



**Purpose:** This QRG covers how state staff can correct punch entries in a processed status.  
**Outcome:** Staff will be able to correct processed entries.

## Correcting a Punch Entry in Processed Status

An entry in a processed status may need to be edited for one of the following reasons:

- A provider, consumer, or consumer employer representative called to say an entry was made incorrectly.
- A staff member was made aware of a mistake.
- As part of the over/underpayment process (if this is part of an over or underpayment, please follow the [Over and Underpayment Business Process](#)).

To edit a punch entry in a processed status:

1. Click on the Employees tab.
2. Search for the provider via their name or Uni ID.
3. Click on the provider from the search results.

The screenshot shows the DCI system interface. The left sidebar has a navigation menu with 'EMPLOYEES' highlighted. The main content area is titled 'Employees' and contains a search form. The search form has a text input field with 'Shaggy Rogers' entered, and several dropdown menus for 'Type Cost Center', 'Employee Number', 'Select Employee Type', 'Select State', and 'Select Status'. A 'Search' button is visible. Below the search form is a table with one record for 'Shaggy Rogers'. The table columns are: Name, Employee #, Phone #, Email, Time Zone, Type, Cost Center, and Status. The record shows: Name: Shaggy Rogers, Employee #: UNIID0009, Phone #: (503) 555-4469, Email: shaggy@scooby.com, Time Zone: PT (UTC-8), Type: Hourly Non Exempt, Cost Center: Provider Default Cost Center-EU - 0001-EU, Status: Active. Three numbered callouts are present: '1' points to the 'EMPLOYEES' tab in the sidebar, '2' points to the search form, and '3' points to the first record in the table.

Name	Employee #	Phone #	Email	Time Zone	Type	Cost Center	Status
Shaggy Rogers	UNIID0009	(503) 555-4469	shaggy@scooby.com	PT (UTC-8)	Hourly Non Exempt	Provider Default Cost Center-EU - 0001-EU	Active



4. From the Employee Details page, click Entries.

Employee Details - Shaggy Rogers

Basic Demographics

Address: 100 Address Street  
Salem, OR 97305-0000

GNIS: 41-047-1167861

Phone: (503) 555-4469

Email: [shaggy@scooby.com](mailto:shaggy@scooby.com)

Username: shaggy.rogers

Time Zone: PT (UTC-8)

Type: Hourly Non Exempt

SSN: ###-##-#### [Show](#)

Allow SSN Retrieval: No ⓘ

Mobile Device Id: 07E3DEBF-4AD5-4F53-B581-15C8F2B55FB0

Status: Active

Other Details

Average Caregiver P  
Domestic W  
Domestic Worker  
Exem  
Domestic Worker Pre  
Day o  
Employee NU  
Weekly Hours Ava  
Holiday Sch  
Cost C  
Preferred Lang  
Employment S  
Authentication S  
Pho  
Signatu  
Email co

Entries Accounts Certifications EVV Locations Notes Attachme

5. Locate the punch entry in a Processed status that needs to be updated. To do this, you may choose to use the search filters. Once located, click the entry ID associated with the entry (shown in the left column).

Entries Accounts Certifications EVV Locations Notes Attachments Events Custom Fields History

From (MM/DD/YYYY) To (MM/DD/YYYY) Type Punch ID Type Client Name

Type Service Code Select Account Type Select Status

Reset Search

Export

Showing 30 out of 38 records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
<a href="#">2127</a>	Aug 14, 2022	04:30 PM	06:30 PM	Hourly		St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	0:02:00	Pending
<a href="#">2126</a>	Aug 15, 2022	09:00 AM	01:30 PM	Hourly		St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	0:04:30	Pending
<a href="#">2125</a>	Aug 14, 2022	01:00 PM	02:30 PM	Hourly		St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	0:01:30	Approved
<a href="#">2116</a>	Jul 04, 2022	10:23 AM	02:30 PM	Hourly	<a href="#">2108</a>	St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	0:04:07	Processed

# Staff - Correcting a Punch Entry in Processed Status



- From the Punch Detail page, click Actions.
- Click Edit Entry. (If the provider can edit their time, click Cancel Entry instead and notify the provider that they must create a historical entry for the correct date and time.)

Home / Employee / Shaggy Rogers / Scooby Doo / Hourly ADL/IADL-1 / 2116

## Punch Detail - Shaggy Rogers/ Scooby Doo

Punch Details	Account Details/ Service Account
Entry Id: 2116	Account Id: <a href="#">877</a>
Machine Details: 50.39.179.141	Account Type: Hourly
Service Date: Jul 04, 2022	Client/ Program Time Zone: PT (UTC-8)
Check In: 10:23 AM	Employee: <a href="#">Shaggy Rogers</a>
Check Out: 02:30 PM	Employee Time Zone: PT (UTC-8)
Hour(s): 0:04:07	Service Code: <a href="#">Hourly ADL/IADL-1</a>
Amount: 4.12 Hours	Portal Signoff: TRUE
Employee Time Zone: PT (UTC-8)	Funding Type: Units
Client/ Program Time Zone : PT (UTC-8)	Funding Source: <a href="#">APD</a>
Authorization Entry Id: <a href="#">1983</a>	Cost Center: <a href="#">St Helens APD-EU</a>
Pay Rate Name: Standard	Unit Type: Hourly
Pay Rate: 0.00	Status: Active
Status: Processed	

- Edit the entry with the correct punch details. This may include the service date, the clock in time, or the clock out time.
- Select EVV Method of Portal Signoff if it was not already selected.

### Edit Entry

Entry Type: Punch

Employee Name: Shaggy Rogers - UNIID0009

Account Type: Hourly

Client Name: Scooby Doo - PrimeNumber00010

Service Code: Hourly ADL/IADL-1

Service Date: 07/04/2022

Remaining Balance: 18.18

Check In: 10:23 AM

Check Out: 2:30 PM

Check Out Date: 07/04/2022

EVV Method: Portal Signoff

Diagnostic Code: Diagnostic Code



10. Click the blue plus sign to add a Reason Code. (Once clicked, it will be a minus sign.)
11. Click the Reason Code "State-Other-StateO" from the drop-down and enter a note in the notes field explaining why you are updating the entry.
12. Click the larger, blue plus sign to the right of the Add Reason Codes field to save the Reason Code.

The screenshot shows a form with the following elements:

- Diagnostic Code:** A text input field containing "Diagnostic Code".
- Reason:** A dropdown menu with a blue minus sign on the right. A blue circle with the number 10 is next to it.
- Add Reason Codes:** A dropdown menu showing "State-Other - StateO". A blue plus sign is to its right, with a blue circle containing the number 12.
- Add Note:** A text input field containing "Provider called and said clock out time was supposed to be 1:30". A blue circle with the number 11 is next to it.
- Added Reason Codes:** A table with columns: Name, Code, Note, Actions.
- Notes:** A text input field containing "Add Notes for Punch".

13. You will see the Added Reason Code you selected and note populate in the Reason Codes section. If it does not, the Reason Code was not properly added and you must return to step 11.
14. Click Save.

The screenshot shows the form after the reason code has been added. The "Added Reason Codes" table is highlighted with a blue border and contains the following data:

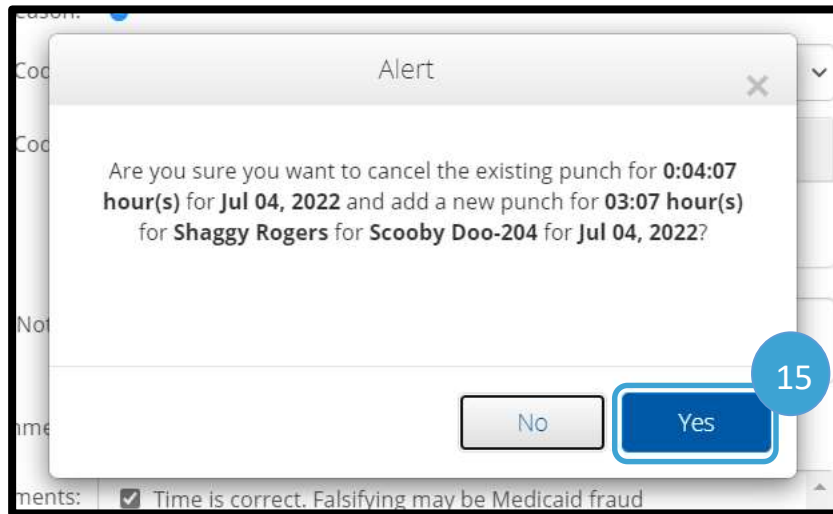
Name	Code	Note	Actions
State-Other	StateO	Provider cal...	

Other form elements include:

- Notes:** A text input field containing "Add Notes for Punch".
- Attachment:** A link labeled "Add Attachment".
- Statements:** A list box with a checked item: "Time is correct. Falsifying may be Medicaid fraud".
- Buttons:** "Cancel" and "Save" buttons at the bottom right. A blue circle with the number 14 is next to the "Save" button.

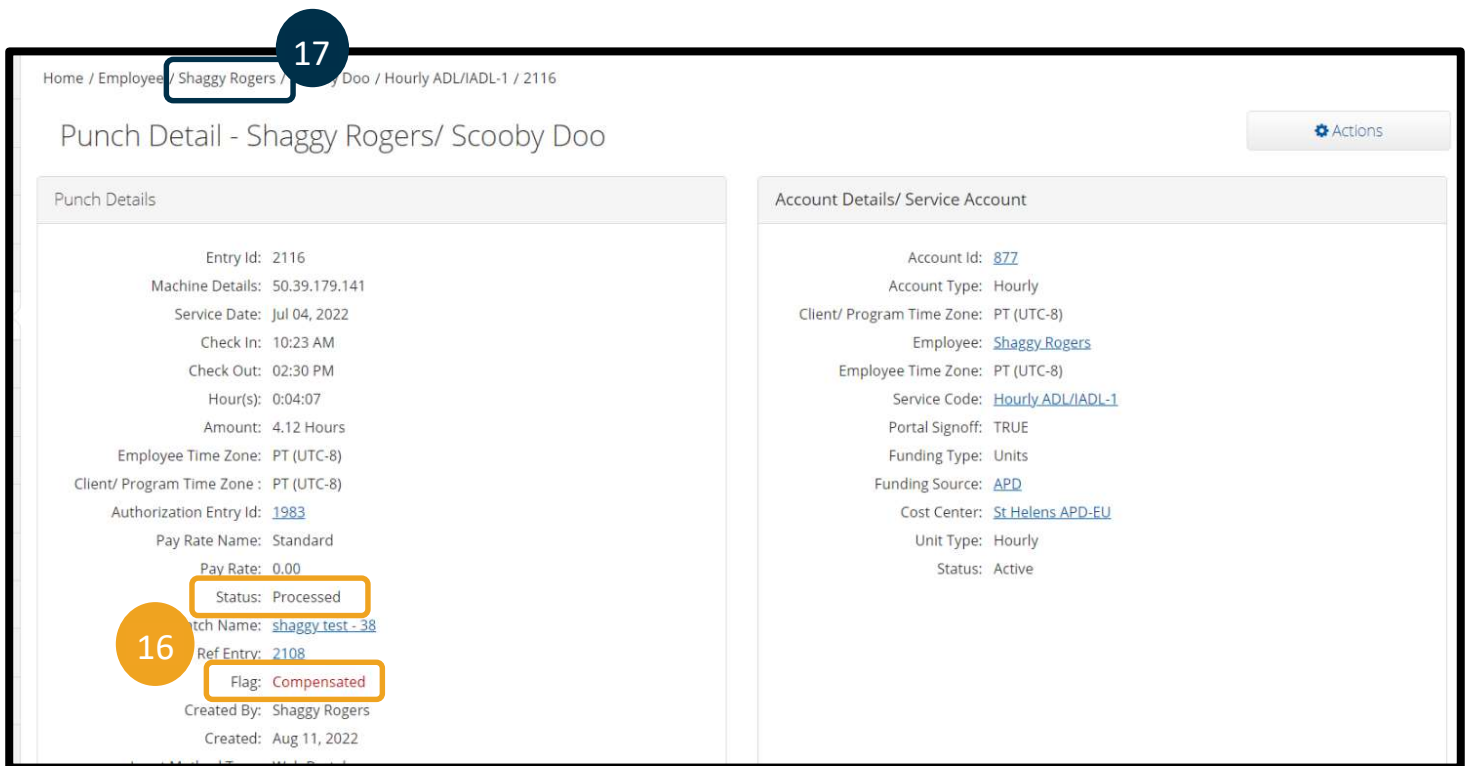


15. An Alert will display, “Are you sure you want to cancel existing punch for...,” click Yes.



16. You will be brought back to the Punch Detail page. However, since you have made the update, the entry has a flag of Compensated. This original entry will remain in a status of Processed.

17. If you navigate back to the provider’s profile by clicking on their name at the top, you can look at the new updated entries.





18. Scroll down to the entries and you will see two new punch entries were created.
- a. One new punch entry will display with the corrected information. This punch entry starts in a pending status and will go through all normal approvals.
  - b. The other new punch entry will display a negative amount. This is the compensating entry and is automatically approved.

Entries Export

Showing 30 out of 37 records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
2163	Jul 04, 2022	10:23 AM	01:30 PM	Hourly	<a href="#">2116</a>	St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	0:03:07	Pending
2162	Jul 04, 2022	10:23 AM	02:30 PM	Hourly	<a href="#">2116</a>	St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	-0:04:07	Approved
<a href="#">2116</a>	Jul 04, 2022	10:23 AM	02:30 PM	Hourly	<a href="#">2108</a>	St Helens APD-EU - 0511-EU	<a href="#">Scooby_Doo</a>	Hourly ADL/IADL-1	0:04:07	Processed

18a

18b