

Electronic Visit Verification (EVV)

Frequently Asked Questions (FAQ) for Attendants

What Is Electronic Visit Verification (EVV)?

EVV is a technology that allows you to clock your hours when you give care to your member(s). When you clock in, and when you clock out, the app will also record your location. Your location is not tracked during your shift. Using EVV is one way to be sure that members get the care they need.

Why do we need to use EVV?

A Federal Law set new rules requiring an Electronic Visit Verification (EVV) system that records clock in and clock out time and location for Home and Community Based Services, including self-direction programs. As a worker, you will need to follow the new rules to provide services for your member.

Do I need to use the Time4Care™ app?

Yes. Time4Care is Public Partnerships' mobile EVV application. You can download Time4Care from the app or Google play store.

How Does It Work?

Time4Care uses a clock to record your start time and end time for each shift worked. The app uses GPS to record your location at clock in and clock out only. It does not record your location at any other time.

How does the app work if I do not have internet access?

The mobile app continues to work offline and will still record your time and location. When your device is in an area with internet access, your offline entries will upload.

Do you have instructions on how to use Time4Care?

Yes. Instructions and training videos are on the BetterOnline web portal. Log in at <https://fms.publicpartnerships.com>

What are the benefits of Time4Care?

- Easy time entry – Enter your time on the go as your shift is occurring.
- Saves Time – Quickly record your time and service details directly on your smart phone without the need for a computer or fax machine.
- Reduces Errors – Time4Care lets you know in real time if there are problems with your entry.
- Notifications – Receive real time alerts when your hours are approved.

What do I do if I don't have a smart phone?

You must use a smart phone or tablet with GPS to clock in and out with Time4Care.

1. You can use your member's device with your own username and password.
2. If your member does not have a smart phone, there are free resources for smart phones for Medicaid members through a federal program. You may also be eligible for this benefit. You or your member may apply directly at <https://www.lifelinesupport.org/lis/>
3. As an exception, you may qualify to use a call-in system that uses your member's landline to verify service location. You will be required to attest to having no other access to a mobile device.

If you need further assistance, contact Customer Service.

What happens if the member wants to go to a different location during my shift? For example, we often visit with friends or family right before my shift ends.

Time4Care allows you to clock in at one location and clock out at a different location.

Does Time4Care include alerts for missed visits, upcoming work (based on a schedule)?

The app does not provide schedule alerts or warnings of missed visits because it does not link to a set schedule.

Does Time4Care support multiple languages?

Not at this time. However, some information and training materials may be available in other languages. Check with customer service.

Is it going to cost me anything to use this system?

No. There is no cost to use the EVV system.

Is there a way to see all the hours I have worked during a certain time frame?

Yes. You can review total hours worked within a pay period by going to the Pay Periods menu option on the mobile app (refer to the Time4Care Quick Guide for details). You may also review hours worked by going to the BetterOnline™ web portal.

May I customize the application?

No, the setup of Time4Care is determined by the needs of the member's program and is the same for all attendants.

What happens if I forget my smart phone or it dies/runs out of battery?

If you are unable to clock in or out because you forgot or misplaced your phone or the battery dies, you can create a manual entry for past time worked, either using the app or the web portal. This should be used on an exception basis only – any entries that are not recorded in real-time on the app will be flagged as non-EVV entries and tracked in the system. If your phone dies during your shift, the clock will keep running until you clock out.

How much of my smart phone data does Time4Care use?

If connected to WIFI, the app does not use any plan data. If not connected to WIFI and connected to the network, data usage will be minimal – like the amount of data used to view a web page.

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What happens if I forget to turn on the location services on my phone, can I still clock in/out?

No. If location services are not turned on, you will not be able to clock in or out. You will see a message asking you to turn on location. If this happens, turn on location services in your device settings.

Can I turn off location services during my shift if I turn it back on to clock out?

Yes. As long as you turn on location services when you clock in and when you clock out, the system will record your shift data in compliance with EVV regulations.

What if an EOR approves a shift, but the attendant wants to make a change after it has been approved?

Only employers can make edits to shifts after they have been approved. The EOR will need to call Customer Service for assistance.

Is my personal data secure on your app?

Yes. We take your data security very seriously. Your data is always sent using 256-bit AES algorithm – the highest standard communication security.

If a tablet has Wi-Fi but no cell service, can it be used for EVV?

If the tablet has GPS enabled, then yes it can be used for EVV.

Can I use the web portal to clock in and clock out?

No. Only the Time4Care app on a smart phone or tablet can be used to clock in and clock out. The web portal is not EVV compliant.

If an attendant is at different locations during a shift, can they use the landline and a smartphone to clock in and clock out for a shift?

No. The landline can only be used if the attendant meets and attests to strict exception criteria. The Time4Care app on a smart phone or tablet is the best method for entering time. Landline and Time4Care app cannot be mixed.

If a landline is used most of the time, can the app be used when out at appointments during the day?

No. If an attendant or participant has access to a smartphone or tablet, using a landline is not an option. If you have access to the app, use it for all time entry. If you qualify and register for the landline option, the expectation is that you do not have access to a device to use the app.

What if the attendant does not know what service they will do when they clock in, or what if they work part of a shift doing one activity then switch to a second activity?

Beginning a shift with the Time4Care app requires that you define the service being provided. Attendants need to work with their participants to understand what service will be provided before beginning the shift. If two different services will be provided during a shift, simply clock out, then clock back in selecting the second service.

Can an attendant use an iPhone or other smartphone to enter time?

Yes. An attendant can use any GPS enabled smartphone or tablet to enter time.

Can the EOR use a tablet or web portal to approve the shift?

Yes the employer can use a smartphone, a tablet, or a computer with access to the web portal to review and approve the shift.

What happens when there are overlapping caregivers?

Overlapping shifts are not allowed in the Virginia CCC Plus self-directed program. EORs will need to work with the attendants to make sure shifts are started only after shifts are ended.

If my shift is 10:00AM to 4:00PM, what happens if I clock in at 9:50AM, or clock out at 4:10PM?

Use the Time4Care app to clock in when you begin working, and to clock out when you end working. The exact minutes do not need to align with the planned shift. Work with your EOR to make sure your shifts are agreed upon. Again, there is no system requirement that you clock in or clock out at an exact time. Time4Care will keep track of all the minutes you work for your shift and process your payment according to current program rules.

Where Can I Learn More?

PPL Website MCO program pages at www.publicpartnerships.com/

Instructional videos on PPL BetterOnline Portal at <https://fms.publicpartnerships.com>.