

# 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.

EVV helps make sure that those people needing services are getting what they need, and that person's Medicaid money is being used appropriately.

### WHAT DO WE USE FOR AN EVV SYSTEM?

Your program is using PPL's Time4Care™ mobile application (app), which can be used on an Android or Apple smart phone or tablet, as long as it has location services for GPS.

### WHAT IF I DON'T HAVE A SMART PHONE OR TABLET?

The participant can use the BetterOnline web portal to approve time instead of a smart phone.

If the participant has a smartphone, the provider can use the app on that phone with the provider's own login to clock-in and clock-out.

If the participant does not have a smart phone, there are free resources for smart phones for Medicaid members through a federal program. The provider may also be eligible for this benefit. Apply directly for this benefit at: [www.lifelinesupport.org/ls/](http://www.lifelinesupport.org/ls/)

You may qualify to use a call-in system that uses your Employer's landline to verify service location. You will be required to confirm having no other access to a mobile device.

If you need further assistance, please contact Customer Service. Or check out our Frequently Asked Questions on our page: <https://pplfirst.com/our-services/#online-tools>

### 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.

### USING THE TIME4CARE MOBILE APP FOR EVV



#### Person receiving support and services or their representative.

##### In EVV you can approve time...

- In the BetterOnline Web Portal at [fms.publicpartnerships.com](https://fms.publicpartnerships.com)
- On the Time4Care mobile app, which you will need to download



#### Person providing support and services

You need to download the FREE Time4Care mobile app to submit your EVV time entries. Android or Apple smart phones or tablets can use the app as long as they can use GPS for



01

**Sign into the app** with the same login you use for the BetterOnline web portal if you have one. You can also sign up for an account from the app login screen.

*Note: If you turn off location services for your phone, you will need to turn them back on to log your time, but you can turn them off again once you're done.*



02

Using Time4Care, **clock-in when you start working**. Select the service you have discussed providing for this time. It's okay if the time you clock-in is not on the hour, like 4:03pm. Your location will be logged at this time. It's okay if this location is in the community.

*Still clock-in and clock-out even if you do not have internet connection at the time! Your entry will be saved and uploaded once you do have internet connection.*



03

Provide support and services during your shift as usual.



04

Once your shift is over, **use Time4Care to clock-out**. Your location will be logged at this time. It's okay if this location is different from where you clocked in.

Once the shift has been completely logged, **it is submitted to be approved**.



05

There is no need to worry about submitting a full timesheet at the end of two weeks!



06

**You can reject or approve the shift** from your device or on the BetterOnline web portal at any time.



07

If a correction on the time entry is needed after approval, the person who approves the time entry should call their customer service.

#### Where to get more information:

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

#### Instructions and Frequently Asked Questions:

<https://pplfirst.com/our-services/#online-tools>

