



Employment with CareAssist
General Information

Please note that all office policies and procedures can be found in the Employee Handbook. This information is used for quick reference, only.

Payroll

- CareAssist pays bi-weekly using direct deposit. Pay day is every other Friday depending on your individual bank's policies. Please call our office upon confirmation of schedule to ask which pay cycle we are in.
- Progress Notes and Mileage forms are due every Tuesday by 5:00 pm for payroll processing.
- Mail Paperwork to: **CareAssist PO Box 4285 Chattanooga, TN 37405**

Paperwork & Due Dates

**Progress Notes*

- Paperwork must be completed in full and signed by client or DPOA (durable power of attorney). All paperwork must be mailed to and received by the office by Tuesday 5:00 pm. Mail to the address above. No copies or faxes will be accepted. Late paperwork for the current payroll cycle will be processed in accordance with CareAssist policies. *All late paperwork will be processed for deposit on the Tuesday following the next payroll Friday. Paperwork turned in late will result in a minimum 15-day delay of payment.



Accessing your Schedule ONLINE

www.clearcareonline.com

Choose "Log In" in the upper right hand corner of the page.

Enter your email address on file with CareAssist.

Your password is the first letter of your first name followed by your last name in lower case letters.

For example, my name is Leslie Morgan. I would use lmorgan as my password.

This is a view only schedule. You are able to click on a currently scheduled visit and view the Client's Assessment and map. Please submit any changes in your availability through our office by contacting 423-875-4254. Please remember that you are bound by HIPPA to protect the privacy of our client's information. If you do not have an email address on file with our office, please contact us with that information as soon as possible.

Office hours are Monday – Friday 9 am- 5 pm.

*The office is on-call 24/7. After hours call **423-875-4254** and leave a detailed message.*

Someone will call you back if it is relevant to an after hours shift.

All non-emergent calls will be returned the next business day.