



## Consumer Choices Option (CCO) website tutorial

Veridian Fiscal Solutions offers a safe and secure website where employee hours can be entered and approved. This online tool makes managing the hours and payroll of employees faster and easier for members. It is convenient for employees too by making it simple to record hours worked.

It's great:

- You will have access to your account anytime and anywhere an Internet connection is available.
- CCO members can verify that Veridian received their employees' hours.
- CCO employees can verify if their employer has approved their hours.
- You can view your payment information under the "Reports" tab.

This tutorial will help get you started today.

Note: The employer (CCO member) needs to enroll on the website before an employee is eligible to use this service.

- Go to [veridianfiscalsolutions.org/cco](http://veridianfiscalsolutions.org/cco).
- To get started, you will need to set up your account by clicking on the "Register" tab at the top of the screen.



### Member Registration (for CCO Members only)

To register as a CCO **member**, please enter the following information:

- Type: Select "Consumer" from the drop-down menu

A screenshot of a web form labeled "Type:". It contains a blue drop-down menu with the word "Consumer" selected. A red arrow points to the drop-down arrow icon on the right side of the menu.

- Account #: This is the same as your Medicaid number
- First name
- Last name
- Email address: Each account must use a unique email address. Only one account, whether member, employee, or ISB, can be linked to an email address.
- Password: Must be at least eight characters with one upper case letter and a mix of letters and numbers.
- If the password you create does not meet the requirements, you will see this notification and will need to adjust the password accordingly.

Password:

••••••••

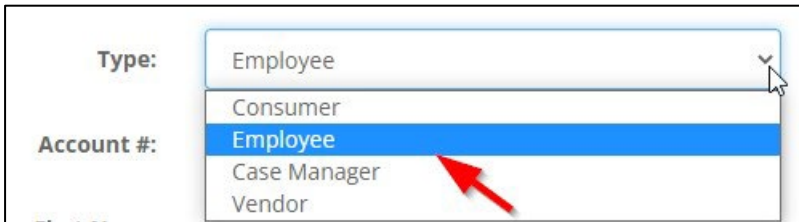
Password must be 8 characters with one upper case letter and a mix of letters and numbers.

Submit

### Employee Registration (for CCO employees only)

An employee provides services to a member. To register as a CCO **employee**, please enter the following information:

- Type: Select “Employee” from the drop-down menu



The screenshot shows a registration form with two fields: 'Type' and 'Account #:'. The 'Type' dropdown menu is open, showing options: Employee, Consumer, Employee (highlighted in blue), Case Manager, and Vendor. A red arrow points to the highlighted 'Employee' option. The 'Account #' field is partially visible below it.

- Account #: An employee number can be found:
  - o From your employer/member
  - o Viewed on your pay stub or direct deposit stub
  - o Requested from Veridian by emailing [ccoiaowa@veridiancu.org](mailto:ccoiaowa@veridiancu.org)
- First name
- Last name
- Email address: Each account must use a unique email address. Only one account, whether member, employee, or ISB, can be linked to an email address.
- Password: Must be at least eight characters with one upper case letter and a mix of letters and numbers.
- If the password you create does not meet the requirements, you will see this notification and will need to adjust the password accordingly.

Password:

••••••••

Password must be 8 characters with one upper case letter and a mix of letters and numbers.

Submit

- Sign In

**\*\*You must register before you can sign in.\*\***

If you are a CCO **member**:

- Click on the “Sign In” tab at the top of the screen
- Type: Select “Consumer” from the drop-down menu
- Account #: This is your Medicaid number
- Password: This is the password you chose when you registered

Type: Consumer

Account #:

Password:

Submit

- Click the “Submit” button to sign in

If you are a CCO **employee**:

- Click on the “Sign In” tab at the top of the screen
- Type: Select “Employee” from the drop-down menu
- Account #: An employee number can be found:
  - o From your employer/member
  - o Viewed on your pay stub or direct deposit stub
  - o Requested from Veridian by emailing ccoiowa@veridiancu.org
- Password: This is the password you chose when you registered

Employee

Submit

- Click the “Submit” button to sign in

### Adding hours (for CCO employees only)

You must add your own hours. Your CCO member cannot add hours on behalf of his/her employees.

- You must sign in before you can add hours
- Click on the “Time Sheet” tab at the top of the screen
- Click on “Add Hours”

Sign Out Time Sheet My Account Help

Add Hours

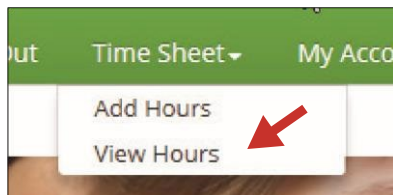
View Hours

- A screen will appear that prompts you to enter the following information for each day of work:
  - o Consumer: Your employer's (CCO member) name
  - o Code: The service you are providing
  - o Date: The date worked
  - o Time IN: Time you started working
  - o Time OUT: Time you stopped working
  - o Comments: Please describe the service you have provided. If this box is left empty, your hours will not be saved.

- Once all the information above is entered, click the "Save" button to add these hours to your time sheet.

- If you want to add more hours, click the "Save/Add New" button. You will be routed to the "Hour Entry" page.

- You can see all the hours you have added by clicking on "View Hours" under the "Time Sheet" tab.



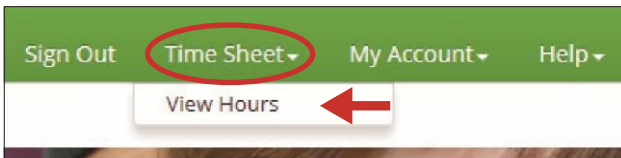
- Please enter your hours into your time sheet as soon as possible.
- All hours must be approved by your employer (CCO member) no later than the 5th and the 20th day of each month to ensure payment will be received by the 15th and the last day of the month. Please consult our payment schedule for the actual dates of each pay period. Your employer does not need to wait until the payroll deadline to approve your hours. Hours can be approved by your employer as soon as they have been entered.
- All hours must be entered within 30 days from the last day service was provided.
- Veridian will verify that the hours are eligible to be paid. Once verified, the hours will be processed during payroll for the pay period scheduled.

### Approving hours (for CCO members only)

You (or your representative) are the only person authorized to approve hours. CCO employees cannot approve their own hours worked.

- You must sign in before you can approve hours.

- To view the hours your CCO employee has added, click on the “Time Sheet” tab at the top of the screen. Then, click on “View Hours.”



- To approve the hours your CCO employees added, you must confirm that all the information is correct and factual. Then, you must click on the words “Not Approved” under the “Status” column. Once these words are clicked, your electronic signature will be added to the hours and the status of the hours will change to

| Edit    | Status       | Consumer          | Employee  | Date      | Time IN  | Time OUT | Hours/Miles | Code |
|---------|--------------|-------------------|-----------|-----------|----------|----------|-------------|------|
| 1310966 | Not Approved | Jane (TEST), Mary | Doe, John | 12/1/2015 | 08:00 AM | 02:00 PM | 6.00        | RSP2 |

“Approved.”

- After you have approved the hours, Veridian can process the hours.
- If you realize that you marked the incorrect hours approved, simply click on the word “Approved” again and it will change back to “Not Approved.”
- All hours must be approved no later than the 5th and the 20th day of each month to ensure payment will be received by the 15th and the last day of the month. Please consult our payment schedule for the actual dates of each pay period. You do not need to wait until the payroll deadline to approve your CCO employee’s hours. Hours can be approved as soon as they have been entered.
- Veridian will verify that the hours are eligible to be paid. Once verified, the hours will be processed during payroll for the pay period scheduled.

### Editing or deleting hours (CCO employees only)

Note: If your CCO member sees hours that are incorrect, he/she should not approve those hours. He/she should ask you to edit or remove them. Veridian will not process any hours that are not approved.

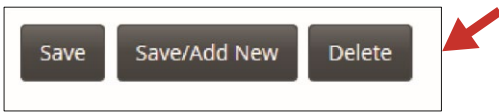
- You must sign in before you can edit or delete hours
- Click on “Time Sheet”
- Click on “View Hours”
- If hours need to be edited, check to see if they are still “Not Approved.” If the hours have not been approved,

 A screenshot of the same table as above. The 'Edit' link in the first column of the first row is circled in red. A red arrow points from the 'Not Approved' status in the second column to the 'Edit' link.
 

| Edit    | Status       | Consumer          | Employee  | Date      | Time IN  | Time OUT | Hours/Miles | Code |
|---------|--------------|-------------------|-----------|-----------|----------|----------|-------------|------|
| 1310966 | Not Approved | Jane (TEST), Mary | Doe, John | 12/1/2015 | 08:00 AM | 02:00 PM | 6.00        | RSP2 |

click on the link under the “Edit” column and you will be able to change the information.

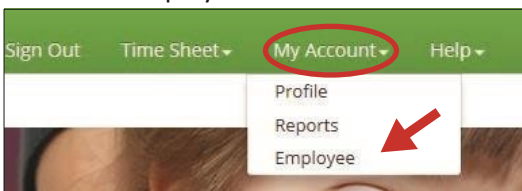
- If the hours that need to be edited have already been approved, your CCO member will need to login and unapprove the hours. Once the hours are unapproved, you can log in and make changes to the hours. Your CCO member will need to reapprove the hours after the changes have been made.
- To delete hours, click on the link under the “Edit” column. Check to be sure these are the hours that should be removed. Then, click on the “Delete” button.



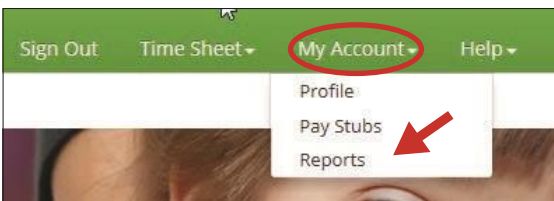
### Other helpful information

- If you are a CCO member, you can view your CCO employee’s information when you log in.

This can be found under the “My Account” tab at the top of the screen – choose “Employee.” This is a great way to provide Veridian with information on inactive CCO employees or to let us know when a CCO employee’s contact information needs to be updated. You must sign in before you can view this information.

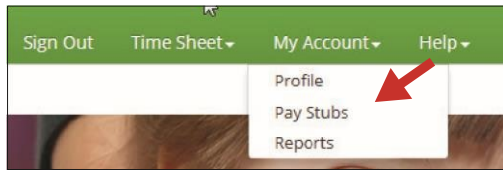


- If you are a CCO member, you can view notes, reports, and your account statements when you log in. This information can be found under the “My Account” tab at the top of the screen – choose “Reports.” Balances will be up to date as of the last payroll issued for the member.

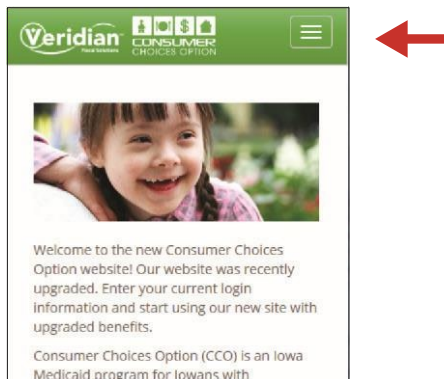


- If you are a CCO member, you can view pending hours. After the payroll deadline, Veridian pulls all approved hours that are eligible to be paid. At this time, they are no longer visible on the “View Hours” page. To see these hours, click on the “My Account” tab at the top of the screen – choose “Reports” and then “Pending Payroll.” Once checks have been printed for these hours, this report will no longer show the hours.

- If you are an employee, you can view your payment details online. You will have access to most of the information that appears on your pay stub or direct deposit stub. To see payment details, click on the “My Account” tap at the top of the screen – choose “Pay Stubs.” This information can be viewed the day before payday.



- We recommend using Google Chrome or Firefox as your Internet browser. When using Internet Explorer, please make sure “Compatibility Mode” is turned off or there may be formatting issues.
- If you view this website on a mobile device, such as a smartphone or tablet, you can get to the menu by clicking on the button with three lines located at the top of the screen.



Veridian Fiscal Solutions representatives are happy to assist you. If you have questions as you use the website, send us a message using the online form located under the “Help” and “Contact Us” tab. You can also contact us in any of these other ways:

Email: [ccoiaowa@veridiancu.org](mailto:ccoiaowa@veridiancu.org)

Phone: 866-226-4692