.
3. For a durable POA, please send the durable POA document that has been filed with the state registry.

Payroll Questions

Q. What if the Consumer and/or the Attendant did not receive an automatic outbound call about the timesheet?

A. Please contact iLIFE at 1-888-851-2420 or email NCIL@iLIFE.org. We will verify the following:

1. If the phone number is correct in our system. If incorrect, we will need a Status Change Form submitted to us.
2. If a timesheet was received for the Attendant. It is possible we did not receive the Attendant's timesheet or did not receive it on time.
 - i. If not received, we will need a timesheet submitted to us.

ii. If late, we will process the timesheet on the next pay date.

Q. What if the Attendant missed the payroll deadline?

A. **For the first payroll only**, we will try to pay late timesheets if possible. Please email NCIL@iLIFE.org to let us know if a timesheet for the first payroll was late. For all other payrolls, if a timesheet is received late, it will be processed on the next pay date.

Q. What if the Attendant was paid wrong or forgot to write hours for a day?

A. Contact Pam Lloyd. She has access to iLIFE's electronic document files. Pam can verify if a timesheet was entered incorrectly by iLIFE or filled out incorrectly by the Consumer and/or Attendant.

Q. What if an Attendant submits timesheets that have an overlap in hours?

A. iLIFE will pull the timesheets and contact the Local Office. Corrected timesheets must be submitted before payment will be issued.

NC IL Portal Questions

Q. What if I need to reset my password on the NC iLIFE Information Portal?

A. Email NCIL@iLIFE.org with the subject line "Password Reset."

Q. What is the default status of timesheets?

A. Timesheets are defaulted to pending status. Each timesheet must be approved or denied by the Independent Living Office within 36 hours.

Q. What if a timesheet is marked approved by accident?

A. Sort by approved timesheets. Change the status to pending or denied as needed.

Q. Who can edit NC iLIFE Information Portal information, like demographics and activity notes?

A. iLIFE staff updates all information in the NC iLIFE Information Portal. If you notice any errors, please contact iLIFE at 1-888-851-2420 or email NCIL@iLIFE.org. NC ILDVR Local Office staff has access only to approve or deny timesheets.

Q. What happens when a timesheet is approved?

A. iLIFE will process the full amount of the timesheet for payment.



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Q. What happens when a timesheet is denied?

A. NC IL Local Office staff must enter a note in the NC iLIFE Information Portal. A timesheet must be resubmitted for approval.

Q. When are the timesheet approval due dates?

A. iLIFE will distribute an iLIFE Payment Schedule to the NC Independent Living Local Offices with due dates for timesheet approval.

Q. What does the "Over Budget" column mean?

A. The "Over Budget" column identifies if the hours submitted exceeds the number of authorized hours.

Q. On the Consumer Information page in the Attendant list at the bottom, what does the "Would Rehire" column mean?

A. The "Would Rehire" status for Attendants is checked as a default. A Consumer Status Change Form or Attendant Status Change Form must be submitted if an Attendant is no longer employed by a Consumer. On the Consumer Status Change Form, the Consumer can choose if the Consumer would rehire the Attendant. iLIFE will update the "Would Rehire" information on the Portal accordingly.