# WorkBrain Employee Correction Request Procedures and Form

[Procedures](#_Toc191028244)

[Time Codes](#_Toc191028245)

[Related Documents](#_Toc191028246)

**Description:** Instructions on how to access, complete, and submit the WorkBrain Employee Correction request form.

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| Procedures |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | Access the [CMO Resource Planning Hub](https://aetnao365.sharepoint.com/sites/CMOResourcePlanningHUB?market=en-US). | |
| **2** | Click **Work Brain Correction Form**.    **Result:** Time and Attendance SharePoint page displays. | |
| **3** | Click **Workbrain Correction Form**.  **Note:** Read all of the information listed under Past Scheduling and Payroll Support before submitting a correction form.    **Result:** The Workbrain Correction Form will open. | |
| **4** | Complete the applicable (\*) fields on the form.     1. Requestor Type: Agent 2. Request Type 3. Employee Name 4. Employee ID 5. Supervisor 6. Impacted Dates 7. Impacted Times 8. Change request explanations and details   **Note:** Only **one** **date** per Workbrain Correction Form is allowed. If additional dates need to be adjusted, submit a new form. | |
| **5** | Click **Save**.  **Results:**   * The employee will receive an email to notify the form has been submitted. * Customer Care Time & Attendance (T&A) will review and complete the form. * Once T&A reviews and completes the form, additional emails will notify of the status and advise of any next steps. | |
| **If email indicates…** | **Then…** |
| The form is **Completed** | 1. Access [PSS Time and Attendance - Home (sharepoint.com)](https://aetnao365.sharepoint.com/sites/PSSTimeandattendance).  2. Select **Workbrain Correction Form** from the left column to see your submitted forms.    3. Double click the **WCF#** that shows **Completed** to review T&A Notes.  **Notes:**   * Once the form is complete, it cannot be changed. * If any additional changes for that date are needed, submit a new form. |
| Further information is required | * 1. Access [PSS Time and Attendance – Home (sharepoint.com)](https://aetnao365.sharepoint.com/sites/PSSTimeandattendance).   2. Select **Workbrain Correction Form** from the left column to see your submitted forms.   3. Double click the **WCF#** that shows **Information Required**.   4. Read the T&A Notes to determine what is needed. * If the request requires Supervisor or Manager’s approval, T&A will notate in the form and email the Employee and Supervisor or Manager to request approval and keep the status as Information Required until a response is received.   + Once T&A receives approval/denial, T&A will complete the form, and an email will notify you the form is complete.     - Complete the steps for [Email indicates the form is **Completed**](#Completed).   1. Click **Edit All**.   2. Update the information and/or attach documentation requested.   3. Click **Save**.   **Result:** Once T&A Reviews and completes, an email will be received to notify the form is complete.  8. Complete the steps for [Email indicates the form is **Completed**](#Completed). |

[Top of the Document](#_top)

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| Time Codes |

Use as needed:

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| **Time Code** | **Description** |
| EWA | Earned Wage Access: Earned Wage Access, also called on-demand pay, is a voluntary financial wellness benefit. It allows employees to access a portion of their net earned and accrued wages, when needed, between pay cycles. (Payroll Deduction) |
| FLO | Floating holiday time: Scheduled/approved |
| FLU | Floating holiday time: Unscheduled/unapproved |
| FNL | Bereavement time: Approved |
| HOL | Company observed holiday paid time |
| HOW | Time worked on a company observed holiday date |
| ILH | Personal illness (hourly): Unscheduled/unapproved |
| JUR | Jury Duty: Scheduled/approved |
| LWV | Low work volume: Scheduled /unpaid |
| MIL | Military time: Approved/unpaid |
| MYH | myTime (hourly) |
| OHL | Holiday Overtime |
| OTP | Overtime Paid |
| OT2 | Double Time |
| PGR | Paid Grace Eligible |
| S2D | Shift Pay 3.00 Per Hour |
| S2P | Shift Pay 1.00 Per Hour |
| S2Q | Shift Differential |
| S3K | Shift Pay 2.00 Per Hour |
| S3L | Shift Pay 3.00 Per Hour |
| S3M | Shift Pay 2.00 Per Hour |
| SMB | Short meal break (system coded): Paid |
| SOF | Shift pay 4.50 Per Hour |
| SSK | State Specific Sick |
| TOF | Time off: Approved/unpaid |
| TOU | Time off: Unscheduled/ unpaid |
| VTO | Voluntary Time Off |
| WKN | Worker's comp: Unpaid |
| WRK | Work time |

[Top of the Document](#_top)

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CVS Health Attendance Policy (DOC 51628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628)

[Top of the Document](#_top)

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