



# Common Timesheet Pend and Denial Reasons

## Hints and Tips

Type: Provider

Category: Timesheets

### Pend Reasons

Pend Reason	Possible causes	Provider action
You are not eligible to receive payment for some or all dates worked. If you have questions, call your Client's Case Manager.	<ul style="list-style-type: none"> <li>The authorization may not cover all the dates you have submitted for services.</li> <li>You may not be eligible to provide services if your contract or training is not up to date.</li> <li>Your client may not be eligible for services.</li> </ul>	Contact your case manager. Only the case manager can update and/or change the hours or units on the authorization. After the authorization is updated you may need to take one of the following actions:  <b>Paper timesheet:</b> Contact the call center who will edit the original timesheet. <b>CAUTION: DO NOT submit a new paper timesheet.</b>
You cannot claim more than 20 hours per year for service SA539.	Timesheet was entered with more training hours than was authorized.	<b>Electronic timesheet:</b> Go back to your electronic timesheet for that pay period to edit the timesheet.
You cannot claim more than 49 hours per year for service SA529.		
You are not authorized to provide <insert service code> service on date <insert date>, please see your Authorization Letter for details.	The authorization may have been changed or updated.	
Missing provider signature on teleform timesheet.	You did not sign your paper timesheet.	<b>Paper timesheet:</b> Contact the call center to edit the original timesheet.  <b>CAUTION: DO NOT submit a new timesheet with your signature. CONTACT THE CALL CENTER</b>
Entries cannot be in the future.	You have submitted for dates in the future.	<b>Paper timesheet:</b> Contact the call center to edit your timesheet. <b>CAUTION: DO NOT submit a new timesheet.</b>  <b>Electronic timesheet:</b> Go back to your electronic timesheet for that pay period and edit the dates you have actually worked.
Mileage can only be submitted for days you are providing Personal Care, Relief Care, or Skills Acquisition Services.	You have submitted for mileage on days that you did not provide personal care.	<b>Paper timesheet:</b> Contact the call center to edit your timesheet. <b>CAUTION: DO NOT submit a paper new timesheet.</b>  <b>Electronic timesheet:</b> Go back to your electronic timesheet for that pay period to ensure mileage entries correspond to days that you provide personal care.
The Payroll Amount cannot be zero. Please contact Customer Service.	The amount for mileage is empty or zero.	Edit timesheet to enter mileage amount or remove mileage service code completely.
You did not check for one or more days that you entered units worked.	You did not check off tasks for Personal Care service(s).	Edit timesheet and check off the tasks you performed.

### Deny Reasons

Deny Reason	Possible causes	Provider action
This timesheet has been replaced by the edited timesheet TSXXXXXX.	You have adjusted your original timesheet.	Information only message. No action needed by provider.

Deny Reason Continued	Possible causes	Provider action
Only one paper timesheet is allowed for a pay period. If you are trying to adjust the timesheet previously submitted for this pay period, please call Customer Service.	You submitted more than one timesheet for the same pay period.	<p><b>Paper timesheet:</b> Contact the call center who will adjust the original timesheet or direct you to submit a new timesheet.</p> <p><b>Electronic timesheet:</b> Go back to your electronic timesheet to for that pay period adjust the original timesheet or submit a new timesheet.</p>
You cannot submit same service on same day.	You submitted for the same service on the same day.	
You cannot work more than 24 hours in a single day.	You submitted for more than 24 hours in a single day.	
Your time entries are not within the timesheet period.	Your timesheet entries must be within the payroll periods 1 <sup>st</sup> -the 15 <sup>th</sup> and 16 <sup>th</sup> through the last day of the month. EXAMPLE: You have entered 31 days during a payroll that only has 30 days in the month.	
This timesheet spans multiple pay periods. It cannot be displayed.	Your timesheet entries have crossed payroll periods 1 <sup>st</sup> -the 15 <sup>th</sup> and 16 <sup>th</sup> through the last day of the month. EXAMPLE: During the payroll period 1 <sup>st</sup> -the 15 <sup>th</sup> you have entered the 16 <sup>th</sup> which is past the 1 <sup>st</sup> payroll period of the month.	
This timesheet is Denied due to Issues not resolved by pay date.	Three outbound calls (blaze calls) were made to the provider the timesheet was pending. After no response the timesheet or timesheet lines are denied.	<p><b>Contact your case manager.</b> Only the case manager can update and/or change the hours or units on the authorization. After the authorization is updated you may need to:</p> <p><b>Paper timesheet:</b> Contact the call center who will adjust the original timesheet or direct you to submit a new timesheet.</p> <p><b>Electronic timesheet:</b> Go back to your electronic timesheet for that pay period to adjust the original timesheet or submit a new timesheet.</p>
You have claimed more Units than have been authorized.	You have claimed more hours or units on your timesheet that has been authorized by the case manager.	
You have claimed more <# of hours or units> than have been authorized.	You submitted for more hours or units that appear on the authorization.	
You are not authorized to provide this service.	IPOne does not have an authorization for you to provide this service.	
You are not eligible to receive payment for some or all dates worked. If you have questions, call your Client's Case Manager.	<ul style="list-style-type: none"> <li>The authorization may not cover all the dates you have submitted for services.</li> <li>You may not be eligible to provide services if your contract or training is not up to date.</li> <li>Your client may not be eligible for services.</li> </ul>	
The Payroll Amount cannot be zero. Please contact Customer Service.	The amount for mileage is empty or zero.	
One or more of the days you claimed are older than one year. You will only be paid for units claimed in the last 365 days.	You submitted for time past 365 days.	
Mileage can only be submitted for days you are providing Personal Care, Relief Care, or Skills Acquisition Services	You have claimed miles on days that you have not provided Personal Care, Relief Care, or Skills Acquisition Services	
Missing provider signature on teleform timesheet	You did not sign your paper timesheet <b>CAUTION: DO NOT submit a new timesheet with your signature. CONTACT THE CALL CENTER</b>	
Entries cannot be in the future.	You have submitted for dates in the future.	
DENIED-Duplicate Invoice.	This timesheet was replaced by an adjusted timesheet.	No action needed. A new timesheet was created with adjustments.
You did not check tasks for one or more days that you entered units worked.	You did not check off tasks for Personal Care service(s)	Edit timesheet and check off the tasks you performed.