



CAREGIVER GUIDE

Emails

What should I email to Payroll?

- Fax@platinumhhc.com emergency timesheets and PTO/vacation payout requests.
- Directdeposits@platinumhhc.com direct deposit information.
- EVV@platinumhhc.com *HHAExchange* app appointments/issues and phone requests.
- Payrollstaff@platinumhhc.com payroll questions and concerns.

What should I email to Compliance?

- COVID19@platinumhhc.com Covid test results and quarantine information.
- Medicals@platinumhhc.com annual physicals and medical notes.
- Compliance@platinumhhc.com updating expired IDs, employment authorizations, job letter requests, resignations, fingerprint questions, references, health insurance questions, and employment status.

What should I email to Recruitment/Inservice?

- Recruitment@platinumhhc.com applications, training class questions, and orientation questions.
- Inservice@platinumhhc.com inservice questions and *ShowdMe* (inservice app) assistance.

What should I email to the caregiver's Human Resources?

- CAT@platinumhhc.com patient complaints, incidents statements, reporting fraud.
- Aiderelations@platinumhhc.com questions and forms regarding disability, paid family leave, workers compensation, unemployment, office complaints or suggestions.



Faxes

What should I send to the Payroll's fax? [212-587-3298](tel:212-587-3298)

- Timesheets.
- Direct deposit information.
- PTO/vacation payout request.
 - Examples:
 - The office informed me that I must send a timesheet since, due to an emergency, I couldn't clock out. Now that my timesheet is correctly filled, I can fax it to Payroll.
 - I filled out the direct deposit form and sent it to Payroll's fax; that way, I will receive my payment directly to my account and on time.
 - I would like my PTO to be paid out; I will request in writing to Payroll I want ten (10) days out of my twenty (20) balance to be paid out.
 - Remember that if you are going on vacation, your coordinator must approve it before Payroll pays you.

What should I send to the Compliance/HR's fax? [718-504-6297](tel:718-504-6297)

- Medicals.
- Covid test results.
- Updated IDs and employment authorizations.
- Resignations
- Doctor's notes
 - Examples:
 - I renewed my physical, and since last year's physical is about to expire, my responsibility is to send it to Platinum to the compliance fax.
 - I tested positive for COVID-19; after informing my coordinator, I must send my test results to the compliance department.
 - My worker's authorization expires this month; I just received an extension letter that I must send to Platinum's compliance department.
 - My doctor gave a note stating I cannot work for three days. I advised my coordinator and sent the letter to the compliance department.

What should I send to the Recruitment/Inservice's fax? [718-285-3547](tel:718-285-3547)

- Applicants paperwork
 - Example:



- I am applying as an HHA to work at Platinum. I forgot to bring my HHA Certificate when I was applying in the office, but they asked me to fax it when I got home.

Receipt Confirmation

Please remember that you are responsible for confirming that Platinum received your fax/email. You may contact the department of interest extension group for prompt response as any available representative will assist your call rather than calling a representative's direct extension. For urgent matters, please contact the supervisor of the corresponding department.

- Payroll Group: **EXT 422** or **421**
- Compliance/HR Group: **EXT 452**
- Recruitment Group: **EXT 602**
- Inservice Group: **EXT 470 (ENG)** and **EXT 570 (SPN)**