

## Guidelines for Completing the Time Record and Caregiver Note

The **Time Record** is like your **time card**. The form is used to pay for services provided to our policyholder.

Completing the **Time Record** correctly and completely is necessary for benefit payments to be processed in a timely manner. Follow the guidelines listed below.

- Use black ink
- Print Clearly
- Do not exceed 24 hours in any day
- If you work a split shift use the space provided
- Each individual caregiver must complete their own time record
- Caregiver Notes must accompany the time record

The **Caregiver Note** is an important document for the payment of long term care policy benefits

Completing the **Caregiver Note** correctly and completely is imperative in order for benefit payments to be processed without delay. Always keep in mind there is no such thing as too much information. If too little information is provided the **Caregiver Note** will be reviewed and you will be contacted for further information before benefits are paid.

Follow the guidelines listed below.

- Use black ink
- Print Clearly
- Complete all areas of the **Caregiver Note** that are applicable to the insured's care.
- Report changes in the care you provided at the bottom of the form
- Be sure to sign the form as the caregiver
- The insured or POA must sign the time record as verification of the services provided.
- Benefits will be delayed if services provided are not consistent with the approved Plan of Care
- Please make additional copies as needed for future weeks of care you provide.

***Failure to complete, sign and submit the Time Record and Caregiver Note will result in benefits being delayed.***

Send the completed Weekly Caregiver Notes to:

Equitable Life & Casualty  
3 Triad Center  
Salt Lake City, UT 84180-1200

or Fax to: 801-579-3715