Frequently Asked Questions

If you have any questions or concerns pertaining to any of these FAQs, please don't hesitate to reach out to your recruiter, or you may contact us via phone (866-898-8125) or email (timesheets@wellhart.com).

How do I report my hours/timesheet?

Providers are strongly encouraged to report weekly time/hours worked using the **online** Wellhart Timesheets system and submit reimbursable expenses and copies of related receipts.

Link = https://timesheets.wellhart.com/

The Wellhart Timesheets website can be used to track regular and excess hours, plus any on-call arrangements and call-back hours actually worked.

After you submit your timesheet through the Wellhart Timesheets system, it will be **automatically** sent to an authorized client or facility representative for approval. Please take note that client or facility approval is **required** before payments can be made to you for services rendered.

Tip: Providers can use the Wellhart Timesheets system to confirm whether or not their timesheets have already been approved by the client or facility. To confirm approval, look for the language "Status: Approved" near the top of the Wellhart Timesheets system. If you see "Status: Received" or "Status: Received Offline," it means that Wellhart is still waiting for client or facility approval.

If you need help submitting your time through the Wellhart Timesheet system, please contact us via phone (866-898-8125) or email (timesheets@wellhart.com).

If you'd like to use and fill out a **PDF/paper timesheet** (in lieu of using the online Wellhart Timesheets system), please reach out to your recruiter and they can provide you with the current template.

Please take note that Wellhart is **unable** to process imesheets or make payments to providers for time/hours that have not been approved by an authorized client or facility representative. Wellhart will make every effort to work with the client or facility to ensure that your time gets approved in a timely manner.

What is my user ID and password to log in to Wellhart Timesheets?

You should **automatically** receive a welcome email from the Wellhart Timesheets system **the week before** your first scheduled workweek. This email will include your username and a temporary password. Once you receive your account information, you'll be able to log in and begin reporting hours worked on a **weekly** basis (Saturday through Friday) throughout the duration of your contracted assignment.

If you do **not** receive an email from the Wellhart Timesheets system during your first workweek, please reach out to your Wellhart recruiter or email timesheets@wellhart.com in order to confirm your correct personal email address.

When do I need to submit my timesheets to Wellhart?

Wellhart accumulates and processes timesheets on a **weekly** basis using a standard provider workweek schedule that runs from **Saturday through Friday**.

Please take note that if you work a block of shifts from Friday through Sunday, Friday should be reported in the **first** week, and both Saturday and Sunday should be reported in the **following** week.

At the completion of your scheduled workweek, we ask that you submit your time and any reimbursable expenses through the Wellhart Timesheets system by the following **Monday by 12 p.m. EST.** You will receive **automatic** weekly emails from the Wellhart Timesheets system to indicate when your timesheets are available.

How do I submit reimbursable expenses and copies of receipts to Wellhart?

The online Wellhart Timesheets system can also be used to submit reimbursable **expenses** and copies of any related **receipts**.

You can access the expense reporting section of the Wellhart Timesheets system by clicking on the money sign icon ($).

When submitting expense receipts, you may upload them as **PDF**, **JPEG** or **PNG** image files.

Expenses and copies of receipts should be submitted by you in the **same week** in which you report your time worked. This will help ensure that you are paid for **both** time and reimbursable expenses within the same payment cycle.

Please remember to only submit expenses and receipts that are **reimbursable** to you under the terms of your signed placement order ("PO") agreement with Wellhart. If you have any questions about what is or isn't covered in your placement order agreement, please reach out to your Wellhart recruiter.

If you would like to fill out and use a **PDF/paper expense template** (in lieu of using the online Wellhart Timesheets system), please reach out to your recruiter and they can provide you with the current template.

Wellhart

Timesheet

Important Information

This timesheet is used to track regular and overtime hours plus any on-call arrangements and call-back hours. We ask that you complete your timesheet and provide to your client representative for their review and approval following the completion of your schedules work week. Wellhart is unable to process timesheets that have not been approved by an authorized client representative. Please contact your recruiter if you are having trouble tracking down the appropriate client signature. We will make every effort to work with out client to ensure that your hours get approved in a timely manner.

Wellhart accumulates and processes timesheets on a weekly basis using a standard provider workweek schedule that runs Saturday-Friday. At the completion of your scheduled workweek, we ask that you submit a timesheet by the following Monday at 12:00pm EST.

Timesheets can be returned directly to Wellhart via fax (978.651.1650) or email (timesheets@wellhart.com).

Timesheet

Provider Name ______________________ W/E Date (Friday) ______________________

Client Name ______________________ Facility Name ______________________

		SAT	SUN	MON	TUE	WED	THU	FRI
	Date							
Regular Hours	Start Time							
	Finish Time							
	Total Regular Hours (excluding breaks)							
Excess Hours	Start Time							
	Finish Time							
	Total Excess Hours							
Call Back	On Call							
	Start Time							
	Finish Time							
	Total Back Hours							

Comments ______________________

Provider Signature ______________________

Provider signature certifies that this form is a true and accurate summary of all hours worked, reflecting Provider's own record of each day's starting time and ending times.

Assignment # (for internal purposes only) ______________________

Client Signature ______________________

Client Name (Print) ______________________

Client Representative signature certifies that he/she is authorized by the client to approve this timesheet. In addition, the signature certifies that the Client Representative has reviewed this timesheet, the timesheet has been properly and accurately completed, and the physician has satisfactorily worked the hours reported.