

# Electronic Visit Verification (EVV) Frequently Asked Questions (FAQ) for Workers

## 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?

In December 2016, Congress passed the 21st Century Cures Act. The Cures Act set new rule has an Electronic Visit Verification (EVV) system that knows when you clock in and clock out for Home and Community Based Services, including self-direction programs. As a worker, you will need to follow the new rule to give services for your member.

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## Do I need to use the Time4Care™ app?

Yes. Public Partnerships is the designated EVV vendor. Public Partnerships' EVV product is called Time4Care. Time4Care is a mobile app that is free of charge. You can download the app from the Apple or Android app store. It works on your cell phone or tablet. You will be able to use Time4Care to enter your work hours.

## How Does It Work?

- Time4Care EVV uses a clock to track your start time, end time, and total time for each shift worked. The GPS (Global Positioning System) within your cell phone or tablet knows your current location at the start and end of each shift. GPS is only recording your location at the point you clock in and clock out. It does not record your location at any other time.
- In most cases, even if cell service is not available, you can still use Time4Care to record your time and location. GPS uses satellites to know your location and does not require a connection. The known data uploads to the system once cell service is available.

## 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?

- Saves Time – Time4Care reduces cuts down the extra time that would be needed to enter notes, services and time on paper timesheets
- Reduces Errors – Time4Care corrects your entries as you enter them. This feature helps cut down on typing errors so that timesheets are correct the first time.
- Improves Output– Time4Care collects “real-time” data, while you are entering notes and services daily. Regular data collected helps to cut down late timesheet entries leading to possible delays in payments.

## How does the tracking work if I do not have any internet access?

The mobile app continues to work “offline” and will still record your clock in / out entry. When your phone is in an area with internet access, your offline entries will upload.

## What do I do if I don't have a cell phone?

You must have a phone or tablet with GPS to clock in and out with the Time4Care app. If you do not have a phone or tablet, discuss options on how to obtain one with your employer as the EVV Time4Care app will replace the normal timesheet entry.

## 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. The application knows your location of clock in and clock out, so if you are at a different location at the beginning and end of the shift, the system will know it.

## 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 currently link to a set schedule.

## Does Time4Care support multiple languages?

Not currently. Support for multiple languages may be available in a future release.

## Can I use my phone's fingerprint ID feature to log-in?

Yes, if your device supports touch ID, which allows you to log in using a fingerprint stored on your device.

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

The Time4Care mobile app is free to download (standard data plan rates may apply).

## Frequently Asked Questions

### 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 workers.

### What happens if I forget my cell 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.

### How much of my cell 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. Data is only used when something is submitted to the system, such as when you submit a clock in or clock out entry, or when your member agrees or rejects a time entry.

### 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. Time4Care will provide a pop-up message asking to turn on location services. If this happens, turn on location services in your device settings, so the app knows your location at the start and end of your shift.

## Where Can I Learn More?

You can go to [www.publicpartnerships.com/Time4Care/Time4Care\\_EVV.html](http://www.publicpartnerships.com/Time4Care/Time4Care_EVV.html) for updates and information about the Time4Care mobile app.



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