

July 22, 2019

**IMPORTANT: Change in the way timesheets are submitted**

Dear Direct Care Worker,

**Effective 1/1/2020, Direct Care Workers (DCWs) will no longer be able to use paper timesheets or enter timesheets through PPL's BetterOnline™ web portal.** All Direct Care Workers will be required to use PPL's Time4Care™ mobile app to record their time. If you are already using the Time4Care™ mobile app, please continue using it. The app will automatically update as new features are added.

The Pennsylvania Office of Long-Term Living (OLTL) must comply with a new federal law called the 21<sup>st</sup> Century Cures Act that requires Electronic Visit Verification or "EVV" for time entry. For self-directed services through PPL, OLTL has selected PPL's Time4Care™ mobile app for EVV.

As a DCW, it is important to record your work hours and service notes accurately. The Time4Care™ app will allow you to clock in and clock out to record your time and location when you are providing services. Your location is not tracked during your shift while you are providing care to the participant. The app logs your location only at the time of the clock in and out. It does not record your location at any other time. Your Common Law Employer may also use the Time4Care™ app to approve your time after each service is provided.

**All Direct Care Workers are asked to download and begin using the Time4Care™ mobile app by 9/1/2019.** The Time4Care™ app works on a GPS-enabled mobile device such as a smart phone or tablet. The app is free to download from the Apple or Android app store. Included with this letter are several documents to help you get started including "EVV Training for Employers and Workers", "EVV Overview", "Quick Guide to Time4Care™", and "EVV Frequently Asked Questions".

If you do not have a GPS-enabled mobile device, you may be eligible for a smart phone through the Lifeline program. PPL Customer Service is available to assist you with starting the process.

Please let us know if you have any questions. You may contact us toll-free at 1-877-908-1750.

Thank you,

Public Partnerships LLC