

Dear CA GGRC Respite Program Families and Workers,

We have some exciting changes coming early in 2022! New features and upgrades to the Time4Care™ app as well as the introduction of Electronic Visit Verification (EVV).

EVV is a result of the 21st Century Cares Act and is a method to verify home visits which ensure proper care for our Medicaid recipients as well as accurate information such as duration of visit and the service provided.

For the GGRC Program there are two ways to comply with this new requirement.

***You may be eligible for discounted smart phone and/or cell service, please see [www.californialifeline.com](http://www.californialifeline.com) for specifics.***

1. ***Time4Care™ mobile app*** - The app works on any Global Positioning System (GPS) enabled smart phone, or tablet. The mobile app lets you see service and payment details anytime.
  - The app is free to download from Apple's App Store or the Google Play Store.
2. ***Telephony option*** - Available for participants who have a home landline phone but whose worker does not have access to smart phones or tablets.
  - If you choose this option, you must call Customer Service to register your phone number for Telephony use. Once registered, you will receive written guidance on how to use Telephony.

We will provide you with information sessions starting in January 2022 to introduce these features.

***Do workers need to use EVV?*** Yes! EVV is federal law. The Cures Act set new rules for Personal Care Services (PCS) in self-directed programs, including the CA GGRC Respite Program.

EVV allows workers to clock in and clock out to record their time and location. EVV logs their location only at the time of the clock in and out. It does not record their location at any other time.

Please let us know if you have any other questions. You may also call or email us at 1-877-522-1053 or [caggrc@pcgus.com](mailto:caggrc@pcgus.com).

Sincerely, Public Partnerships