

Electronic Visit Verification (EVV) in Tennessee

Frequently Asked Questions

What Is Electronic Visit Verification (EVV)?

EVV technology uses a smart phone or tablet to record the attendant's start time, end time, and location at clock-in and clock-out. **The attendant location is not tracked during the shift.** 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. Attendants will need to follow the new rules to provide services for members.

What is Time4Care?

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

Do I need to use the Time4Care app?

Attendants **must** use the Time4Care app to submit their time; however, members can choose if they want to use the app to approve the 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.
- Members can approve attendant's hours using the Time4Care app on their attendant's smartphone or tablet.
- Members may download the Time4Care app to their own smart phone or tablet and review and approve attendant's hours.
- Time4Care can be downloaded from the Apple App or Google Play store.

How Does It Work?

Time4Care uses a clock to record 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 for Members?

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

What are the benefits for Attendants?

- 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.

Do you have instructions on how to use Time4Care?

Yes. Instructions and training videos are located at: Log in at <https://fms.publicpartnerships.com> OR no log in needed http://publicpartnerships.com/Time4Care/Time4Care_EVV.html

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." Attendants can still clock in and out to record their time. When the internet is available (either at home or when the attendant goes to another location), the app will submit the time they recorded while offline.

If an attendant 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 the attendant doesn't have a smart phone?

A smart phone or tablet with GPS must be used to clock in and out with Time4Care.

1. Attendants can use their member's device with the attendant's own username and password.
2. If the member does not have a smart phone, there are free resources for smart phones for Medicaid members through a federal program. Attendants may also be eligible for this benefit. Members or attendants may apply directly at <https://www.checklifeline.org/lifeline>

Contact Customer Service for assistance.

How is the location recorded if the shift starts at the member's home and then ends at another location?

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.

Is Time4Care available 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.

May I customize the application?

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

Frequently Asked Questions

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

If the 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 the 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 happens if the attendant forgets to turn on location services, can they still clock in/out?

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

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

After a shift has been approved, the Employer will need to reject it, then the attendant can edit it, which will not be considered EVV compliant.

Can the Attendant edit shifts after the shift has been submitted?

No, the employer must reject the shift before an attendant can edit it. Edited shifts will not be considered EVV compliant.

Is the 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.

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

Yes, an attendant's hours within a pay period can be reviewed 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.

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.

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 members 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 if there are 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. The second attendant can still clock in, but the first attendant will need to manually correct their end time before clocking out. Shifts cannot overlap.

If the shift is 10:00AM to 4:00PM, what happens if the clock in is at 9:57AM and the clock out at 4:03PM?

Use the Time4Care app to clock in when work begins and clock out when work ends. The exact minutes do not need to align with the planned shift. The employer and the attendant should work to make sure shifts are agreed upon. Again, there is no system requirement that the start and end times be exact. Time4Care will keep track of all the minutes worked in the shift and process payments according to program rules.

Where Can I Learn More?

PPL Website program pages at
www.publicpartnerships.com/

Instructional videos at:
fms.publicpartnerships.com or

publicpartnerships.com/Time4Care/Time4Care_EVV.html