Caregiver Guide

Self-Service in the Help at Home Portal

For Delaware, Georgia, Michigan, Ohio & Pennsylvania

Help at Home®

Care to Live Your Life.

Caregiver Self-Service Tools

Beginning July 5th, 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 payslips 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 payslips 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
- 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
- UKG Self-Service will remain available for historical pay information
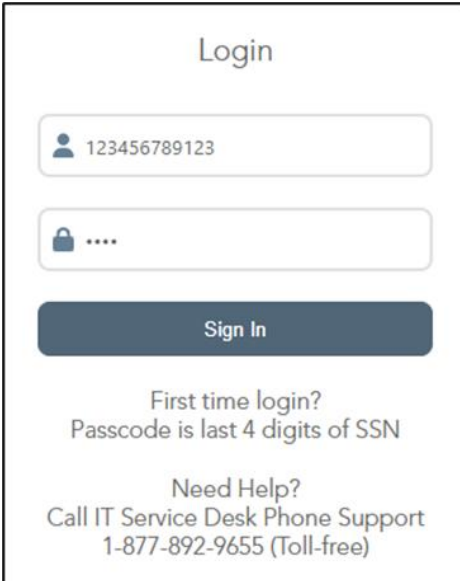
What's Going Away?

- 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!

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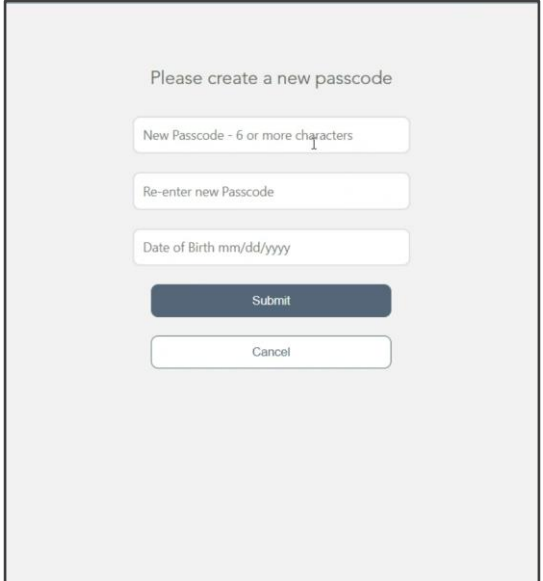Care to Live Your Life.

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**

Login

👤 123456789123

🔒 ••••

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)

Please create a new passcode

New Passcode - 6 or more characters

Re-enter new Passcode

Date of Birth mm/dd/yyyy

Submit

Cancel

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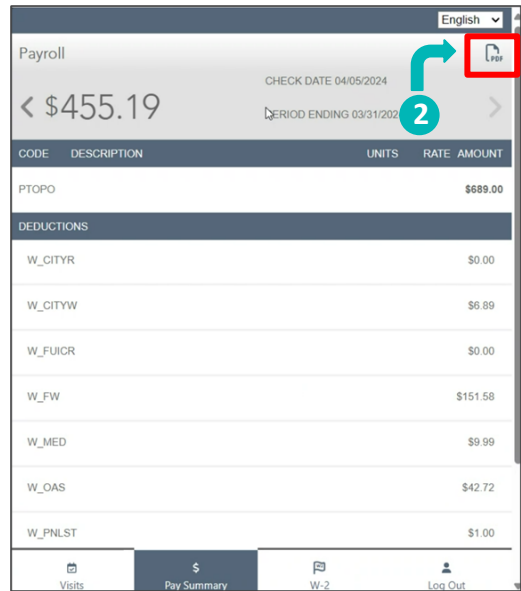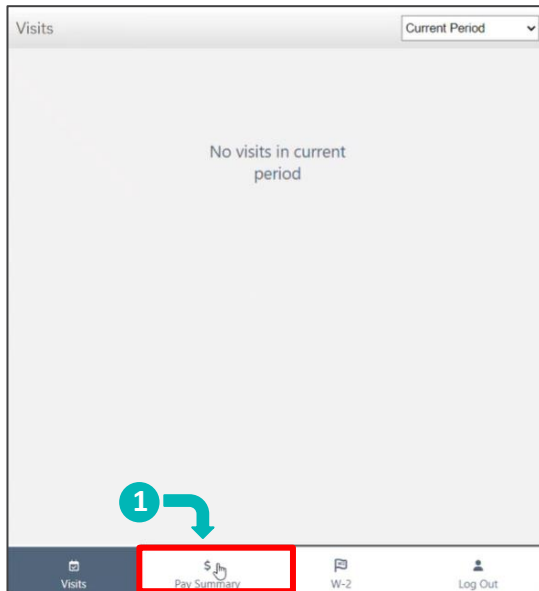
- The **number** on top of the Pay Summary tab is the net payment, aka, what is paid out to you
- **Code** refers to the type of pay code of the payment (it's normal to not have a description!)
- **Deductions** include deduction items such as medical, tax withholdings, etc.

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 if needed

- *Payslips paid before 6/30/2024 will remain accessible in UKG self-service; HAH Support can also provide historical payslips via email within 48 hours upon request*

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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   *Image of NEW Payslip PDF Format*

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

Payslip image showing:

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

Prior Payroll ID	Employee Address	Office	Office State
	xxxxxxxx South Bend, IN 46628	90	Indiana

Name	Company	Workday ID	Pay Period Begin	Pay Period End	Check Date
Sample	Help at Home LLC	xxxxxx516	05/19/2024	05/25/2024	05/31/2024

②
	Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	8.25	107.25		12.42		94.83
YTD	13.75	180.75		20.66		160.09

③ **Earnings**
Description	Dates	Hours	Rate	Amount	YTD Hours	YTD Amount
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
Earnings Total				107.25		180.75

④ **Employee Taxes**
Description	Amount	YTD
State Tax - IN	2.68	4.34
St. Joseph (Indiana)	1.54	2.49
OASDI	6.65	11.21
Medicare	1.55	2.62
Employee Taxes Total	12.42	20.66

⑤ **Pre Tax Deductions**
Description	Amount	YTD
Pre Tax Deductions Total		

	Federal	State
Marital Status	Head of Household	
Allowances	0	1
Additional Withholding	0	0

⑥ **Post Tax Deductions**
Description	Amount	YTD
Post Tax Deductions Total		

⑦ **Taxable Wages**
Description	Amount	YTD
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

⑧ **Payment Delivery**
Payment Method	Bank Name	Account Number	Amount
Direct Deposit	Bank mobile	*******xxxxx	94.83

⑨ **Absence Plans**
Description	Accrued	Reduced	Available

1. **Employee Information:** Address, Office, Name, and Employee ID
2. **Header Level Paycheck details:** Pay Period Dates, Check Date, Hours Worked, Gross Pay, Pre-Tax Deductions, Employee Taxes, Post Tax Deductions, and Net Pay
3. **Earnings:** Detail of earnings based on hours approved for pay period, including bonus, holiday hours, and reimbursement
4. **Employee Taxes:** All federal, state, and local (if applicable) taxes deducted from employee paycheck
5. **Pre-Tax Deductions:** All pre-tax deductions for given pay period
6. **Post-Tax Deductions:** All post-tax deductions for given pay period (ex. Roth IRA)
7. **Taxable Wages:** Total taxable wages for given pay period
8. **Payment Delivery:** Format of payment to employee (Ex. Check or Direct Deposit)
9. **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

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 UKG self-service

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.

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