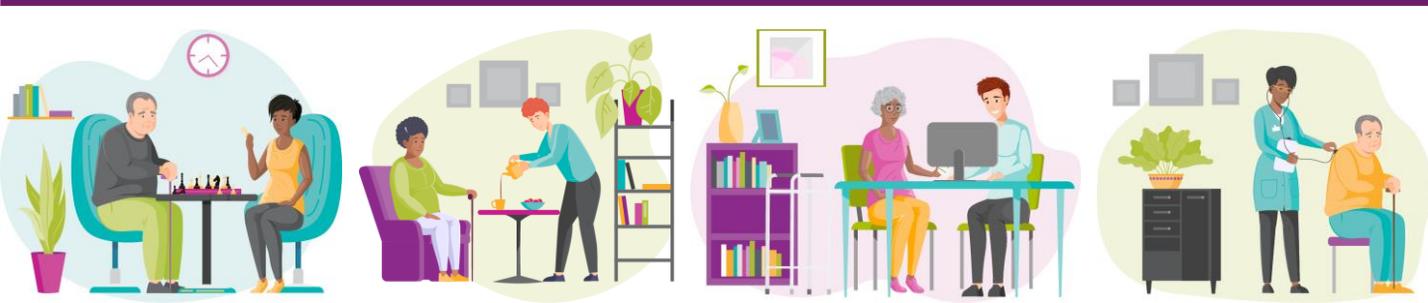


# Caregiver Guide

## Self-Service in the Help at Home Portal For Indiana-Adaptive



Help at Home<sup>®</sup>  
Care to Live Your Life.

# Caregiver Self-Service Tools

**Beginning July 5<sup>th</sup>, Caregivers will use the HAH Portal to view their payslips!** Help at Home is simplifying the technology used for employee data and pay information.

This guide provides helpful information and instructions on how to access and navigate the HAH Portal, and when to contact your branch or HAH Support for other needs.

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# Overview



Caregiver paystips will be available in the Help at Home Portal beginning **July 5th**



Paper checks will be mailed to branches beginning in **July 2024**

## What's New for Caregivers?

- Starting July 5, Caregivers will view paystips and future W2s in the HAH Portal
- Paper checks will be mailed to branches

## What's Staying the Same?

- Logging in and out for shifts, and signing off on shift tasks, stays in the AMS or IVR phone line
- Using Paylocity self-service for historical paystip viewing
- Submitting expenses processes are not changing for Caregivers
- Caregivers will continue to call their branches or HAH Support as needed, including PTO requests and pay/tax election changes
- LOA requests will continue to be processed via Broadspire

## What's Going Away?

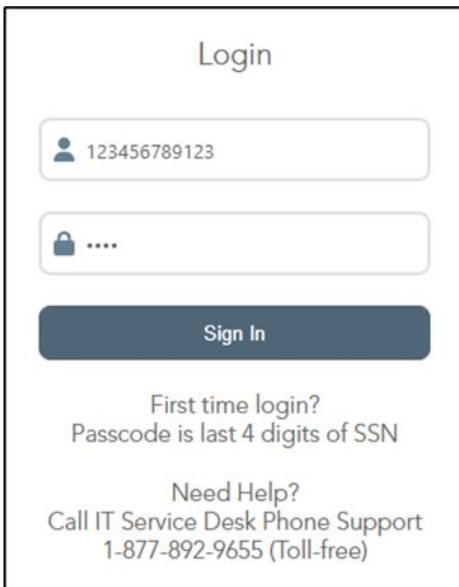
- Paper checks will no longer be mailed to a Caregiver's home
  - If you want to change your pay election to direct deposit, contact HAH Support at 1-833-983-3325
  - If you want to change your pay election to a Netspend Skylight card, visit your primary branch to get started!



# How to Get Started

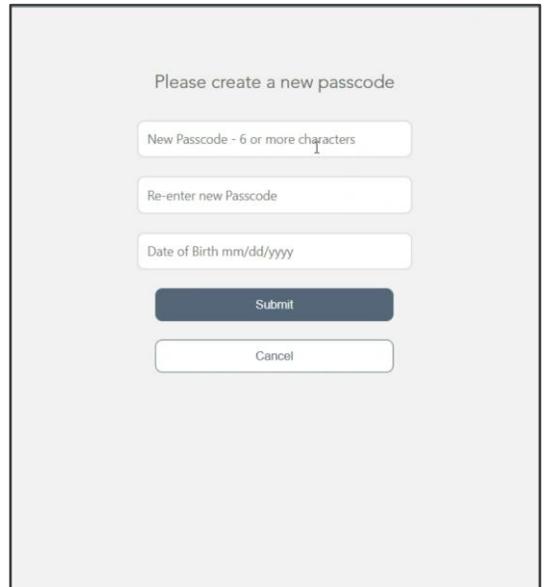
## Logging In:

1. Identify your **Workday ID**
  - **NOTE:** If you do not know your Workday ID, you can reach out to your Care Supervisor; credentials will be sent to Caregivers via text message on 7/3 and 7/5
2. Navigate to the **HAH Employee Portal:**  
<https://portal.helpathome.com/>
3. Enter your **Workday ID** in the Employee ID field
4. Enter your **Passcode**
  - Your first-time sign-in passcode is the last 4 digits of your SSN; after you log in for the first time, you will be prompted to change your passcode
5. Click **Sign In**



The screenshot shows a login form with the following elements:

- Header: Login
- Employee ID field: A text input field containing the number 123456789123.
- Passcode field: A text input field with a lock icon and four dots representing the passcode.
- Sign In button: A dark blue button with the text "Sign In".
- First time login? Passcode is last 4 digits of SSN
- Need Help? Call IT Service Desk Phone Support 1-877-892-9655 (Toll-free)



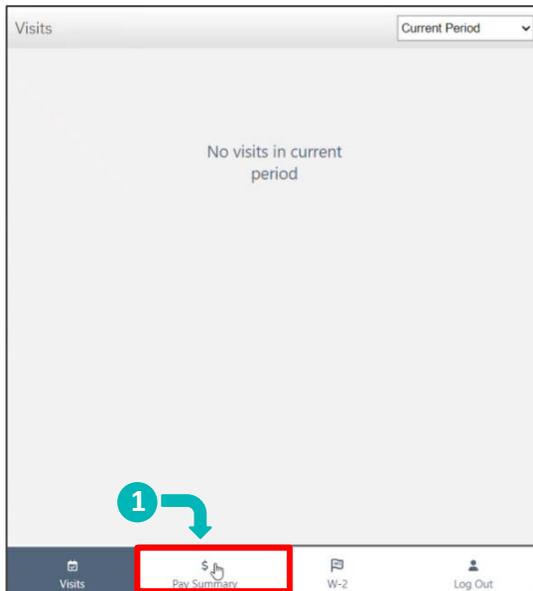
The screenshot shows a form for creating a new passcode with the following elements:

- Header: Please create a new passcode
- New Passcode field: A text input field with the placeholder text "New Passcode - 6 or more characters".
- Re-enter new Passcode field: A text input field for confirming the passcode.
- Date of Birth field: A text input field with the placeholder text "Date of Birth mm/dd/yyyy".
- Submit button: A dark blue button with the text "Submit".
- Cancel button: A white button with the text "Cancel".

# Viewing & Printing Payslips

## Payslips are located in the Pay Summary tab:

- 1 Once you have logged in, navigate to the **Pay Summary** tab to view payslips
  - **NOTE:** The Visits screen that opens first will be empty for most Caregivers



The screenshot shows the 'Payroll' screen. At the top, it displays 'CHECK DATE 04/05/2024' and 'PERIOD ENDING 03/31/2024'. The net payment is shown as '< \$455.19'. A red box labeled '2' highlights a PDF icon in the upper right corner. Below this is a table with columns: CODE, DESCRIPTION, UNITS, RATE, and AMOUNT.

CODE	DESCRIPTION	UNITS	RATE	AMOUNT
PTOPO				\$689.00
<b>DEDUCTIONS</b>				
W_CITYR				\$0.00
W_CITYW				\$6.89
W_FUICR				\$0.00
W_FW				\$151.58
W_MED				\$9.99
W_OAS				\$42.72
W_PNLST				\$1.00

At the bottom, there is a navigation bar with four icons: 'Visits', 'Pay Summary', 'W-2', and 'Log Out'. The 'Pay Summary' icon is highlighted with a dark bar.

- The **number** on top of the Pay Summary tab is the net payment, aka, what is paid out to you
- **Code** refers to the type of pay code of the payment (it's normal to not have a description!)
- **Deductions** include deduction items such as medical, tax withholdings, etc.

- 2 Click the PDF icon in the upper-right corner to open a PDF version of the payslip in a new tab, and print the payslip from there
  - *Payslips paid before 6/30/2024 will remain accessible in the Paylocity app; HAH Support can also provide historical payslips via email within 48 hours upon request*

# Overview of Payslip Format Changes

The new PDF format includes more information and will look differently than previous payslip PDFs!

Image of OLD Payslip PDF Format

HELP AT HOME, LLC  
33 S State St  
5th Floor  
Chicago, IL 60602

FIELD EARNING STATEMENT  
DD0000000000

Pay Date: 12/18/2022  
Period Start: 12/04/2022  
Period End: 12/10/2022

Your SanTrax ID is [REDACTED]

General Information  
Employee ID: [REDACTED] Office: 01  
Office State: IL

Earnings				Deductions			
Code	Rate	Units	Amount	Year To Date	Code	Amount	Year To Date
ADJ				\$480.25	COPE		\$11.25
DIACH	\$18.75	8.00	\$150.00	\$7,044.50	DUESM	\$6.23	\$311.50
INS				\$235.64	DUESO		\$1.68
MCBCH	\$18.75	6.00	\$112.50	\$6,173.70			
<b>Total</b>		14.00	\$262.50	\$13,914.09	<b>Total</b>	\$6.23	\$324.41

Taxes			Electronic Deposit Information		
Code	Amount	Year To Date	Account Type	Account No. (last 4 digits)	Amount
FEDERAL WITHHOLDING	\$37.85	\$1,383.96	BOA PAY CARD	33781	\$185.33
MEDICARE	\$3.80	\$201.75			
SOCIAL SECURITY	\$18.27	\$682.87			
IL	\$12.99	\$688.80			
<b>Total</b>	\$72.94	\$3,736.97			

Image of NEW Payslip PDF Format

HELP at Home.  
Care to Live Your Life.

33 South State Street 5th Floor, Chicago Illinois 60601

Pay Period ID: [REDACTED] Employee Address: [REDACTED] Office: [REDACTED] Office State: [REDACTED]

Name: [REDACTED] Company: [REDACTED] Workday ID: [REDACTED] Pay Period Begin: [REDACTED] Pay Period End: [REDACTED] Check Date: [REDACTED]

Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	12.25	217.25	12.42	64.83	180.09
YTD	13.75	180.75	20.86	180.09	180.09

Earnings						Employee Taxes			
Description	Date	Hours	Rate	Amount	YTD	YTD	Description	Amount	YTD
Attendant Care	05/19/2024 - 05/20/2024	3.75	13.00	48.75	4.00	\$2.00	State Tax - IN	2.68	4.34
Homemaker	05/19/2024 - 05/20/2024	4.50	13.00	58.50	6.75	87.75	St. Joseph (Indiana)	1.54	2.49
Insurance Hourly				3.00	41.00		OASDI	6.85	11.21
							Medicare	1.55	2.62
<b>Earnings Total</b>				107.25	180.75		<b>Employee Taxes Total</b>	12.42	20.86

Pre Tax Deductions			Post Tax Deductions		
Description	Amount	YTD	Description	Amount	YTD
<b>Pre Tax Deductions Total</b>			<b>Post Tax Deductions Total</b>		

Taxable Wages		
Description	Amount	YTD
Medicare - Taxable Wages	107.25	180.75
Medicare - Taxable Wages	107.25	180.75
Federal Withholding - Taxable Wages	107.25	180.75
State Tax Taxable Wages - IN	107.25	180.75
County Tax Taxable Wages - IN	107.25	180.75

Absence Plans			
Description	Accrued	Relevant	Available

Here are the key changes to the payslip:

Before 7/5/2024, it was called	After 7/5/2024, it is called:
Social Security	OASDI
WAGE	Creditor Garnishment

# New Payslip Format Overview



33 South State Street, 5th floor, Chicago Illinois 60601      payroll@helpathome.com

<b>Prior Payroll ID</b>		<b>Employee Address</b>		<b>Office</b>	<b>Office State</b>	
		xxxxxxx South Bend, IN 46628		90	Indiana	
<b>Name</b>	<b>Company</b>	<b>Workday ID</b>	<b>Pay Period Begin</b>	<b>Pay Period End</b>	<b>Check Date</b>	
Sample	Help at Home LLC	xxxxxx516	05/19/2024	05/25/2024	05/31/2024	
	<b>Hours Worked</b>	<b>Gross Pay</b>	<b>Pre Tax Deductions</b>	<b>Employee Taxes</b>	<b>Post Tax Deductions</b>	<b>Net Pay</b>
Current	8.25	107.25		12.42		94.83
YTD	13.75	180.75		20.66		160.09
<b>Earnings</b>				<b>Employee Taxes</b>		
<b>Description</b>	<b>Dates</b>	<b>Hours</b>	<b>Rate</b>	<b>Amount</b>	<b>YTD Hours</b>	<b>YTD Amount</b>
Attendant Care	05/19/2024 - 05/25/2024	3.75	13.00	48.75	4.00	52.00
Homemaker Hourly	05/19/2024 - 05/25/2024	4.50	13.00	58.50	6.75	87.75
Inservice Hourly					3.00	41.00
<b>Earnings Total</b>				107.25		180.75
<b>Pre Tax Deductions</b>				<b>Post Tax Deductions</b>		
<b>Description</b>	<b>Amount</b>	<b>YTD</b>				
<b>Pre Tax Deductions Total</b>						
<b>Marital Status</b>				<b>Federal</b>	<b>State</b>	
Head of Household						
<b>Allowances</b>				0	1	
<b>Additional Withholding</b>				0	0	
<b>Payment Delivery</b>						
<b>Payment Method</b>	<b>Bank Name</b>	<b>Account Number</b>	<b>Amount</b>			
Direct Deposit	Bank mobile	****-xxxxx	94.83			
<b>Description</b>				<b>Amount</b>	<b>YTD</b>	
OASDI - Taxable Wages				107.25	180.75	
Medicare - Taxable Wages				107.25	180.75	
Federal Withholding - Taxable Wages				107.25	180.75	
State Tax Taxable Wages - IN				107.25	180.75	
County Tax Taxable Wages - 71				107.25	180.75	
<b>Absence Plans</b>						
<b>Description</b>	<b>Accrued</b>	<b>Reduced</b>	<b>Available</b>			

- Employee Information:** Address, Office, Name, and Employee ID
- Header Level Paycheck details:** Pay Period Dates, Check Date, Hours Worked, Gross Pay, Pre-Tax Deductions, Employee Taxes, Post Tax Deductions, and Net Pay
- Earnings:** Detail of earnings based on hours approved for pay period, including bonus, holiday hours, and reimbursement
- Employee Taxes:** All federal, state, and local (if applicable) taxes deducted from employee paycheck
- Pre-Tax Deductions:** All pre-tax deductions for given pay period
- Post-Tax Deductions:** All post-tax deductions for given pay period (ex. Roth IRA)
- Taxable Wages:** Total taxable wages for given pay period
- Payment Delivery:** Format of payment to employee (Ex. Check or Direct Deposit)
- Absence Plans:** Breakdown of PTO balances by accrued PTO hours, used PTO hours, and available PTO

**NOTE:** Amount = Current Paycheck Value. YTD = Value for Year-to-date

## FAQs & Resources

Here are answers to some commonly asked questions.

### 1. Why use the HAH Portal to view payslips?

- The HAH Portal will support increased Caregiver self-service, allowing you to access, view, and print your payslips without calling a branch.
  - Reminder: payslips paid out before 6/30/2024 can be accessed in the Paylocity app

### 2. Who do I reach out to for different types of help?

- We recommend that you start with your Care Supervisor and primary branch, but some items must be handled by different support teams:
  - IT Support Desk (1-877-892-9655) can help with access issues or questions related to the HAH Portal
  - HAH Support (1-833-983-3325) can help with AMS-related questions, changing a pay election like moving from paper checks to direct deposit, and providing historical pay information
    - The [Knowledge Center](#) has additional job aids and resources

**If you have additional questions, please reach out to your Care Supervisor for support!**