



Does Your Payroll Provider Give Your Franchise Everything You Need?

Running payroll for a home health care franchise is rarely simple. Caregivers may work different shifts, visit multiple clients, earn different rates, travel between homes, submit mileage, miss punches, pick up overtime, or need support with benefits and onboarding.

Use this checklist to see where your current payroll provider is helping, where gaps may exist, and where Horizon Payroll can provide more hands-on support.

Payroll Accuracy & Caregiver Pay

Does your payroll provider help you confidently manage:

- Different pay rates for caregivers based on client, shift type, location, or service type?
- Hourly, salaried, part-time, PRN, live-in, and overnight caregivers?
- Split shifts, short visits, missed visits, and last-minute schedule changes?
- Overtime when caregivers work across multiple clients, locations, or service lines?
- Blended overtime rates when an employee earns multiple rates of pay in the same pay period?
- Holiday pay, weekend differentials, shift premiums, and on-call pay?

- Clear payroll corrections when caregiver hours or pay details need to be adjusted?
- Employee access to pay stubs, tax forms, and pay history?

Mileage, Driving Time & Travel Pay

For home health care agencies, mileage and driving time can create confusion fast. A caregiver may drive from one client's home to another, submit mileage, or ask whether that travel time should be paid.

Does your provider help you answer questions like:

- How should we handle mileage reimbursement versus paid driving time?
- Are we paying travel time correctly between client visits?

- Can we separate reimbursable mileage from compensable work time?
- Can our payroll system track mileage reimbursement clearly?
- Can we document travel time in a way that supports compliance and payroll accuracy?
- Can we report mileage and travel pay by caregiver, client, branch, or program?
- Do we have a process for reviewing unusual mileage or travel time entries before payroll runs?

This is one of the areas where Horizon can help home health care franchises build a cleaner payroll process, especially when caregiver schedules, EVV records, and travel between visits all need to line up.

Wage & Hour Compliance

Does your provider help your agency stay on top of:

- Federal, state, and local wage and hour requirements?
- Paid sick leave rules by state, city, or municipality?
- Meal breaks, rest breaks, and missed break tracking?
- Live-in caregiver pay rules?
- Employee vs. independent contractor classification?
- Workers' compensation classification and reporting?
- Payroll documentation if your agency is ever audited or questioned?
- Tax notices, payroll tax filings, and compliance deadlines?

Scheduling, Timekeeping & EVV Integration

Your payroll should work with the way your agency schedules and tracks caregiver time.

Does your provider support:

- Integration with your home care scheduling software?
- Use of EVV or timekeeping data to reduce manual payroll entry?
- Manager review, approval, and editing of time before payroll runs?
- Flags for missing punches, unapproved time, duplicate entries, or unusual hours?
- Mobile clock-in and clock-out for caregivers?
- GPS or location-based punch tracking when needed?

- Cleaner comparison between scheduled shifts, completed visits, and paid hours?
- Reduced manual back-and-forth between scheduling, timekeeping, billing, and payroll?

Caregiver Retention & Employee Experience

Payroll affects caregiver trust. If pay is confusing, late, or difficult to access, it can create frustration for employees and more work for your office staff.

Does your current provider help you offer:

- Caregiver access to review hours before payroll is processed?
- Direct deposit?
- Pay cards?
- Earned wage access?
- Online employee access to tax forms and pay information?
- Employee self-service for direct deposit and tax withholding updates?
- A mobile app for employees?
- Support for retirement plans, health benefits, or other employee perks?
- Fewer paycheck disputes through clearer records and reporting?

Reporting & Agency Operations

A payroll provider should help you understand labor costs, not just process checks.

Can your provider show you:

- Labor costs by client?
- Labor costs by caregiver?
- Labor costs by branch, department, or service line?
- Scheduled hours compared to paid hours?
- Overtime trends before they become expensive?
- Payroll reports for accountants, owners, or managers?
- Labor cost reports by program or payer source?
- Custom reports for Medicaid, private pay, VA, or other payer requirements?
- Data that helps you make staffing, pricing, and growth decisions?

Onboarding & HR Support

Home health care franchises often hire frequently, which makes onboarding and document tracking critical.

Does your provider help with:

- New caregiver onboarding?
- Online W-4 completion?
- Online I-9 completion?
- Direct deposit setup?
- Policy acknowledgments?
- Background check tracking or document storage?

- License and certification tracking?
- TB test, CPR, or training documentation?
- Expiration reminders for credentials and required documents?
- Employee handbooks and HR forms?
- HR support when employee issues or questions come up?

Service & Support

When payroll problems happen, your agency needs a real person who understands the urgency.

Does your provider offer:

- A dedicated payroll contact?
- Easy access to support before payroll deadlines?
- Experience working with home health care or caregiver-based businesses?
- Support for agencies with multiple locations or franchises?
- Training for your office staff?
- Help during implementation and provider transition?
- Clear guidance on what information is needed to get started?
- Secure handling of employee payroll, tax, and personal data?
- Hands-on support instead of software-only service?

Cost, Value & Scalability

The lowest payroll price is not always the lowest cost. Errors, manual work, overtime issues, compliance penalties, and employee frustration can cost more over time.

Does your current provider help you understand:

- What is included in your payroll pricing?
- Whether there are extra fees for tax filings, year-end forms, reports, integrations, or off-cycle payrolls?
- How much administrative time your team spends fixing payroll issues?
- Whether payroll errors are costing your agency money?
- Whether overtime trends are being caught early enough?
- How payroll support can scale as you add caregivers, clients, branches, or locations?
- What you get from a hands-on payroll partner compared to a national software platform?
- Whether your current payroll setup is built for the complexity of home health care?

Where Horizon Payroll Can Help

If you checked several boxes where your current provider falls short, Horizon Payroll can help your agency build a more reliable payroll process.

Horizon supports home health care franchises with payroll processing, tax filings, timekeeping coordination, employee self-service, reporting, onboarding support, HR tools, benefits support, and hands-on guidance from a team that understands complex caregiver payroll.

For home health care agencies, payroll is more than paying employees. It touches scheduling, compliance, retention, reporting, and daily operations. Horizon helps bring those pieces together so your team spends less time chasing payroll issues and more time running the agency.



horizon
PAYROLL

(888) 434-8244

Support@HorizonPayroll.com
horizonpayrollsolutions.com