

ELECTRONIC VISIT VERIFICATION (EVV)

Frequently Asked Questions (FAQ) for Providers

What Is Electronic Visit Verification (EVV)?

EVV is a federal requirement to electronically capture specific components of in-home care service delivery to a Client as a verification that the care services were provided. DSHS will use the Time4Care™ app from PPL as the solution for Individual Providers to clock in and clock out when you provide care to your Client(s) and receive payment for time worked.

Why do I need to use EVV?

The 21st Century Cures Act passed by Congress set new rules requiring states to use an Electronic Visit Verification (EVV) system to ensure services paid by the state are provided to the clients who need them. This requirement applies to all Home and Community Based Services. As an Individual Provider, you will need to follow the new rules to provide services for your Client(s).

Will I have to use EVV when DSHS transitions to the Consumer-Directed Employer?

Yes. DSHS is still transitioning personal care services to a Consumer Directed Employer. When this transition is completed, the CDE will also have an EVV technology requirement. DSHS is implementing EVV with IPOne to meet the federal timeline and avoid significant financial penalties to states for non-compliance.

I live with my client. Do I have to use the Time4Care™ app?

No. There is a Live-In Exemption available for providers who live in the same home as your client, which means you do not have to use the Time4Care™ application to clock in and out. You will continue to submit your timesheets on the IPOne portal.

How do I use EVV?

Individual Providers will use the Time4Care™ app on a smartphone or tablet to clock in and clock out each time you work a shift providing care to your Client(s). The app will record the required EVV components. You can download the Time4Care™ app from the Apple™ App Store 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 also record your location at clock in and clock out only. It does not record your location during your shift or at any other time.

What information will be captured in the Time4Care™ app?

The following information will be captured electronically for each session of personal care:

- ✓ Type of service performed
- ✓ Who received the service
- ✓ Date of service
- ✓ Who provided the service
- ✓ When and where the service begins and ends

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 you clock in and clock out for your shift. When your device is in an area with internet access, your offline entries will upload automatically.

Are instructions available for how to use the Time4Care™ app?

Yes. Instructions and training videos are on the PPL IPOne website at <https://www.publicpartnerships.com/programs/washington/individual-provider-one-ipone/training/#content> - Click on the Training section.

Do I need to use the Time4Care™ app?

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

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 smartphone or tablet without the need for a computer or fax machine.

Can a provider use an iPhone or other smartphone to enter a work shift?

Yes. A provider can use any GPS-enabled smartphone or tablet which has the Time4Care™ app installed to enter a work shift.

What do I do if I don't have a smartphone?

Electronic Visit Verification (EVV) requires the use of a smartphone or tablet equipped with GPS to clock in and out with the Time4Care™ app. Individual Providers are expected to download and utilize the Time4Care™ app after December 16, 2020.

An exception may be available to use a call-in system from your Client's landline to verify services. Please visit our training page and look for the 'IVR Quick Reference' flyer. This is located under EVV training.

If you need further assistance, contact Customer Service.

What happens if the Client wants to go to a different location during my shift?

For example, we often visit with friends or family right before my shift ends.

No problem! You are able to clock in at one location and clock out at a different location using the Time4Care™ app.

Does Time4Care™ include alerts for missed visits or a scheduled shift?

No. 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 will be available in other languages. Please visit the PPL IPOne website linked below.

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 Time4Care™ app (refer to the Time4Care Quick Guide for details). You may also review hours worked by going to the IPOne web portal.

May I customize the application?

No, the setup of the Time4Care™ app is determined by DSHS program needs and is the same for all providers.

Will I still be able to submit paper timesheets after the Time4Care™ mobile app is available?

The payment system will not accept paper timesheets after 12/16/2020 unless you are a Live-In Exempt provider.

Why can't I submit a paper timesheet?

In order to comply with the federal requirement referenced previously in this FAQ document, after 12/16/2020 DSHS introduced the Time4Care mobile app for Individual Providers to use for submitting time worked for payment. The Time4Care™ app is very user friendly and there is lots of support available to help with this transition. The PPL IPOne Training page at <https://www.publicpartnerships.com/programs/washington/individual-provider-one-iphone/training/#content> has a Quick Reference sheet and training videos available to help you learn how to use the app. You can also call the Call Center to be scheduled for a one on one training.

If you live in the same home as your client, you do not have to submit your time via the EVV-compliant Time4Care™ app. You can indicate your Live-In Exemption (LIE) in your provider profile on IPOne. The exemption means you will not use the EVV application ("app") to clock in and out for each shift. Instead, you can continue to submit timesheets in IPOne for the hours worked each pay period. To be LIE eligible, you and your client must live together in the same home. You or your client cannot have a separate home where either lives. You can call the IPOne Call Center for assistance with how to tell IPOne you live with your client.

What if I need to submit for times that I worked before 12/16/2020 that I never claimed?

If you are a Live-In Exempt Provider, you are still able to submit a timesheet through the IPOne portal for past pay periods, or you can call the IPOne Call Center who will assist you to submit your timesheet.

If you are not a Live-In Exempt provider, please contact the IPOne Call Center for assistance with timesheet submission for a past pay period.

For a variety of reasons, I would rather submit paper timesheets. Can you accommodate this?

After 12/16/2020, unless you live with your client and have indicated in your IPOne profile that you are a Live-In Exempt provider, you will not be able to submit paper timesheets. You will need to use the Time4Care app to submit your hours worked for your client.

The Time4Care™ app is very user friendly and there is lots of support available to help with this transition. The PPL IPOne Training page at <https://www.publicpartnerships.com/programs/washington/individual-provider-one-ipone/training/#content> has a Quick Reference sheet and training videos available to help you learn how to use the app. You can also call the Call Center to be scheduled for a one on one training. We do offer a telephony (IVR) option that allows you to call in and submit your time worked, as a secondary option.

If I submit a paper timesheet for pay period after 12/16/2020, what will happen?

After 12/16/2020 the system will be unable to process paper timesheets unless you are a Live-In Exempt provider. Your timesheet will not appear in your profile, and you will receive an automated Blaze call to inform you to submit your shift via the app, call center, or by phone. Please contact the call center to receive assistance. An agent can locate your timesheet and help you with next steps for timesheet submission to ensure you are paid for your hours worked.

What happens if I forget my smartphone 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 a past shift worked, either using the Time4Care™ app or the IPOne web portal. This should be used on an exception basis only. Manual shift entries will be reported as non-EVV compliant and tracked by DSHS. If your phone dies during your shift, the clock will keep running until you clock out. You would have to manually enter the correct ending time of your shift at a later time. For any manual entries, keep the regular timesheet submission due dates in mind in order to avoid any payment delays.

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

No. There is no cost to use the EVV system or the Time4Care™ app.

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 your service network, data usage will be minimal – only the amount of data typically used to view a web page.

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

If location services are not turned on, you will not be able to clock in or out. You will see a message advising you to turn on your location services for this entry. If this happens, turn on location services in your device settings. You will then be able to clock in or out in the app.

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 requirements.

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. We never share your information with third parties.

My tablet has Wi-Fi but no cell service. Can I use it for the Time4Care™ app?

If the tablet has GPS enabled, then it can be used to clock in and out in the Time4Care™ app.

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

Electronic Visit Verification (EVV) requires the use of a smartphone or tablet equipped with GPS to clock in and out with the Time4Care™ app. Individual Providers are expected download and utilize the Time4Care™ app after December 16, 2020.

An exception may be available to use a call-in system from your Client's landline to verify services. Please visit our training page and look for the 'IVR Quick Reference' flyer. This is located under EVV training.

A work shift can be recorded as a manual entry for a past shift worked. This should be used on an exception basis only. Manual shift entries will be reported as non-EVV compliant and tracked by DSHS. For any manual entries, keep the regular timesheet submission due dates in mind in order to avoid any payment delays.

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

We recognize that providers and clients may go to various places in the community during a work shift. IPs are expected to use the Time4Care™ app to clock in and clock out even if these occur at different locations. Use of a landline for EVV entries should not be the primary method used to submit time worked. With the app installed on your device, you will not need a landline to submit work shifts.

What if the provider does not know what service they will provide when they clock in, or what if they work part of a shift under one service code, then switch to a second service code?

Beginning a shift with the Time4Care™ app requires that you define the service being provided, i.e. "Personal Care Services - T1019". Providers should consult the client to identify what service will be provided before beginning the shift, if you are authorized for more than one type of service. If two different services will be provided during a shift (i.e. Personal Care Services under T1019 and Respite Care Services under T1005), you will need to clock out, and clock back in under the other service code.

What happens when there are overlapping caregivers?

While Providers can only work for one Client at a time, a Client may occasionally have more than one Individual Provider scheduled. Each provider will enter their work shift in the Time4Care™ app.

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 finish working. The exact minutes do not need to align with the planned shift. Ensure you communicate with your Client and/or your client's Case Manager regarding your work schedule. Again, there is no system requirement that you clock in or clock out at an exact time. The Time4Care™ app will keep track of all the minutes you work for your shift and process your payment according to your current authorization and DSHS program rules.

Please note that if you exceed the amount of time for a scheduled shift in the Time4Care™ app it will count against your overall authorized hours. For example, if you were scheduled to work a 6 hour shift from 10:00AM to 4:00PM but you did not clock out on the Time4Care™ app until 4:10PM; you will have used 6 hours and 10 minutes of your authorized hours. You are still responsible for managing your time. You must not work more than your authorized hours or more than your work week limit.

WHERE CAN I LEARN MORE?

Instructions and training videos are on the WA IPOne website at <https://www.publicpartnerships.com/programs/washington/individual-providerone-ipone/training/#content> - Click on the Training section.

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