

# FREQUENTLY ASKED QUESTIONS (FAQ)

## *Electronic Visit Verification (EVV)*

### What is Electronic Visit Verification (EVV) and why do we have to use it?

The 21st Century Cures Act federal law requires an Electronic Visit Verification (EVV) system to be used for clocking-in and clocking-out when giving services for Medicaid recipients. This system also records the location of the person clocking-in or -out. It does not record the location during the shift or at any other time.

### What is the preferred EVV method?

The best method for Providers to submit their EVV shifts is PPL's Time4Care mobile app. The mobile app can be used on Android or Apple smart phones or tablets with location services.

### What if I don't have access to a smartphone or am unable to use one?

If the member has a smartphone, the Provider can use the app on that phone with their own login to clock-in and clock-out.

If neither the member nor Provider have smart devices, there are free resources for smart phones for Medicaid members through a federal program. The member or Provider may be eligible for this benefit.

Apply at [www.lifelinesupport.org/lis/](http://www.lifelinesupport.org/lis/)

If Providers have no way to access a smart phone or tablet, and the member has a home landline, the member can call Customer Service to register their phone number for Telephony use.

### 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 your device is in an area with internet access, your offline entries will upload.

### What are the benefits of using Time4Care EVV?



#### Person Receiving Services

- ① EVV provides **peace of mind**. EVV helps ensure that you receive services during the hours that you need care.
- ② EVV **encourages better accountability** during work hours, which often leads to more consistent care.
- ③ EVV provides **real time alerts**. Receive notifications when you have hours for your review.



#### Person providing support and services

- ① **Easy time entry** – Enter time on the go as the shift is occurring.
- ② **Saves Time** – Quickly record time and service details directly on a smart phone without the need for a computer or fax machine.
- ③ **Reduces Errors** – Time4Care lets Providers know in real time if there are problems with their entry.

### How does using EVV with PPL work?

Programs with PPL use the Time4Care mobile app for EVV. Time4Care can be used to clock-in and -out, view information or paystubs, and approve time entries. The Time4Care mobile app is available for FREE from the Google Play Store or the Apple App Store . Time4Care can be used with either Wi-Fi connection or cell service with data connection.

### **Will EVV restrict the locations that a member may receive services?**

No, EVV does not change the program rules which will allow services to be provided both in the home and in the community.

### **Can I begin and end my shift at different locations if service is not delivered in the member's home?**

Yes, Time4Care allows you to clock in at one location and clock out at a different location.

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

No. There is no cost to use the EVV system.

### **What happens if I forget my smart 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. If your phone dies during your shift, the clock will keep running until you clock out.

### **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. You will see a message asking you to turn on location. If this happens, turn on location services in your device settings.

### **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 regulations.

### **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.

### **If a tablet has wi-fi but no cell service, can it be used for EVV?**

If the tablet has GPS enabled, then yes it can be used for EVV.

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

No. Only the Time4Care app on a smart phone or tablet can be used to clock in and clock out. The web portal is not EVV capable. If you were unable to clock in or clock out on an EVV system, you can use the web portal as a retroactive manual entry, but only as an exception.

### **What if the provider does not know what service they will do when they clock in, or what if they work part of a shift doing one service then switch to a second service?**

Beginning a shift with the Time4Care app requires that you define the service being provided. Providers need to work with their members to understand what service will be provided before beginning the shift. If two different services will be provided during a shift, simply clock out, then clock back in selecting the second service.

### **Does the member have to use the app to approve shifts?**

The member can use the app, the web portal, or telephony to review the shift.

### **If my shift is 10:00am to 4:00pm, what happens if I clock in, for example, at 10:04am, or clock out at 3:59pm?**

Please do not edit your shift in this situation. Use the Time4Care app to clock in when you begin working, and to clock out when you end working. The exact minutes do not need to align with the planned shift. There is no system requirement that you clock in or clock out at an exact time. PPL will keep track of all the minutes you work for your shift and process your payment according to current program rules.



**Where to get more information:**

[www.publicpartnerships.com/programs](http://www.publicpartnerships.com/programs)

**Instructions and FAQs:**

[www.publicpartnerships.com/tools/time4care-evt/](http://www.publicpartnerships.com/tools/time4care-evt/)