

Hello!

We're writing you today to help explain what you need to do to be Electronic Visit Verification (EVV) compliant for the 21st Century Cures Act requirements for Home and Community Based Services (HCBS).

What do I need to do to follow EVV Rules?

All workers are required to download and begin using the Time4Care™ mobile app by November 1, 2019. If you are using the Time4Care app now, you should keep using it. If you are not using the Time4Care app now, it can be downloaded from the Apple App Store, the Google Play Store, and the Microsoft App Store. Starting on **December 1**, Paper Timesheets will no longer be allowed.

What does the Time4Care mobile app do?

The Time4Care mobile app is Public Partnerships' EVV system. Using a smartphone or tablet installed with Time4Care allows workers to quickly and easily check in and check out in compliance with EVV rules. The app logs their location **only** at the time of the check in and out. It does not record their location at any other time.

Time4Care can also be used by the Employer of Record to review and approve/reject time entries quickly and easily from a smartphone or tablet.

Why do I have to do this?

As you have probably heard, the 21st Century Cures Act law requires EVV for HCBS. EVV can help make sure that participants are getting the care they need, reduce fraud, and make sure that public funds are used appropriately so that care is not interrupted. PPL is trying to make following this law as simple as possible with Time4Care, which uses a convenient check in and out feature, but also allows you to view past timesheets and pay stubs as well.

What if I don't have a smartphone or tablet?

If you do not have access to a smartphone or GPS enabled tablet, you may be eligible for one through the Lifeline program, which provides free or reduced cost smartphones and wireless plans to qualifying individuals. You can apply by going to the following website: <https://www.lifelinesupport.org>.

If you do not have access to a smartphone or tablet **and** do not qualify for a Lifeline phone: **Employers** MUST contact their Supports Broker to determine whether you are eligible for a different solution. **Workers**, please ask your Employer to contact PPL so that the Employer can attest that you do not have access to these devices.

What happens if I don't follow EVV Rules?

TennCare and your MCO will be reviewing every worker's EVV compliance. It is the Employer of Record's responsibility to make sure that all workers use Time4Care to complete EVV compliant time entries.

Failure to comply with the EVV requirement will result in consequences up to and including removal from Consumer Direction.

In order to be EVV compliant, workers must check in at the start and check out at the end of every shift. Workers should not edit shifts after they have occurred. Any shifts that are edited or manually entered after the shift has occurred will not be considered compliant and will be flagged for review.

Instructions for Downloading and Using the Time4Care mobile app, [click here](#)

Frequently Asked Questions (FAQs) about Time4Care and EVV, [click here](#)

To read the EVV Compliance Memo from TennCare, [click here](#)

Contact PPL at ppl_cs_evv@pcgus.com or feel free to call your Supports Broker or Customer Service