

# SUPPORT SERVICES

## NEWSLETTER

"Big jobs usually go to the men who prove their ability to outgrow the small ones." Ralph Waldo Emerson

March 2007

### Upcoming Events.....



A Training session for facility bookkeepers is tentatively scheduled in Galesburg the 3<sup>rd</sup> week of April. More information will be provided as soon as details are complete.



The move of Support Services offices is targeted for March 26. Accounting offices will move shortly thereafter. The move of the construction offices will complete the relocation of all groups into one common location. The new address will be 285 S. Farnham Street. This building was formerly the Allen Park School.

### Administration



Documentation, Documentation, Documentation. Documentation is crucial in all aspects of our operation. Regardless of the excellence of care or services provided, if documentation does not exist to verify what was done, it is as if nothing was done. Everything from clinical notes to employee records must accurately reflect what has been done, has actions taken, etc.

Emphasize the need of accurate documentation to every employee.



MDS scores directly affect our reimbursement rates. Continued Training in assessments and documentation is being provided by the Support Services team. Anyone with questions should contact Cheryl Ahlberg, Matt Hails, or Marilyn Holt. They will be happy to assist.



Monitoring the time clock punch logs has resulted in a tremendous improvement in employees clocking in and out to record their time worked. Proper use of the time clocks to record time worked should be emphasized as part of a new employee's orientation and should be re-enforced each time an employee fails to clock in or out. Several locations are now frequently reporting NO missed / incorrect punches. Great job. Proves in can be done. Kudos to all locations for the progress made thus far. Continuation of the efforts by all locations to achieve NO missed punches is the goal.

### Employee Insurance Reminder:

When an employee becomes eligible for insurance and elects to enroll in the insurance plan, the proper forms must be completed in a timely manner.

Employee enrollment forms must be provided to corporate in advance of the effect date of coverage. Insurance should be offered to a new employee when they are hired or when their status changes. The forms should be completed at the time they elect coverage and forwarded to Corporate at that time. Paperwork should **not** be held at the facility waiting for the employee to reach their 90 day wait period.

The enrollment forms should be reviewed at the facility for accuracy and completeness. Incomplete forms delay the processing of the paperwork and creates additional work for all persons involved in the process.

Deductions for insurance coverage are made one month in advance. Any forms received after the first pay date in which deductions were to be withheld is considered to be late. Late enrollment forms have a negative effect on both the employee and the company. Late forms can and do result in an employee having double deductions withheld from a single paycheck which may result in an unforeseen financial problem for the employee. The employee may not receive their enrollment packet with information and ID card in a timely manner. Our Insurance company may not have the employee's information on file in a timely manner to verify insurance coverage for a doctor or hospital, thus creating problems for our employee. Medco prescription company may not have the employee information on record, thus resulting in the employee having to pay full price for medicine. (They can be reimbursed by submitting a claim, but that is more work.) More importantly, this may result in the employee becoming unhappy and / or talking negatively about the company.

REMEMBER, all late enrollments must be sent to the Regional Director of Operations for their approval and they will submit them to corporate for processing.

### Maintenance Reminders



Spring is near. Begin preparations for lawn care. Inventory equipment. Check for needed repairs.