



Good Evening Senator Osten, Representative Walker and members of the Committee, My name is Danielle and I've been a PCA for 3 years caring for my mom. My mom broke her shoulder in 2016 and I was caring for her unpaid when an Agency on Aging social worker introduced me to the PCA program and told me I could get paid to provide the care I was already giving mom. From the first paycheck in March 2017 Allied messed up. Three months into the program, my pay was issued late or in the wrong amount 4 times – they claimed they were not receiving the faxed timesheets. Now, I've had the same fax machine in my home for the past 20 years, and I'm a small business owner and know that my fax machine works. When I was given extensions to reach Allied that came from the pamphlet I received, none of them took me to a person who would answer the phone. What upset me was thinking about my mom, my consumer, spending those hours that I spent trying to reach a human being at Allied.

Finally, I said “enough” and googled who the CEO was and contacted her directly. Finances were tight at that time, so it was crucial to get paid so I could even put gas in my car and pay my car insurance to get back and forth to mom. Amazingly, I reached the CEO and by that time I was in tears, explaining to her the frustration and fear that Allied were causing for me and my mom. The CEO, Carol, finally asked me to please fax my timesheets *to three different numbers and also email them by pdf to make sure they would get it.*

Today, I submit my time FIVE different ways every single week: Through the new Electronic Visit Verification system that DSS says will fix every problem with Allied; through an email pdf scan of my timesheet; AND by faxing my timesheet to three different numbers. Sometimes Allied says they never receive it; sometimes they say the fax is too light; sometimes there's no explanation or return call to know why I'm not being paid.

Between March 2017 and today, my pay has been late or inaccurate 13 times. I've documented every single error in a folder. Just this past pay period, I received a paycheck for \$13.50 for ONE hour of work even though I submitted an accurate timesheet before the deadline for 25.75 hours. I immediately called Allied when I got the paystub and left them a detailed, polite message and resent the timesheet the same evening. On Sunday I received my regular paycheck without any explanation for why I hadn't gotten it on time and four days later they returned my call but gave me no reason for the late pay.

The new Electronic Visit Verification (EVV) system that is being implemented will allow us as PCAs to check in electronically via smartphone app or by calling in. DSS says EVV will fix all these problems, but without changes to how Allied works I'm not optimistic about things getting better. Last month, I received an email instructing me to take the EVV tutorial, so I did. It then took 7 separate calls over three weeks to Sandata and Allied (the EVV provider) before finally Sandata said they received my provider ID from Allied in order to begin the electronic check-in process. It was frustrating enough for me, but I can only imagine how difficult that might be for other PCAs with multiple clients or other consumers who don't have the accessibility or time to spend hours trying to sort out issue with Allied.

We're in the 21st century. Instead of pouring my time, energy and effort into caring for my mom like I want to be, so much of my mental energy goes into first submitting my timesheets FIVE different ways and then inevitably fixing problems with Allied when those 5 submissions aren't enough. We desperately need your help to make sure we get paid on time, every time. Thank you for your time.