



Travel Time Process Guide

Entering and Processing Travel Time for
Payroll

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Travel Time

Overview

DISCLAIMER

To include **Travel Time** in payroll exports, contact the HHAExchange Payroll Department at [HHAX Support Team](#).

The **Travel Time (TT)** feature is a multifaceted function that allows Agencies to generate payable travel time records in the HHAExchange (HHAX) system. This feature spans throughout the system allowing one to perform the following:

- Enter TT records on a case-by-case basis on the Caregiver **Calendar** page,
- enter TT records in bulk using the new **Travel Time** page under the **Action** Module,
- setup a *Default Pay Code* for all TT records, and
- process TT records in Payroll.

Please direct any questions, thoughts, or concerns regarding the content herein to [HHAExchange Customer Support](#).

HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
HHAX	Acronym for HHAExchange

Entering Travel Time

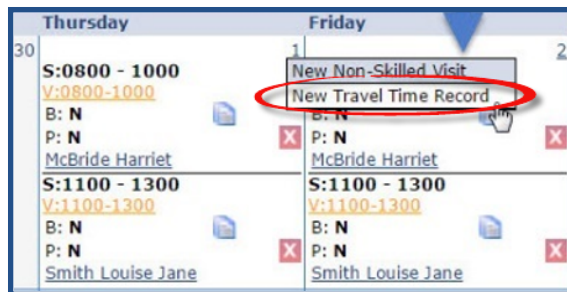
The process of entering TT is like entering new visits in that both can:

- be entered directly on the Caregiver **Calendar** page;
- be entered and/or confirmed in bulk using associated functionality;
- utilize **Pay Codes** created using the **Reference Table Management** function.

Additionally, both Travel Time and visits are counted towards the Caregiver’s weekly hourly total. Like visits, TT may push a Caregiver past the overtime threshold for a week, requiring authorization for the entry (by a user with the proper permissions).

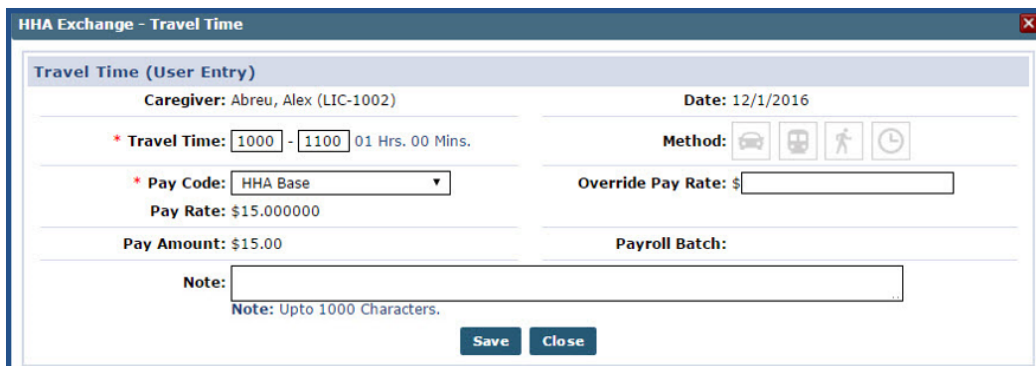
The Caregiver Calendar

Entering TT on the Caregiver **Calendar** is like entering a new visit. Click the date link in the corresponding calendar cell and select *New Travel Time Record* from the menu (as illustrated in the image).



Enter *New Travel Time Record*

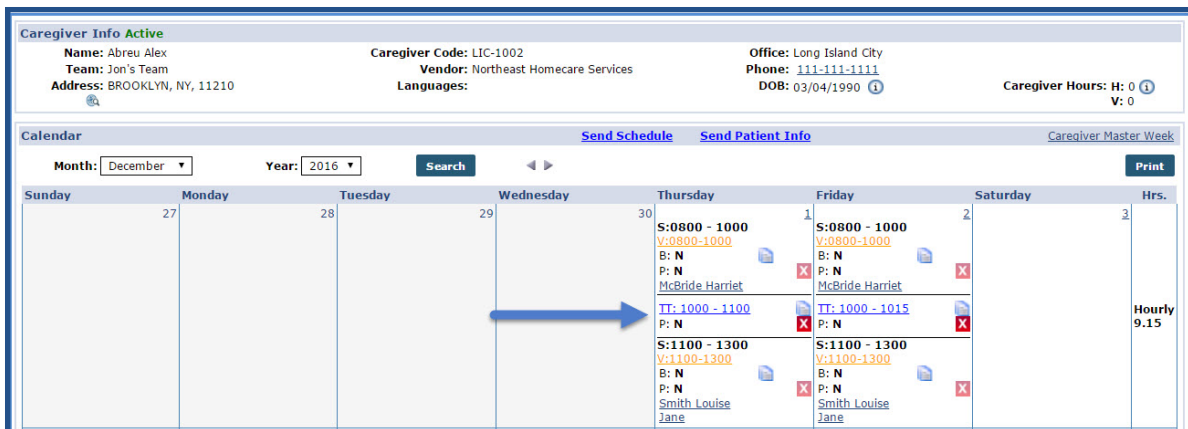
Selecting *New Travel Time Record* opens the **Travel Time** window (as seen in the image below). The following table describes each field to be completed.



Travel Time (TT) Window

Field	Description
*Travel Time	(Required) Specify the actual time the Caregiver began traveling to the visit and when they arrived. For example, if a Caregiver begins traveling at 1000 and arrives at 1100 , enter 1000-1100 as the Travel Time. The system calculates this as 1 hour of TT.
*Pay Code	(Required) Select a Pay Code to apply to the TT.
Pay Rate	This field displays the hourly rate associated with the selected Pay Code .
Method	The travel Method uses Google Maps to calculate the <u>average</u> time it would take to travel between visits when <i>Driving</i> , using <i>Public Transportation</i> , or <i>Walking</i> . This functionality does not look at real time data to determine the travel time (i.e., traffic conditions at the time of travel are not considered). Note: The <i>Method</i> field is only available when entering TT using the <i>Travel Time</i> page. This field remains locked if entering TT manually on the <i>Caregiver Calendar</i>.
Override Pay Rate	Enter a custom rate for the TT in this field. Entering a value in this field overrides the set Pay Code . If an Override Pay Rate is added to a TT record, it is <u>not</u> reflected by the Pay Rate field. The Override Pay Rate is only available when entering or editing a TT record directly from the Caregiver Calendar .
Note	Enter additional notes or comments if required.

When the TT is saved, a record is generated on the **Caregiver Calendar**, as seen in the image below.

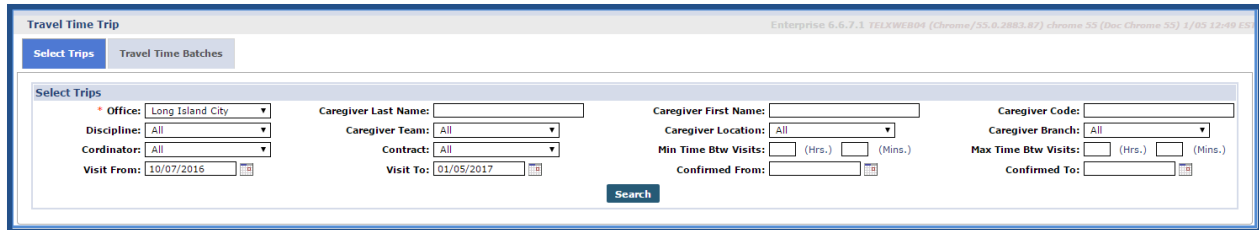


Travel Time, Caregiver Calendar

The system also updates the **Hrs.** column on the **Caregiver Calendar** within several minutes of saving the record to reflect the new weekly total.

The Travel Time Page

The new **Travel Time (Action > Travel Time)** page is used to search for “potential” TT openings and compile them into a **Travel Time Batch**. Use the search filters as needed. Once a **Travel Time Batch** is gathered, the TT record may be finalized by specifying the travel **Method** and **Pay Code**.



The screenshot shows the 'Travel Time Trip' interface with two tabs: 'Select Trips' (active) and 'Travel Time Batches'. The 'Select Trips' section contains various search filters:

- Office: Long Island City
- Discipline: All
- Coordinator: All
- Visit From: 10/07/2016
- Caregiver Last Name: [Text Field]
- Caregiver Team: All
- Contract: All
- Visit To: 01/05/2017
- Caregiver First Name: [Text Field]
- Caregiver Location: All
- Caregiver Branch: All
- Min Time Btw Visits: [Hrs.] [Mins.]
- Max Time Btw Visits: [Hrs.] [Mins.]
- Confirmed From: [Text Field]
- Confirmed To: [Text Field]

A 'Search' button is located at the bottom center of the filter section.

The Travel Time Page

Travel Time Identification Logic

The **Travel Time** page identifies “potential” TT openings based on the following criteria:

- Two back-to-back visit (scheduled on the same day) staffed by the same Caregiver.
- Both visit have a full confirmation (both Clock IN and Clock OUT).
- There is **not** an existing TT record for the Caregiver on the date of the visits.

TT **cannot be entered** on this page if:

- The Caregiver only worked a single visit on a given day.
- The Caregiver was scheduled to work two visits on a single day, but one of the visits is missing a complete confirmation.

Note: If a Caregiver works three or more visits on a given day, and there is a missing confirmation for Visit 1, the system does not consider the TT between Visit 1 and 2 to be valid. However, if the confirmations between Visit 2 and 3 are complete, the **Travel Time** page considers this a potential TT opening.

Select Trips Tab

Navigate to the **Travel Time** page to open the *Select Trips* tab (default). This tab allows users to search for “potential” TT openings and gathers them into a Batch. To perform a search, specify an **Office**, required by the system to batch TT records.

Travel Time Trip

Select Trips | Travel Time Batches

Select Trips

* Office: Long Island City | Caregiver Last Name: | Caregiver First Name: | Caregiver Code: |
 Discipline: All | Caregiver Team: All | Caregiver Location: All | Caregiver Branch: All
 Coordinator: All | Contract: All | Min Time Btw Visits: (Hrs.) (Mins.) | Max Time Btw Visits: (Hrs.) (Mins.)
 Visit From: 10/07/2016 | Visit To: 01/05/2017 | Confirmed From: | Confirmed To: |

Search Clear

Note: Results are limited to trips comprised of two confirmed visits starting on the same day, with the same Caregiver, with no existing Travel Time between them.

Search Results (6)

Caregiver	Discipline	Date	Visit 1	Visit 2	Time Btw Visits	Calculate
Abreu, Alex (LIC-1002)	PCA, HHA	12/05/2016	McBride, Harriet (LIC-56789) S: 0800-1000 (V: 0800-1000) 1 Court Square, LONG ISLAND CITY, NY, 11101	Smith, Jane (LIC-900004) S: 1100-1300 (V: 1100-1300) 47-47 39th Street, SUNNYSIDE, NY, 11104	01:00	<input type="checkbox"/>
Abreu, Alex (LIC-1002)	PCA, HHA	12/06/2016	McBride, Harriet (LIC-56789) S: 0800-1000 (V: 0800-1000) 1 Court Square, LONG ISLAND CITY, NY, 11101	Smith, Jane (LIC-900004) S: 1100-1300 (V: 1100-1300) 47-47 39th Street, SUNNYSIDE, NY, 11104	01:00	<input type="checkbox"/>
Abreu, Alex (LIC-1002)	PCA, HHA	12/07/2016	McBride, Harriet (LIC-56789) S: 0800-1000 (V: 0800-1000) 1 Court Square, LONG ISLAND CITY, NY, 11101	Smith, Jane (LIC-900004) S: 1100-1300 (V: 1100-1300) 47-47 39th Street, SUNNYSIDE, NY, 11104	01:00	<input type="checkbox"/>
Abreu, Alex (LIC-1002)	PCA, HHA	12/08/2016	McBride, Harriet (LIC-56789) S: 0800-1000 (V: 0800-1000) 1 Court Square, LONG ISLAND CITY, NY, 11101	Smith, Jane (LIC-900004) S: 1100-1300 (V: 1100-1300) 47-47 39th Street, SUNNYSIDE, NY, 11104	01:00	<input type="checkbox"/>
Abreu, Alex (LIC-1002)	PCA, HHA	12/09/2016	McBride, Harriet (LIC-56789) S: 0800-1000 (V: 0800-1000) 1 Court Square, LONG ISLAND CITY, NY, 11101	Smith, Jane (LIC-900004) S: 1100-1300 (V: 1100-1300) 47-47 39th Street, SUNNYSIDE, NY, 11104	01:00	<input type="checkbox"/>
Abreu, Alex (LIC-1002)	PCA, HHA	12/12/2016	McBride, Harriet (LIC-56789) S: 0800-1000 (V: 0800-1000) 1 Court Square, LONG ISLAND CITY, NY, 11101	Smith, Jane (LIC-900004) S: 1100-1300 (V: 1100-1300) 47-47 39th Street, SUNNYSIDE, NY, 11104	01:00	<input type="checkbox"/>

Save Save & Next Select All & Save Unselect All Calculate TT Cancel

Potential TT Openings

The table below describes the content of each line item in the search results.

Column	Description
Caregiver	Indicates the Caregiver
Discipline	Specifies the Caregiver's disciplines.
Date	The Date of the visit.
Visit 1	Specifies the information for Visit 1
Visit 2	Specifies the information for Visit 2
Time Btw Visits	Time Between Visits , or the total time between the end of Visit 1 and the start of Visit 2
Calculate	Select the TT and add it to a new Travel Time Batch .

Review and select TT openings for processing across multiple pages of results. Click either the **Save** or **Save & Next** button at the bottom of the page to maintain the selections. Once all the TT openings to be processed are selected, click the **Calculate TT** button to initiate the creation of a new TT Batch.

Travel Time Batches Tab

Calculated TT Batches are placed on the *Travel Time Batches* tab of the **Travel Time** page with a Status, as follows:

Status	Description
Pending	The system is generating a new TT Batch.
Calculated	The system has finished generating a TT Batch. Enter <i>Completed Batches</i> and finalize the TT Records.
Processing	The system is finalizing TT records within a Batch.

Status	Description
TT Created	The TT records associated with a Batch have finalized and applied to the appropriate Caregiver Calendars.

Batch Number	Office	Status	Travel Records Calculated	Travel Time Created	Travel Time Not Created	Batch Processed Date	Batch Processed By
LICTT10024	Long Island City	TT Created	3	3	0		Franqui Jon (JonNE)
LICTT10024	Long Island City	TT Created	4	4	0		Gelb Boris (BONE)
LICTT10018	Long Island City	TT Created	1	1	0		Franqui Jon (JonNE)
LICTT10018	Long Island City	TT Created	3	3	0		Franqui Jon (JonNE)
LICTT10017	Long Island City	TT Created	1	1	0		Franqui Jon (JonNE)
LICTT10016	Long Island City	TT Created	3	0	3		Franqui Jon (JonNE)
LICTT10013	Long Island City	TT Created	1	1	0		McCann Matthew (MatthewM)
LICTT10012	Long Island City	TT Created	2	2	0		McCann Matthew (MatthewM)
LICTT10011	Long Island City	TT Created	1	1	0		Lukovsky Joshua (JoshuaL)
LICTT10010	Long Island City	TT Created	1	0	1		Lukovsky Joshua (JoshuaL)
LICTT10008	Long Island City	TT Created	1	1	0		Franqui Jon (JonNE)
LICTT10002	Long Island City	TT Created	1	0	1		Franqui Jon (JonNE)
CLITT10053	Cib Caregivers	TT Created	1	1	0		Gelb Boris (BONE)
BORTT10058	Boris's Office	TT Created	1	1	0		Support Northeast (NEsupport)
BORTT10056	Boris's Office	TT Created	1	1	0		Gelb Boris (BONE)

Travel Time Batch Tab (Statuses)

When finalizing TT records within a Batch, specify the **Method** (*driving, public transportation, or walking*) of travel used for each TT record by selecting the corresponding icon. The system calculates the time it takes to travel between **Visit 1** and **Visit 2** for the selected **Method** using Google Maps. Alternatively, choose to calculate TT using the time between the end of **Visit 1** and the start of **Visit 2** as the travel duration.

The **Remaining Gap** column offers visibility into the value of the remaining gap (defined as the time between the end of TT and the Clock in of the second visit). The **Remaining Gap** value is equal to the **Gap Time** column subtracted by the value in the **Method** column. If the value changes in the **Method** column, then it is automatically adjusted in the Remaining Gap column. Negative Remaining Gap values are indicated in **red bold** font. The **Remaining Gap** column is sortable.

In addition to the **Method** of travel, specify the **Pay Code**. Once the information is specified, click on the **Create TT** button once again.

Caregiver	Travel Date	Visit 1	Visit 2	Gap Time	Method	Remaining Gap	Pay Code	TT
Caregiver_SJ (EQ-1843)	02/01/2019	Raj, Rocky (EQ-900020598537796) S: 1000-1130 (V: 1000-1135) WOODSIDE.NY.11377	Pandev, Prathap (EQ-900020598537797) S: 1145-1245 (V: 1145-1245) BROOKLYN.NY.11219	00:10	10 (Mins) MAP	00:00	HSK Holiday	<input type="checkbox"/>
Caregiver_SJ (EQ-1843)	03/06/2019	Patient, Naveen (EQ-900020598537794) S: 1100-1200 (V: 1100-1202) HEMPSTEAD.NY.11550	Patient, Abhi (EQ-900020598537795) S: 1215-1300 (V: 1215-1300) AMITYVILLE.NY.11701	00:13	13 (Mins) MAP	00:00	HSK Holiday	<input type="checkbox"/>

Create TT Entry

Once the system has finalized the process, the TT Batch is listed as *TT Created* on the **Travel Time Batches** tab. From here, verify if the TT records were created by reviewing the **Travel Time Created** column for the corresponding batch (as illustrated in the following image).

Batch Number	Status	Travel Records Calculated	Travel Time Created	Travel Time Not Created	Batch Processed Date	Batch Processed By
TT10018	TT Created	3	3	0		Franqui Jon (JonNE)
TT10012	TT Created	1	1	0		Franqui Jon (JonNE)
TT10005	TT Created	4	1	3		Franqui Jon (JonNE)
TT10002	TT Created	1	0	1		Franqui Jon (JonNE)

Travel Time Created

The system successfully finalized all TT records associated with the Batch. Any changes or deletions of a TT record at this point need to be made in the corresponding Caregiver's Calendar page.

Month	Day	Time	Activity	Status
December	4	S:0800 - 1000	McBride Harriet	X
December	5	S:0800 - 1000	McBride Harriet	X
December	6	S:0800 - 1000	McBride Harriet	X
December	7	S:0800 - 1000	McBride Harriet	X
December	8	S:0800 - 1000	McBride Harriet	X
December	9	S:0800 - 1000	McBride Harriet	X
December	10	S:1100 - 1300	Smith Louise Jane	X

Edit Travel Time Recorded, Caregiver Calendar

When a TT Batch is first initiated on the *Select Trips* tab, it must be finalized on the *Travel Time Batches* tab before a new Batch for the selected **Office** is created. The system does not allow multiple TT Batches for a single **Office** to be initiated (as illustrated in the image below).

Select Trips

Office: Citi Caregivers
 Discipline: All
 Coordinator: All
 Visit From: 10/07/2016
 Visit To: 01/05/2017

Caregiver First Name: _____
 Caregiver Location: All
 Min Time Btw Visits: _____ (Hrs.) _____ (Mins.)
 Confirmed From: _____

Caregiver Code: _____
 Caregiver Branch: All
 Max Time Btw Visits: _____ (Hrs.) _____ (Mins.)
 Confirmed To: _____

Note: A previous Travel Time batch for this Office has been initiated but has not yet been finalized. Please review batch details on the Travel Time Batches tab and finalize the batch before performing a new search for this Office.

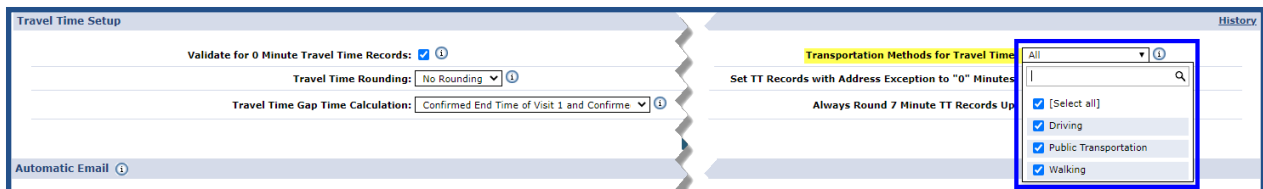
Warning Message

Setup Default Travel Time Values

Transportation Method

The **Transportation Methods for Travel Time** field in the **Edit Office** page (*Admin > Office Setup*) is a multi-select dropdown allowing Offices to specify which **Methods** of transportation, if any, may be applied to TT.

This field is set to *All* by default; therefore, all **Methods** (*Driving, Public Transportation, and Walking*) may be used to calculate TT. If any one or more of these **Methods** is unselected on this page, then the option cannot be a selected Method when entering TT on the **Travel Time** page.



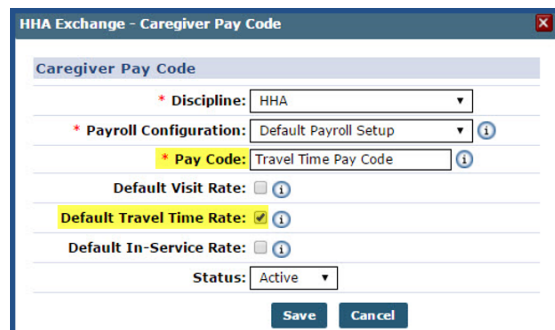
Office Setup: Default Transportation Method for TT

Default Travel Time Rate Flag

To designate a default Pay Code for TT, navigate to *Admin > Reference Table Management*.

Select the *Caregiver Pay Code* value and select the **Default Travel Time Rate** checkbox. Click **Save**.

When flagged, the designated **Pay Code** automatically populates new TT entries for any **Office** using the selected **Payroll Configuration**. Users may still change the **Pay Code**, or enter an **Override Pay Rate** value, when a default **Pay Code** is setup.



Set Default TT Pay Code

Note that only one **Pay Code** can be designated as the **Default Travel Time Rate** per **Payroll Configuration**. Selecting this checkbox for a different **Pay Code** listed under the same **Payroll Configuration** removes the flag for the existing default **Pay Code**.

Pay Travel Time To-the-Minute

The Travel Time rounding option can be removed so that it is calculated to the minute rather than to the nearest 15-minute interval. To activate this setting, navigate to the *Edit Payroll Configuration* page (**Admin > Payroll Setup**) and select the **Pay Travel Time to the Minute** checkbox (as illustrated in the image below).

The screenshot shows the 'Edit Payroll Configuration' page in the HHAexchange system. The 'General' section is active, showing various settings for a payroll configuration named 'Default Payroll Setup'. The 'Pay travel time to the minute' checkbox is checked and highlighted with a red box. A tooltip is visible over this checkbox, stating: 'Pay travel time to the minute. By default, when creating a Travel Time batch, Travel Time duration is rounded to the nearest 15 minutes. By checking this box, Travel Time will be calculated to the minute.'

Travel Time To-The-Minute Option

Upon saving, the Travel Time is calculated to the minute instead of being rounded (up/down) to the nearest 15 minutes. When using this option, the TT batch process calculates the time between visits by taking the actual confirmed times using the confirmed End Time of the first visit and the confirmed Start Time of the second visit.

Processing Travel Time for Payroll

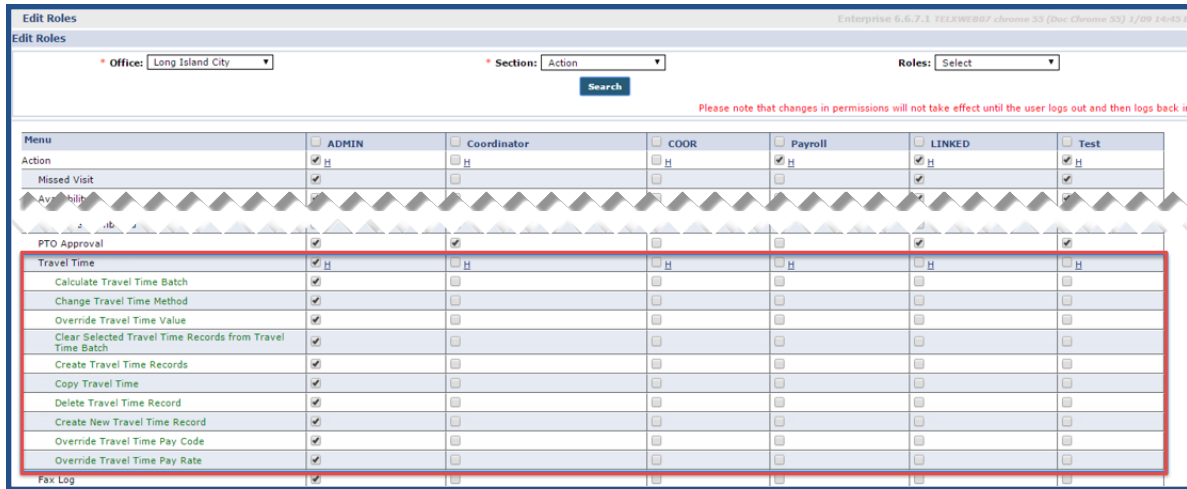
The introduction of **Travel Time** does not change the payroll process. When payroll with TT is processed, the TT records are distinguishable from visits as the system enters “Travel Time” as the **Patient Name** and “N/A” for the **Patient Number**, as seen in the image below.

Caregiver Info Active															
Name: Abreu Alex				Caregiver Code: LIC-1002				Office: Long Island City							
Team: Jon's Team				Vendor: Northeast Homecare Services				Phone: 111-111-1111							
Address: BROOKLYN, NY, 11210				Languages:				DOB: 03/04/1990							
												Caregiver Hours: H: 0 V: 0			
Pay Check															
Pay Check View Mode: <input checked="" type="radio"/> Batch View <input type="radio"/> Register View															
Batch Number: <input type="text" value="NEHS0029(12/04/2016-12/10/2016)"/>							Week Date: <input type="text"/>			<input type="button" value="Search"/>		<input type="button" value="Print"/>			
Current Week (12/04/2016 - 12/10/2016) Created On : [12/15/2016] [15:43:18]															
Visit Date	Visit/Expense	Patient Number	Patient Name	Reg Hrs	Daily	Pay Code	Pay Rate	Amount	OT Hrs	OT Rate	OT Amount	H Hrs	H Rate	H Amt	Total
12/05/2016	0800-1000	LIC-56789	McBride Harriet	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/05/2016	1000-1015	N/A	Travel Time	00:15		HHA Base	\$15.00	\$3.75	00:00			00:00			\$3.75
12/05/2016	1100-1300	LIC-900004	Smith Louise Jane	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/06/2016	0800-1000	LIC-56789	McBride Harriet	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/06/2016	1000-1015	N/A	Travel Time	00:15		HHA Base	\$15.00	\$3.75	00:00			00:00			\$3.75
12/06/2016	1100-1300	LIC-900004	Smith Louise Jane	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/07/2016	0800-1000	LIC-56789	McBride Harriet	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/07/2016	1000-1015	N/A	Travel Time	00:15		HHA Base	\$15.00	\$3.75	00:00			00:00			\$3.75
12/07/2016	1100-1300	LIC-900004	Smith Louise Jane	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/08/2016	0800-1000	LIC-56789	McBride Harriet	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/08/2016	1000-1030	N/A	Travel Time	00:30		HHA Base	\$15.00	\$7.50	00:00			00:00			\$7.50
12/08/2016	1100-1300	LIC-900004	Smith Louise Jane	02:00		HHA Base	\$15.00	\$30.00	00:00			00:00			\$30.00
12/09/2016	1000-1015	N/A	Travel Time	00:15		Travel Time Pay Code	\$15.00	\$3.75	00:00			00:00			\$3.75
Current Week Total:				17:30				\$262.50	00:00		\$0.00	00:00		\$0.00	\$262.50

Caregiver Pay Check Page, Batch View

Travel Time Permissions

Permissions for Travel Time are granted via the *Edit Roles* page (**Admin > User Management > Edit Roles > Section > Action**) allowing assigned roles the right to perform specific TT related actions, and the authority to override set TT record values (as illustrated in the following image).



Travel Time Permissions

The following table lists and describes the Travel Time permissions in the system.

Permission	Description (Allows...)
Travel Time	Access the Travel Time page.
Calculate Travel Time Batch	Calculate a compiled TT batch.
Change Travel Time Method	Selection of the Method of travel associated with the TT record.
Override Travel Time Value	Manual entry of a Travel Time value.
Clear Selected Travel Time Records from Travel Time Batch	Removal of TT records from a batch.
Create Travel Time Records	Create TT records on the Travel Time page.
Copy Travel Time	Copy a TT record on the Caregiver Calendar page and apply it to another date.
Delete Travel Time Record	Delete a saved TT record from the Caregiver Calendar page.
Create New Travel Time Record	Create TT records on the Caregiver Calendar page.
Override Travel Time Pay Code	Override the Pay Code associated with a saved TT record.
Override Travel Time Pay Rate	Override the Pay Rate associated with a saved TT record.

Travel Time Address Exception

An **Address Exception** column has been added to the *Travel Time Batches* page (**Action > Travel Time > Travel Time Batches** tab) for a Provider to see the number of address exceptions in a Travel Time Batch (as illustrated in the following image). This column captures the number of Travel Time records which could not be processed in each batch because the system was unable to identify one or both addresses associated with the record.

Batch Number	Office	Status	Travel Records Calculated	Travel Time Created	Travel Time Not Created	Address Exception	Batch Processed Date	Batch Processed By
EXQTT10576	Excellence QA Team	TT Created	27	0	27	25	04/17/2017 06:41	Prajapati Vijay (MultiQA)
HHATT10577	HHAExchange Office	TT Created	27	1	26	21	04/17/2017 08:07	Prajapati Vijay (MultiQA)
EXQTT10492	Excellence QA Team	TT Created	51	0	51	20	12/30/2016 03:32	Prajapati Vijay (MultiQA)
HHATT10468	HHAExchange Office	TT Created	28	0	28	20	12/28/2016 06:29	Prajapati Vijay (MultiQA)
HHATT10264	HHAExchange Office	TT Created	23	0	23	9	11/17/2016 23:47	Prajapati Vijay (MultiQA)
EXQTT10634	Excellence QA Team	TT Created	10	3	7	5	09/20/2017 06:55	Kantesaria Pragnesh (pragnesh13)
EXQTT10635	Excellence QA Team	TT Created	25	0	25	5	09/20/2017 07:01	Kantesaria Pragnesh (pragnesh13)
EXQTT10574	Excellence QA Team	TT Created	7	1	6	4	04/17/2017 05:46	Prajapati Vijay (MultiQA)
EXQTT10500	Excellence QA Team	TT Created	25	0	25	4	12/30/2016 05:37	Pandey Shekhar (shekhussp)
EXQTT10488	Excellence QA Team	TT Created	25	0	25	3	12/29/2016 07:07	Pandey Shekhar (shekhussp)

Travel Time Batches Page: Address Exception Column

Note: The system automatically sorts all Travel Time records with Address Exceptions to the top of the results.

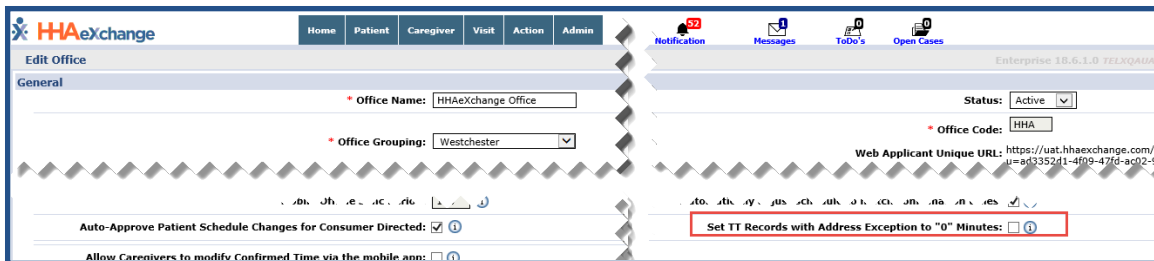
In the Search Results, click the [Batch Number](#) (link) to open the batch. The Batch Summary (on top, as shown in the image below) indicates the number of **Address Exceptions** in the batch.

Caregiver	Travel Date	Visit 1	Visit 2	Gap Time	Method	Pay Code	TT
pandev, Shrinath (EXQ-1111)	08/07/2017	Pandev, Amit (EXO-90020598537088) S: 0100-0200 (V: 0100-0200) BROOKLYN, NY, 11213	Pandev, Amitam (EXO-9001211) S: 1300-1500 (V: 1300-1400) Address1, Address2, NEW YORK, NY, 10001	11:00	660 (Mins) MAP	Select	Not Created
pandev, Shrinath (EXQ-1111)	05/11/2017	Pandev, Amitam (EXO-9001211) S: 0100-0200 (V: 0100-0200) Address1, Address2, NEW YORK, NY, 10001	Pandev, Sushant (EXO-1233211) S: 2100-2200 (V: 2100-2200)	19:00	1140 (Mins) MAP	Select	Not Created
pandev, Shrinath (EXQ-1111)	08/01/2017	Pandev, Amitam (EXO-9001211) S: 1300-1500 (V: 1300-1500) Address1, Address2, NEW YORK, NY, 10001	Kavruva, Sushant (EXO-900020598537435) S: 2100-2300 (V: 2100-2230) BROOKLYN, NY, 11213	06:00	360 (Mins) MAP	Select	Not Created
pandev, Shrinath (EXQ-1111)	08/05/2017	Pandev, Amitam (EXO-9001211) S: 1300-1500 (V: 1300-1400) Address1, Address2, NEW YORK, NY, 10001	Pandev, Rabhat (EXO-9009121) S: 2200-2300 (V: 2200-2300) BROOKLYN, NY, 11223	07:00	420 (Mins) MAP	Select	Not Created
pandev, Shrinath (EXQ-1111)	08/01/2017	Pandev, Ssp (EXO-9881315379) S: 0100-0400 (V: 0100-0300) Ad1, BROOKLYN, NY, 11213	Pandev, Amitam (EXO-9001211) S: 1300-1500 (V: 1300-1500) Address1, Address2, NEW YORK, NY, 10001	09:00	540 (Mins) MAP	Select	Not Created
Caregiver (3)	07/01/2017	Temp Test (EXO-900020598537207)	Temp Test (EXO-900020598537207)	02:00		Miss Holiday	Not Created

Travel Time Batch Summary

Set Travel Time Address Exception to 0 Minutes

A Set TT Records with Address Exception to 0 Minutes checkbox has been added to the *Edit Office* page (*Admin > Office Setup*), as seen in the following image. When selected, the system automatically sets Travel Time (TT) records with address exception errors to 0 minutes (instead of calculating the entire duration time between Visit 1 and Visit 2). This ensures that TT records are not mistakenly created for greater durations than desired. This option is available to all Providers. By default, TT records with address exception errors continue to be calculated using the time between Visit 1 and Visit 2.



Edit Office: Set TT Records with Address Exception to 0 Minutes

This setting can be seen in the Travel Time Batches page (*Action > Travel Time*). Select a batch with Address Exceptions. On the Results page, the system displays a set value of '0 Mins' under the **Method** column (instead of the entire duration between Visit 1 and Visit 2), as seen in the following image.

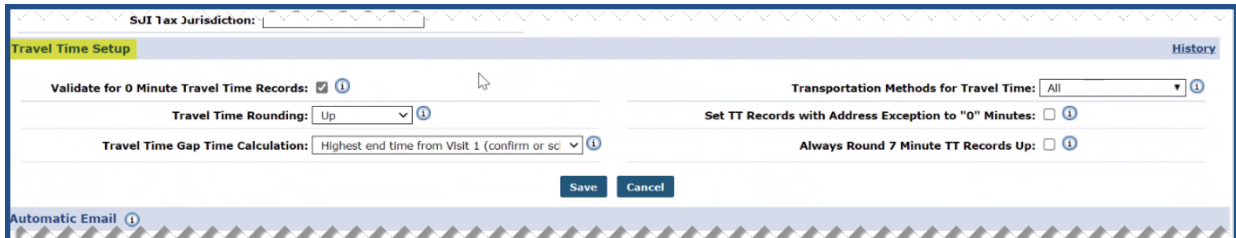
The screenshot shows the 'Travel Time Batches' results page. The table displays records with columns: Caretaker, Travel Date, Visit 1, Visit 2, Geo Time, Method, Remaining Geo, and Pay Code. Two records have '0 Mins' in the Method column, highlighted with a green box.

Caretaker	Travel Date	Visit 1	Visit 2	Geo Time	Method	Remaining Geo	Pay Code	TT
Varsha_ash (EKQ-1036)	08/17/2016	Fardes_Shakhu (EKO-876879878)	randev_sara (EKO-654547637)	03:45	0 Mins	03:35	HHA_DEFAULT	
Salah_Vijai (EKQ-1071)	10/02/2016	Aswita_Raman (EKO-814256)	Shardul_Pokul (EKO-78878547)	01:00	0 Mins	00:50	HHA Hourly	
Shashi_Prade (EKQ-1093)	06/06/2016	Pune_Vijaylaxmi (EKO-1261380720)	Randev_Sushant (EKO-3000039935717)	17:00	0 Mins	05:37	Select	
randev_Shrooth (EKQ-1111)	09/05/2017	Randev_Danya (EKO-3000028953711)	Randev_Kamlesh (EKO-3000028953711)	08:00	0 Mins	00:00	Select	

Travel Time Batches: 0 Minutes

Travel Time Configuration

A *Travel Time Setup* section in the *Office Setup* page (**Admin > Office Setup**) is used to manage Travel Time settings, as seen in the following image and described in the table underneath.



Office Setup: Travel Time Setup Section

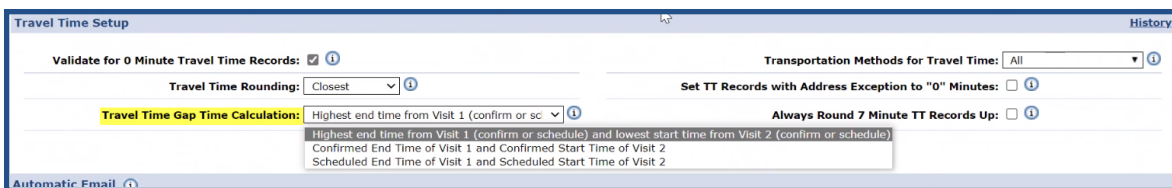
Field	Description
Validate for 0 Minute Travel Time Records	<p>If this checkbox is selected, then the system validates for 0-minute Travel Time records.</p> <p>If unselected, then the system allows for the creation of 0-minute Travel Time records. Providers can create non-payable Travel Time records to clear the visits from the Travel Time page.</p>
Travel Time Rounding	<p>Configure the rounding logic for Travel Time to round TT records up, down, or to the closest quarter-hour increment for created payroll batches. Select No Rounding to opt-out of the rounding logic functionality altogether.</p> <p>Note: By default, the Always Round 7 Minute TT Records Up checkbox is selected which overrides any setting configured in the Travel Time Rounding field. Ensure to deselect this setting when applying rounding logic.</p>
Travel Time Gap Time Calculation	<p>Configure the gap time calculation when creating a Travel Time record by selecting any of the following options:</p> <ul style="list-style-type: none"> Highest End Time from Visit 1 (Confirmed or Scheduled) and Lowest Start Time from Visit 2 (Confirmed or Scheduled); this is the current system behavior. Confirmed End Time of Visit 1 and Confirmed Start Time for Visit 2: use only the Confirmed Times to calculate the gap; or Scheduled End Time of Visit 1 and Scheduled Start Time for Visit 2; use only the Scheduled Times to calculate the gap.
Transportation Methods for Travel Time	<p>Select default transportation methods for Travel Time to include <i>All</i>, <i>Driving</i>, <i>Public Transportation</i>, and <i>Walking</i> to automatically calculate time between shifts.</p>
Set TT Records with Address	<p>When selected, the system automatically sets Travel Time (TT)</p>

Field	Description
Exception to "0" Minutes	records with address exception errors to 0 minutes (instead of calculating the entire duration time between Visit 1 and Visit 2). This ensures that TT records are not mistakenly created for greater durations than desired.
Always Round 7 Minute TT Records Up	Select to round up any Travel Time record that is 7 minutes or less to 15 minutes, regardless of the defined TT Rounding rule. The gap time is defined as the time between the end of the first visit and the start of the second visit.

Travel Time: Define Gap Time Calculation

Providers can configure the Gap Time calculation (in essence, the time between two visits), when creating a Travel Time record. To update the setting, navigate to the *Travel Time Setup* section and select the desired option from the **Travel Time Gap Time Calculation** field to include:

- Highest End Time from Visit 1 (Confirmed or Scheduled) and Lowest Start Time from Visit 2 (Confirmed or Scheduled); this is the current system behavior.
- Confirmed End Time of Visit 1 and Confirmed Start Time for Visit 2: use only the Confirmed Times to calculate the Gap; or
- Scheduled End Time of Visit 1 and Scheduled Start Time for Visit 2; use only the Scheduled Times to calculate the Gap.



Travel Time Gap Time Calculation Field

Based on the current logic, the Gap time (time between visits) is 15 minutes, because the system is taking the scheduled End Time for Visit 1 (the later of the two) and the confirmed Clock-In for Visit 2 (the earlier of the two). If changed to look only at confirmed duration (1345 and 1415) the Gap is 30 minutes. For scheduled (1400 and 1430), the Gap is also 30 minutes.

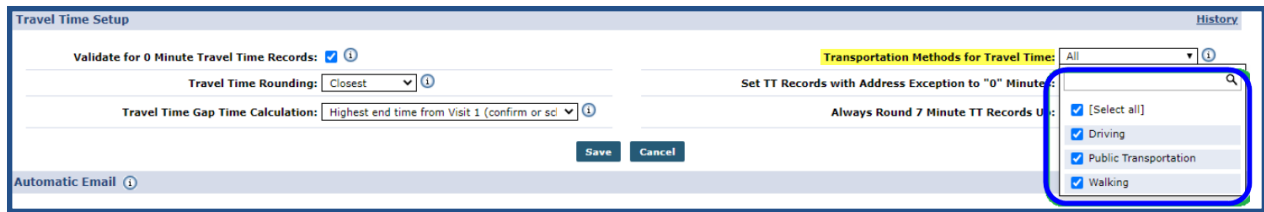
Caregiver	Discipline	Travel Date	Visit 1	Visit 2	Time Btw Visits	Calculate
	HHA	11/02/2021	S: 0900-1400 (V: 0845-1345) XX,XXX,Bronx,NY,10465	S: 1430-1830 (V: 1415-1815) XX,XXX,bronx,NY,10467	00:15	<input type="checkbox"/>

Gap Time Calculation

Set Caregiver Preferred TT Method

Providers can set the Caregiver’s preferred Travel Time (TT) method on the Caregiver Profile to allow for more accurate payment of TT.

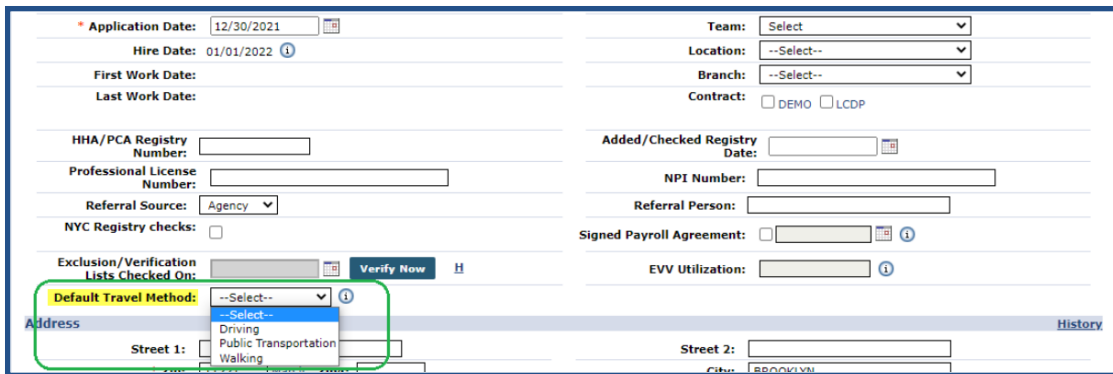
The Travel Time Transportation Methods are first identified in the *Office Setup* page (**Admin > Office Setup**) in the *Travel Time Setup* section as seen in the following image. From the **Transportation Methods for Travel Time** field, select all applicable values to include *Driving*, *Public Transportation*, and *Walking*.



Travel Time Setup: Transportation Methods

Note: Deactivating any Transportation Method at the Office level removes the options in the Caregiver Profile.

On the *Caregiver Profile* page in the *Employment Info* section, select the Caregiver’s preferred Travel Time method from the **Default Travel Method** field, as seen in the image below.



Caregiver Profile: Default Travel Method

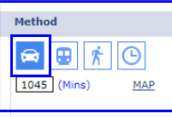
When a Travel Time Batch is created, the system automatically selects the Transportation Method as defined in the Caregiver Profile. The transportation **Method** can also be changed before submitting the batch.

Batch Back

Office: Twillio 20.07 Batch #: TW2TT11126 Status: Calculated Total Records Calculated: 1 Address Exceptions: 0 Batch Processed Date: 12/16/2021 03:19

Disclaimer: Travel time records are generated using Google Maps estimated time and distance calculations. Once results are returned, it is strongly recommended that agencies review records in detail before processing.
In order for ODT events to be created, default ODT paycodes must be set for each discipline in Reference Table Management and added to your Payroll Setup.

Records in Batch (1)

Caregiver	Travel Date	Visit 1	Visit 2	Gap Time	Method	Remaining Gap	Pay Code	TT
Twillio Office_Hardik (TW2-6550)	11/14/2021	patient123_125962AN Test (TW2-9000205985386125) S: 0100-0240 (V: 0100-0240) New York1,New York2,NEW YORK,NY,10001	Patient_AJ Test (TW2-9000205985386125) S: 0308-0410 (V: 0308-0410) add1,,EAU GALLE,WI,54737	00:28	 1045 (Mins) MAP	-16:57	AB PayCode	<input type="checkbox"/>

Save Save & Next Select All & Save Unselect All Create TT

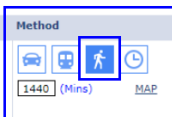
Caregiver Preferred TT Transport Method

Batch Back

Office: Twillio 20.07 Batch #: TW2TT11126 Status: Calculated Total Records Calculated: 1 Address Exceptions: 0 Batch Processed Date: 12/16/2021 03:19

Disclaimer: Travel time records are generated using Google Maps estimated time and distance calculations. Once results are returned, it is strongly recommended that agencies review records in detail before processing.
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Twillio Office_Hardik (TW2-6550)	11/14/2021	patient123_125962AN Test (TW2-9000205985386125) S: 0100-0240 (V: 0100-0240) New York1,New York2,NEW YORK,NY,10001	Patient_AJ Test (TW2-9000205985386125) S: 0308-0410 (V: 0308-0410) add1,,EAU GALLE,WI,54737	00:28	 1440 (Mins) MAP	-23:32	AB PayCode	<input type="checkbox"/>

Save Save & Next Select All & Save Unselect All Create TT

Changed Transport Method in TT Batch