

Electronic Visit Verification (EVV)

Frequently Asked Questions for Members

What Is Electronic Visit Verification (EVV)?

EVV technology uses a smart phone or tablet to record your attendant's start time, end time and location. EVV can help to ensure that members receive consistent services. There are many types of EVV options, but your program is using the Time4Care™ mobile app as an EVV solution.

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 (HCBS), including self-direction programs.

What is Time4Care?

Time4Care is a mobile application that your attendant will use to record their time as they deliver care to you. The app will capture your attendant's start time, end time, and location at the start and end of their shift. You can also use Time4Care to review and approve your attendant's time.

Do I need to use the Time4Care app?

Your attendant MUST use the Time4Care app to submit their time; however, as a member, you can choose if you want to use the app to approve your attendant's time or use a different option. There are several ways to approve your attendant's timesheet:

- Approve their hours using the BetterOnline™ web portal as you have in the past.
- You can approve your attendant's hours using the Time4Care app on their smart phone or tablet.
- You may download the Time4Care app to your own smart phone or tablet and review and approve your attendant's hours.

How Does It Work?

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

What are the benefits of using Time4Care EVV?

- EVV provides peace of mind. EVV helps ensure that your attendants deliver services during the hours that you need care.
- EVV makes attendants more accountable for their work hours. Better accountability often leads to more consistent care.
- EVV provides real time alerts. Receive notifications when your attendant submits hours for your review.

What are the benefits for my attendant(s)?

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

How does Time4Care EVV work if I don't have internet access or my attendant's phone doesn't work well at my home?

If internet access is patchy or unavailable, Time4Care works in "offline mode." Your attendant can still clock in and out to record their time. When the internet is available (either at your home or when your attendant goes to another location), the app will submit the time they recorded while offline.

If a user clocks in/out while offline, how is location captured?

The smart phone's GPS captures the location of the attendant at the time of the clock in and clock out. The smart phone's GPS does not need an internet connection to work. There are only a few things that interfere with a phone's GPS, such as being underground or in a concrete building.

What happens if my attendant doesn'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.

Contact Customer Service for assistance.

Do you have any instructions on how to use Time4Care?

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

How is the location recorded if my attendant starts at my home and then brings me to another location at the end of their shift?

The location of the attendant is recorded at the point of clock in and clock out. If your attendant is at one location at the beginning and a different location at the end of the shift, the system will capture it.

Do you support Time4Care in 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 Time4Care EVV?

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

Is there a way to review my attendant's hours during a certain time frame?

Yes. You can review your attendant's hours 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.

Frequently Asked Questions for Members

May I customize the application?

No. Time4Care is customized for the needs of the program and is the same for all members and attendants.

What happens if my attendant forgets their smart phone or it dies/runs out of battery?

If your attendant is unable to clock in or out because they forgot or misplaced their phone or the battery dies, they can create a manual entry for past time worked, either using the app or the BetterOnline web portal. Submitting timesheets using the mobile app or web portal should only apply on an exception basis – any entries not recorded in real-time on the app will be flagged as non-EVV entries and tracked in the system. If your attendant's phone dies during their shift, the clock will keep running until they clock out.

How much 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 – similar to the amount of data used to view a web page.

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

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

What if I approve 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. You will need to call Customer Service for assistance.

Is my attendant's personal data secure on your app?

Yes. We take data security very seriously. 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.

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.

Does the EOR have to approve time each shift or at the end of the two week pay period?

The EOR can either review/approve time each shift worked, or wait and review/approve all at once at the end of the pay period. The EOR can use a smartphone, tablet, or web portal to review/approve time.

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.

What happens if I have two attendants working back-to-back shifts and the first forgets to clock out?

Like today, you cannot have two attendants working at the same time. Your second attendant can still clock in, but your first attendant will need to manually correct their end time before clocking out. Shifts cannot overlap.

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>.