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## FAQ for Personal Care Attendants (PCA's)

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### What are the basic requirements to be hired as a PCA?

- You must be at least 18 years of age
- A PCA hire packet must be complete and mailed in to: RCIL, PO Box 257, Osage City, KS 66523
- PCA's must pass the required background checks for the specific waiver, completed by RCIL

### What is considered a work week on a plan of care?

- Work weeks run from Sunday through Saturday
- Time sheets are set up on a semi monthly time frame, 1-15<sup>th</sup> of the month and 16-end of the month not a two week pay frame
- No one is allowed to work over 40 hours a week for one consumer or over the allowed plan of care

### What do I do if the consumer I am working for goes into the hospital, has lost Medicaid eligibility, is not in their home, or I no longer work for them?

- You need to make two phone calls. Notify the consumer's RCIL Targeted Case Manager and the **payroll department** at 785-528-5045 or 877-929-7655

### How do I get more timesheets?

- There are several ways to request timesheets:
  1. On our website ([www.rcilinc.org](http://www.rcilinc.org)) click on Personal Care Attendants, complete the requested information and submit form.
  2. Call the Payroll Help Desk at (785)-528-5045 or (877)-929-7655
  3. Call your local RCIL office

**Remember**—Submitting timesheets that are not complete will delay the processing of the PCA's paycheck. A complete timesheet includes: the consumer's first and last name, the PCA's first and last name, labor code, dates, in and out times, daily signatures for both consumer and PCA, description codes, and total hours worked.

### How do I turn in my completed timesheet?

- Email it to ([payroll@rcilinc.org](mailto:payroll@rcilinc.org)), Mail it to (PO Box 257 Osage City, KS 66523), or fax it to (785-528-2938 or 785-528-3665)
- Always call the Payroll Help Desk at (785)-528-5045 or (877)929-7655 after faxing to verify your time sheet was received.
- Take it to the RCIL office nearest you and ask to have your timesheet turned in.
- Time sheets are due by the 3<sup>rd</sup> of each month (for the 16<sup>th</sup>-end of month) and by the 18<sup>th</sup> of the each month (for the 1<sup>st</sup>-15<sup>th</sup>)

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### **When do I receive my direct deposit or paycheck? What do I do if I don't receive it?**

- You are paid according to the Payroll Dates Calendar that was enclosed in your packet. The calendar is also available on our website.
- To receive your paycheck on the date it was issued, sign up for direct deposit. Call the Payroll Help Desk to learn how.
- New accounts with RCIL, can take up to three pay periods for direct deposit to occur.
- Changes to existing bank accounts may take up to two pay periods for wages to be deposited.
- If you receive a paper check please allow at least one week for it to arrive by mail.

### **I do not have a bank account; can I still set up direct deposit?**

- You may apply for the 1<sup>st</sup> Tennessee Bank card. An application for the 1<sup>st</sup> Tennessee Bank card is enclosed in the PCA packet or you can request one by calling the Payroll Help Desk. This is a Debit/ATM card that you may use at any retail store or ATM machine. There is a small bank fee assessed when using an ATM machine.

### **Why do I have to provide acceptable documents that establish identity?**

- The Department of Homeland Security requires that you are authorized to work in the United States.
- All employees, citizens and noncitizens, working in the United States must complete a Form I-9.
- You must have one document from list A or one document from list B and list C.

**For any additional questions please call.**

**Payroll Help Desk: (785)528-5045 or (877)929-7655**

**[payrollhelpdesk@rcilinc.org](mailto:payrollhelpdesk@rcilinc.org)**

**Fax: (785)528-2938 or (785)528-3665**

**RCIL**

**P.O. Box 257**

**Osage City, KS 66523**

**[www.rcilinc.org](http://www.rcilinc.org)**