



# Electronic Visit Verification

## Frequently Asked Questions

### **What Is Electronic Visit Verification (EVV)?**

EVV technology uses a smart phone or tablet to record your workers start time, end time and location. EVV can help to ensure that participants receive consistent services. There are many types of EVV options, but your program is using the Time4Care™ mobile app as an EVV solution.

### **Why do we need to use EVV?**

A Federal Law set new rules requiring an Electronic Visit Verification (EVV) system that records clock in and clock out time and location for Home and Community Based Services (HCBS), including self-direction programs.

### **What is Time4Care?**

Time4Care is a mobile application that your worker will use to record their time as they deliver care to you. The app will capture your worker's start time, end time, and location at the start and end of their shift. You can also use Time4Care to review and approve your worker's time.

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

Your worker **MUST** use the Time4Care app to submit their time; however, as a participant, you can choose if you want to use the app to approve your worker's time or use a different option. There are several ways to approve your worker's timesheet:

- Approve their hours using the BetterOnline™ web portal as you have in the past.
- You can approve your worker's hours using the Time4Care app on their smart phone or tablet.
- You may download the Time4Care app to your own smart phone or tablet and review and approve your worker's hours.

### **How Does It Work?**

Time4Care uses a clock to record your worker's start time and end time for each shift worked. The app uses GPS to record their location at clock in and clock out only. It does not record their location at any other time.

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

- EVV provides peace of mind. EVV helps ensure that your workers deliver services during the hours that you need care.
- EVV makes workers more accountable for their work hours. Better accountability often leads to more consistent care.
- EVV provides real time alerts. Receive notifications when your worker submits hours for your review.

## **What are the benefits for my worker(s)?**

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

## **How does Time4Care EVV work if I don't have internet access or my worker's phone doesn't work well at my home?**

If internet access is patchy or unavailable, Time4Care works in "offline mode." Your worker can still clock in and out to record their time. When the internet is available (either at your home or when your worker goes to another location), the app will submit the time they recorded while offline.

## **If a user clocks in/out while offline, how is location captured?**

The smart phone's GPS captures the location of the worker at the time of the clock in and clock out. The smart phone's GPS does not need an internet connection to work. There are only a few things that interfere with a phone's GPS, such as being underground or in a concrete building.

## **What happens if my worker doesn't have a smart phone?**

1. Your worker can use your device with their own username and password.
2. If your member does not have a smart phone, there are free resources for smart phones for Medicaid participants through a federal program. You may also be eligible for this benefit. You or your worker may apply directly at <https://www.lifelinesupport.org/>
3. For individuals without access to a mobile device or difficulty using a mobile device, PPL has an additional solution. It is a call-in system that uses your landline (home phone) to verify service location. With this option, the expectation is that the worker is clocking in and clocking out in the Participants home.

For questions about the call-in option, please call PPL Customer Service.

**Do you have any instructions on how to use Time4Care?**

Yes. Instructions and training videos are on the BetterOnline web portal. Log in at <https://fms.publicpartnerships.com>

**How is the location recorded if my worker starts at my home and then brings me to another location at the end of their shift?**

The location of the worker is recorded at the point of clock in and clock out. If your worker is at one location at the beginning and a different location at the end of the shift, the system will capture it.

**Do you support Time4Care in multiple languages?**

Not at this time. However, some information and training materials may be available in other languages. Check with customer service.

**Is it going to cost me anything to use Time4Care EVV?**

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

**Is there a way to review my worker's hours during a certain time frame?**

Yes. You can review your worker's hours 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. Time4Care is customized for the needs of the program and is the same for all participants and workers.

**What happens if my worker forgets their smart phone or it dies/runs out of battery?**

If your worker is unable to clock in or out because they forgot or misplaced their phone or the battery dies, they can create a manual entry for past time worked, either using the app or the BetterOnline web portal. Submitting timesheets using the mobile app or web portal should only apply on an exception basis – any entries not recorded in real-time on the app will be flagged as non-EVV entries and tracked in the system. If your worker's phone dies during their shift, the clock will keep running until they clock out.

**How much smart phone data does Time4Care use?**

If connected to Wi-Fi, the app does not use any plan data. If not connected to Wi-Fi and connected to the network, data usage will be minimal – similar to the amount of data used to view a web page.

**Can my worker turn off location services during their shift if they turn it back on to clock out?**

Yes. As long as they turn on location services when they clock in and when they clock out, the system will record their shift data in compliance with EVV regulations.

**What if I approve a shift, but the worker wants to make a change after it has been approved?**

Only employers can make edits to shifts after they have been approved. You will need to call Customer Service for assistance.

**Is my worker's personal data secure on your app?**

Yes. We take data security very seriously. 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.

**If a worker is at different locations during a shift, can they use the landline and a smartphone to clock in and clock out for a shift?**

Whichever method is used to clock in for a shift, must be used to clock out.

**If a landline is used most of the time, can the app be used when out at appointments during the day?**

No. If the landline is used to clock in at the beginning of a shift, it is the method that must be used to clock out. The Time4Care app gives your worker the flexibility to clock in and out at your home or in the community.

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

Beginning a shift with the Time4Care app requires that you define the service being provided. Workers need to work with their participants 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.

**Can a worker use an iPhone or other smartphone to enter time?**

Yes. A worker can use any GPS enabled smartphone or tablet to enter time.

### **Can the CLE use a tablet or web portal to approve the shift?**

Yes, the employer can use a smartphone, a tablet, or a computer with access to the web portal to review and approve the shift.

### **Does the CLE have to approve time each shift or at the end of the two week pay period?**

The CLE can either review/approve time each shift worked or wait and review/approve all at once at the end of the pay period. The CLE can use a smartphone, tablet, or web portal to review/approve time.

### **What happens when there are overlapping caregivers?**

Overlapping shifts are not allowed in the Pennsylvania DHS OLTL self-directed program. CLEs will need to work with the workers to make sure shifts are started only after shifts are ended.

### **What happens if I have two workers working back- to-back shifts and the first forgets to clock out?**

Like today, you cannot have two workers working at the same time. Your second worker can still clock in, but your first worker will need to manually correct their end time before clocking out. Shifts cannot overlap.

### **Where Can I Learn More?**

- PPL Website OLTL program pages at [www.publicpartnerships.com](http://www.publicpartnerships.com)
- Instructional videos on PPL BetterOnline Portal at <https://fms.publicpartnerships.com>.
- Ask EVV Questions via E-mail: [PPL\\_CS\\_EVV@pplfirst.com](mailto:PPL_CS_EVV@pplfirst.com)
- Call PPL Customer Service at 1-877-908-1750