Lori Knapp
CHOICE™
Part of the AssuranceSD Family

PARTICIPANT INFORMATION PACKET

CONTACT INFORMATION

Main Phone: 608.326.0434

Toll Free Phone: 844.534.7225

Toll Free Fax: 844.634.7225

Address: 106 S Beaumont Road
Prairie du Chien, WI 53821

Website: LoriKnappChoice.com

ENROLLMENT CONTACTS

Do not schedule your Employee to start working until you receive a phone call with a start date.

Please call us! We will help you fill these forms out and answer any questions you may have.

Beth F. *Extension*: 1279 beth.flansburg@LoriKnappChoice.com	**Jenny J.** *Extension*: 1219 jennifer.jeidy@LoriKnappChoice.com
Marnie R. *Extension*: 0065 marnie.robbins@LoriKnappChoice.com	**Cassandra S.** *Extension*: 1210 cassandra.stocks@LoriKnappChoice.com
Tricia K. *Extension*: 1250 tricia.kunz@LoriKnappChoice.com	**Kerrin T.** *Extension*: 1234 kerrin.thompson@LoriKnappChoice.com
Karen C. *Extension*: 1232 karen.carver@LoriKnappChoice.com	**Corissa B.** *Extension*: 0032 corissa.bothel@LoriKnappChoice.com
Anne S. *Extension*: 0044 anne.sadler@LoriKnappChoice.com	**Eimy R.** *Extension*: 0068 eimy.rodriguez@LoriKnappChoice.com

IMPORTANT INFORMATION

Please complete all forms using your full legal name on your Social Security Card.

If you have a Guardian, your Guardian must sign all documents, if you have a POA then you or your POA can sign all documents.

Please contact us with any questions or for help to complete the forms in this packet.

PAYROLL CONTACTS

608.326.0434 or **844.534.7225**

Brandon D. *Extension*: 1280	**Carrie L.** *Extension*: 1282
Sara G. *Extension*: 1288	**Tiffany O.** *Extension*: 1310
Catherine W. *Extension*: 1251	**Michelle C.** *Extension*: 1203
Nikki D. *Extension*: 1238	**Jennifer Y.** *Extension*: 1265
Aizek W. *Extension*: 3106	**Danielle D.** *Extension*: 3102
Aaron D. *Extension*: 0071	

TIMESHEET REMINDERS

- Work week and authorizations run from Sunday to Saturday.
- Must have an in and out time for each shift listed.
- Stay within your authorized hours, miles, or services. If you are unsure of your authorized hours or service code, please call your Payroll Specialist listed above.
- Write clearly and in dark blue or black ink only and enter only one shift per line.
- When working past midnight, start a new line for the new workday.
- Don’t write over numbers already written on timesheet. If you make an error place a line through it, initial, and write clearly next to it or on a new line.
- Have the member/legal rep and employee sign off on the timesheet after all days of service have been worked for that pay period. Date the signatures for the same date as the signatures were written.
- Write the total number of hours and minutes worked on each individual timesheet.
- Check your correct Funding Source at the bottom of all timesheets. If unsure of Funding Source contact your Payroll Specialist.

ELECTRONIC VISIT VERIFICATION (EVV): CARETIME

608.326.0434 or **844.534.7225**

EVV CONTACTS

Tanya D. *Extension*: 1283	**Beth A-P.** *Extension*: 1284
Susan M. *Extension*: 1300	**Jennifer M.** *Extension*: 1240

EVV INFORMATION

Electronic Visit Verification is to be used for the codes below and is mandated by the federal government.

- S5125, S5126, T1019 and T1020
- **Therapy:** 92507, 07139, 97799
- **Nursing:** 99504, 99600, S9123, S9124, T1001, T1021, T1502
- **PCS:** 99509

If you are a verified Live-in provider, you are exempt from using EVV. If you have one of the codes above and you are not a verified live-in provider, you will need to use EVV to clock in and clock out for every shift worked.

EVV REMINDERS

- EVV is required for payment of payroll as well as a 2nd form of logging your hours. Paper timesheet or the Web Entry Portal.
- CareTime punches should match your timesheet. Paper timesheet or Web Entry.
- Lori Knapp Choice™ uses the CareTime Software for the EVV Program. CareTime is a two-step process:
    1. Direct Care Worker uses the CareTime app or the Participant's landline phone to clock in/out of their shifts.
    2. The Participant or their delegate manages the CareTime portal website to edit and add shifts as well as approve all shifts at the end of each payroll.
- If a Direct Care Worker misses a punch in CareTime, it will need to be corrected by the member, delegate, or the EVV team.

If you have any questions or issues with CareTime, contact the EVV Team.

EMPLOYER HANDBOOK

This handbook is intended to give you, the Employer, tips and tools as it relates to Employer tasks.

1. Determine Your Support Needs and Job Criteria

a. Define the job duties (cleaning, bathing, lifting, transportation, etc.)
b. How many hours and employees are needed?
c. What time of day and what days do you need help? Can the hours be flexible?
d. Create a weekly schedule.
e. What is the hourly wage?
f. Who will supervise and what is the supervisory style?
g. Who approves timesheets?
h. How is quality of work defined?

2. Find A Direct Care Worker/Employee

a. Speak with family, friends, or neighbors.
b. Create a job posting.
    i. Newspaper advertisement.
    ii. Online job sites.
    i. https://jobcenterofwisconsin.com/
    ii. https://www.indeed.com/
    iii. County or ADRC may have a job board.
    iv. College campuses or high school.
    v. Respite Care of Wisconsin Job Board - https://respitecarewi.org/

3. Provide Applications

a. Request the following information from prospective Direct Care Worker/Employee:
    i. Name, address, phone number.
    ii. Education, training, skills, and work experience.
    iii. References for you to call.
    iv. Signature of applicant for certification of truthfulness.
b. Topics you should not include or ask:
    v. Age, race, height, or weight.
    vi. Marital status.
    vii. Religion.
    viii. Any question dealing with children

4. Interview Prospective Direct Care Worker/Employee

a. Be thorough and specific on the job responsibilities, hours, times, wages, start date, flexibility, etc.
b. Ask open-ended questions that allow for deeper communication.
c. If you have pets, discuss this with them in case they have pet allergies.
d. Ask questions such as:
    i. Describe your work experience, skills, or any jobs you have had that relate to direct care support?
    ii. What motivates you to do your job well?
    iii. What makes them the best candidate for the job?
e. Do not ask questions such as:
    iv. Are you Catholic?
    v. Are you single or dating?
    vi. Do you have a disability?
f. Answer any questions the applicant might have.

5. Review Applications and Decide on Direct Care Worker/Employee to Hire

a. Gather all the information you have collected on applicants.
b. Call provided references and ask questions such as:
    i. How do you know the applicant?
    ii. How was the applicant's attendance, punctuality, teamwork, motivation, etc.
    iii. What are the applicant's strengths and weaknesses?
    iv. Would you rehire the applicant? Why or why not?

6. Hire the Applicant that Fits Your Needs the Most

a. Call the Direct Care Worker/Employee you have chosen and offer them the job position.
b. Be sure they understand their job responsibilities, the rate of pay, hours, etc.
c. Provide the Employee Packet from Lori Knapp Choice™ to be filled out by the applicant.
d. Sign the I-9 and any employer signatures need in the Employee Packet.
e. Return completed packet to Lori Knapp Choice™ for processing.
    i. Lori Knapp Choice™ will let you know when the required Wisconsin Caregiver background check is completed, and your Funding Source has given a hire date for the employee. Do not schedule your employee until a start date is received.

7. Train Your Direct Care Worker/Employee

a. Explain to your Direct Care Worker/Employee what needs to be done and the way you would like it to be completed.
b. View the Lori Knapp Choice™ website at LoriKnappChoice.com, to assist with training materials.
c. Responsible for verifying hours worked on timesheets/online entry and sign off/approve properly completed hours.

d. Verify that Direct Care Worker/Employee is using the EVV system if required.
    i. EVV is a Federal mandated electronic system that uses technology to verify that authorized services were provided. If you are authorized for one of these service codes, S5125, S5126, T1019, or T1020, you will need to follow the EVV guidelines and rules.
    ii. For more information on EVV visit: LoriKnappChoice.com

8. Participant/Employer Best Practices for a Professional Relationship with a Direct Care Worker/Employee

a. Be fair, consistent, respectful, and honest with your Direct Care Worker/Employee and their privacy.
b. Be sincere in your praise and give positive feedback often. Tell the Direct Care Worker/Employee why you appreciate their efforts and behavior.
c. Understand that retention is important to you and your support.
d. Compromise or brainstorm strategies with your Direct Care Worker/Employee.
e. Listen and pay attention to Direct Care Worker/Employee's ideas.
f. Give examples of how to improve.
g. Address concerns immediately, in a non-judgmental manner.

9. Post REQUIRED Employment Posters

a. All Employers covered by Wisconsin's Unemployment Insurance Law are required to prominently display the most up to date posters where Direct Care Workers/Employees will easily see them, such as, on bulletin boards. If Employers do not have a permanent work site regularly accessed by Employees, an individual copy is to be provided to each Employee. All posters can be found at https://dwd.wisconsin.gov/dwd/workplaceposters/ and should be kept up to date. The last pages of this document contain the current required posters at this time.

10. Termination of a Direct Care Worker/Employee

a. Termination may be due to reasons including:
    i. Direct Care Worker/Employee found another job.
    ii. Direct Care Worker/Employee failed to meet the job requirements/duties.
    iii. The Direct Care Worker/Employee was often late or a no show for work shifts.
b. Contact your Care Manager and Lori Knapp Choice™ to let them know the last day worked by your Employee and reason for employment termination.

Lori Knapp CHOICE™
Part of the AssuranceSD Family

2026 PAYROLL SCHEDULE

TIMESHEET SUBMISSION:

Mail
106 S Beaumont Rd
Prairie du Chien, WI 53821

Email
payroll@LoriKnappChoice.com

Fax
844.634.7225

Please call **608.326.0434** to ensure fax or mail is received and/or for any questions.

Late Timesheets received after the date indicated in the "Timesheets Due" column will be processed in the next pay period. NO EXCEPTIONS.

Pay Period	Pay Period Starts	Pay Period Ends	Timesheets Due	Pay Date
	After you complete your last day of work for the pay period...		Ensure that your timesheet(s) are at the Prairie du Chien Office by the following date:	You will be paid on the following date via Direct Deposit.
1	12/16/25	12/31/25	01/03/26	01/15/26
2	01/01/26	01/15/26	01/18/26	01/30/26
3	01/16/26	01/31/26	02/03/26	02/13/26
4	02/01/26	02/15/26	02/18/26	02/27/26
5	02/16/26	02/28/26	03/03/26	03/13/26
6	03/01/26	03/15/26	03/18/26	03/30/26
7	03/16/26	03/31/26	04/03/26	04/15/26
8	04/01/26	04/15/26	04/18/26	04/30/26
9	04/16/26	04/30/26	05/03/26	05/15/26
10	05/01/26	05/15/26	05/18/26	05/29/26
11	05/16/26	05/31/26	06/03/26	06/15/26
12	06/01/26	06/15/26	06/18/26	06/30/26
13	06/16/26	06/30/26	07/03/26	07/15/26
14	07/01/26	07/15/26	07/18/26	07/30/26
15	07/16/26	07/31/26	08/03/26	08/14/26
16	08/01/26	08/15/26	08/18/26	08/28/26
17	08/16/26	08/31/26	09/03/26	09/15/26
18	09/01/26	09/15/26	09/18/26	09/30/26
19	09/16/26	09/30/26	10/03/26	10/15/26
20	10/01/26	10/15/26	10/18/26	10/30/26
21	10/16/26	10/31/26	11/03/26	11/13/26
22	11/01/26	11/15/26	11/18/26	11/30/26
23	11/16/26	11/30/26	12/03/26	12/15/26
24	12/01/26	12/15/26	12/18/26	12/30/26

All forms can be found on the Lori Knapp Choice™ forms page.

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2026 PAYROLL SCHEDULE

UPDATING PERSONAL INFORMATION

Please verify your mailing address on your Advice of Deposit. If your address is incorrect, please contact our office to get the **Information Change Form** to fill out and return. You can also go to our website and obtain the **Information Change Form**. If you have updated your phone number and/or email address, please also fill out the **Information Change Form** to make sure all your personal information is up to date in our system.

W2's for 2025 are required by law to be mailed out by January 31, 2026.

TIMESHEETS

Payroll periods are from the 1st to the 15th and the 16th to the 30th/31st of each month. Pay dates are on the 15th and 30th of each month. If the pay date falls on a weekend or a holiday, the pay date will be the business day before the 15th or 30th. Below is an example of our **2026 Payroll Schedule** form that is provided on the backside of this paper and can also be found on our website. This example shows the date range of work dates, return date to have timesheets to us, and pay date.

Timesheets received after the due date will be paid on the following pay date.

Pay Period	Pay Period Starts	Pay Period Ends	Timesheets Due	Pay Date
1	12/16/25	12/31/25	01/03/26	01/15/26

WHEN COMPLETING TIMESHEETS:

- Use only the most up to date/current timesheet.
- Write clearly in dark blue or black ink only.
- The Participant and Direct Care Worker both need to sign off and date the timesheet after all days of service have been worked within the pay period.
- Clearly print the Participant and Direct Care Worker names at the top of the timesheet/mileage logs.

WHEN COMPLETING TIMESHEETS (CONT.):

- **Do not use any type of whiteout on the timesheet.** If you make an error, draw a single line through it and re-write. Please initial beside the correction to ensure who made the change.
- Enter only one shift per line. When working past midnight, start a new line for the new workday.
- Put the total number of hours worked on each individual timesheet & stay within your authorized hours, miles, or services.
- Use correct service codes. Please call your Payroll Specialist with any questions on what service code(s) you may claim. Timesheets do not need to have descriptions of types of work being completed i.e., Bath, dishes, etc...
- Mark or write the Funding Source at the bottom of the timesheet.

TIMESHEET SUBMISSION

Faxing. We have a 24-hour fax line at 844.634.7225. Please call to make sure that your fax and proper # of pages were received. **Do not use your fax machine's receipt as confirmation that the fax was received by us.**

Emailing. You can email your timesheet by attaching a scan or a **clear** snapshot of your timesheet from your phone to payroll@loriknappchoice.com. You will receive an email confirmation verifying we received your complete timesheet upon receipt. LKC will email you again if the timesheet is not in order. Call our office if you do not receive an email confirmation.

Web Entry (Online time sheet entry). Online entry requires both you and your Employer/Member to have computer access and separate email addresses to allow for online submission of timesheets. This eliminates your need to complete a paper timesheet. Web Entry is accessible anywhere you have access to the internet. You can view and approve all shifts with a click of a button. You also have access to reports to view hours, employee paycheck information, and account statements.

ELECTRONIC VISIT VERIFICATION (EVV) UNDER THE CARETIME APP

It is **your** responsibility to use EVV for clocking in and out, if your Employer's SPC code is S5125, S5126, T1019, T1020, S9123, S9124, or T1502 and you **do not** live with your Employer. You will also need to complete paper timesheets or Web Entry which should match your clock in and out via EVV.