



YOUR LIFE
YOUR CARE
YOUR PEOPLE

July 2025 EVV Training



Agenda

01

Electronic Visit Verification (EVV)

02

Time4Care mobile app

03

IVR

04

FAQ's

05

Questions



01

Electronic Visit Verification (EVV)

Electronic Visit Verification (EVV)

- As a reminder, the use of Electronic Visit Verification (EVV) is required by the Centers for Medicare & Medicaid Services (CMS) under federal law. EVV includes the collection of the following information for each shift worked:
 - a. The type of service performed;
 - b. The individual who received the service;
 - c. The date of the service, including month, day and year;
 - d. The time the service begins and ends in real-time;
 - e. The location of the service delivery at the beginning and end of the service.
EVV systems shall not restrict locations where individuals may receive services; and
 - f. The attendant or aide who provided the service.

Electronic Visit Verification (EVV)

The 21st Century Cures Act mandates that all personal care and respite care services performed by a non-live in attendant must be verified using an EVV system.

- Electronic Visit Verification (EVV) uses technology to electronically record when attendants begin and end providing services to Medicaid members. These systems require a device like a mobile phone or landline to collect attendant's start and end times.
- How to be EVV Compliant:
 - If you are a non-live-in attendant, you need to use either the Time4Care mobile app or a registered home phone (IVR) to clock in and out of EVERY shift in real-time.
 - You need to turn on GPS when clocking in and out. You can turn off GPS during shift.



02

Time4Care™ app

Time4Care™ mobile app

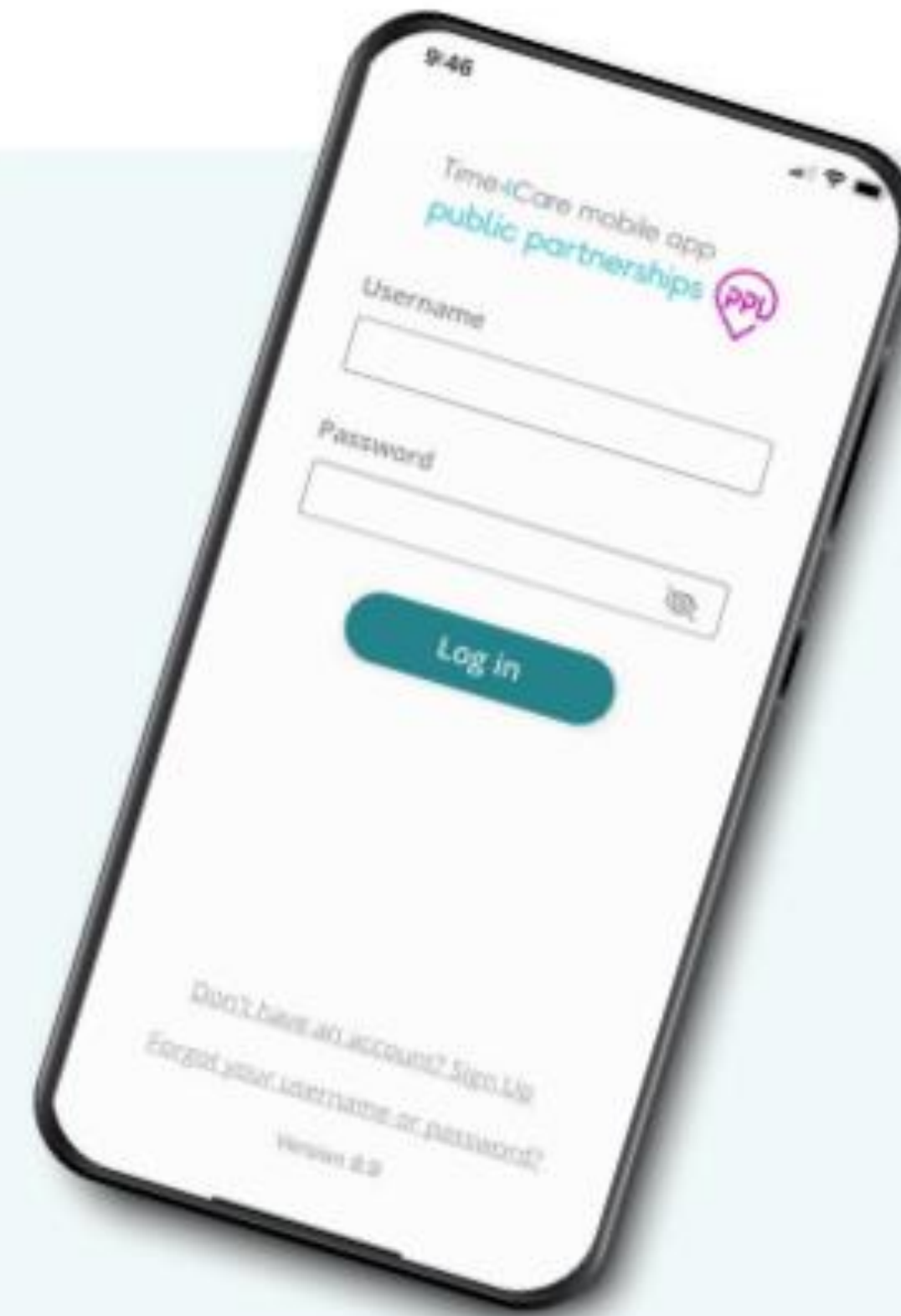
Time4Care™ mobile app is PPL's time submission platform.

TIME4CARE™ MOBILE APP

by Public Partnerships

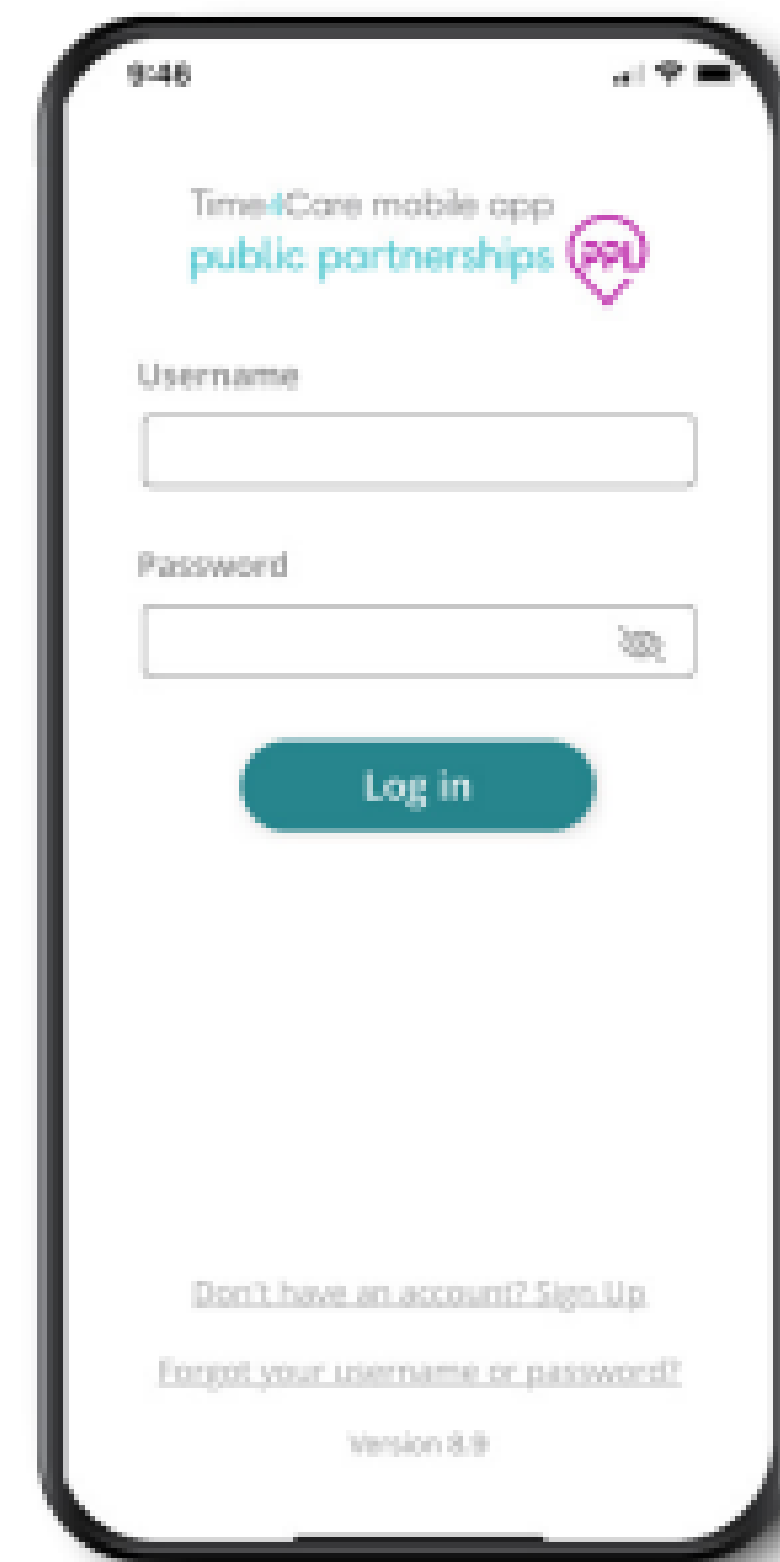
Download the Time4Care App

1. Go to **Google Play** or the **App Store** on your Android or iOS device.
2. Tap on **Search**.
3. In the search bar, type in: **Time4Care**.
4. Download the **Time4Care app**.
5. Once the application has downloaded, tap to **open**.



Time4Care™ mobile app- cont'd

Log in or Sign Up

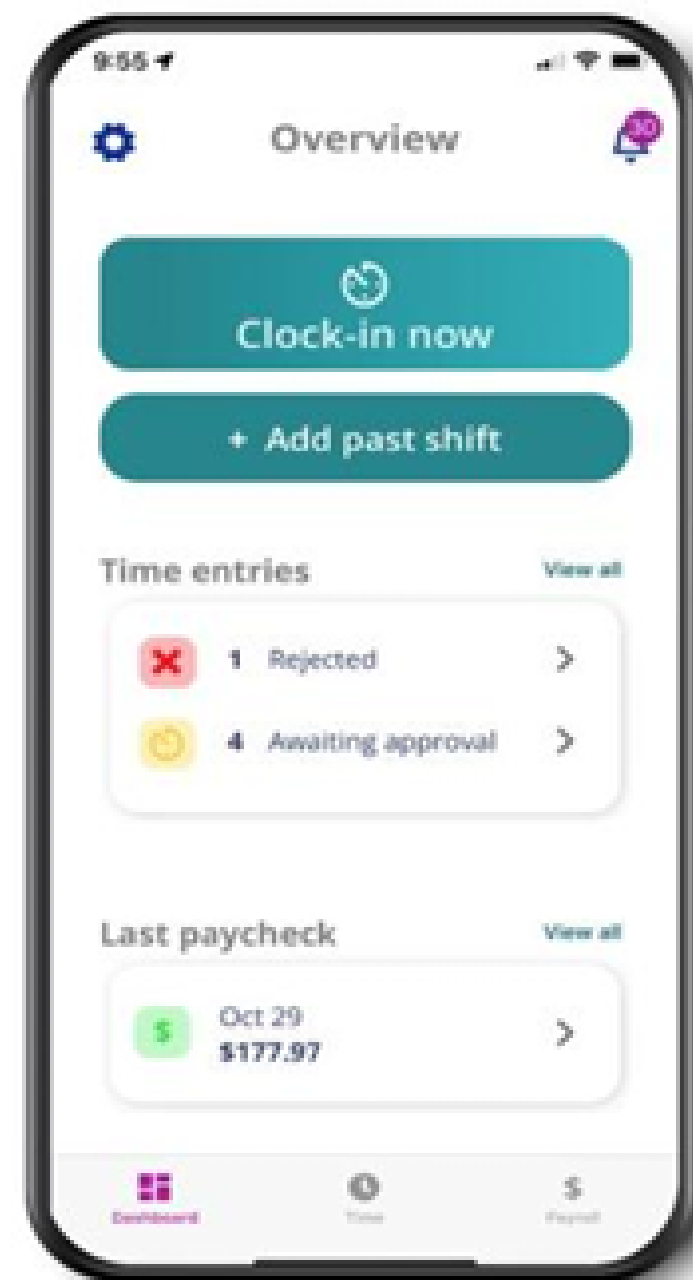
A screenshot of a smartphone displaying the Time4Care mobile app login screen. The screen shows the Time4Care logo at the top, followed by a 'Username' field and a 'Password' field. Below the fields is a 'Log in' button. At the bottom, there are links for 'Don't have an account? Sign Up' and 'Forgot your username or password?'. The version number 'Version 8.9' is displayed at the very bottom.

If you already have a user account for MyAccount, log in to the app with the same username and password.

If you have not completed your enrollment in MyAccount, you will need to complete this first to create your username and password.

Time4Care™ mobile app- cont'd

Dashboard & Menu



Dashboard – access frequent actions and important info

- **Clock-in now** – record your shift in real-time
- **Add past shift** – enter a shift you already worked
- **Time entries** – tap to see entries that require action by you or your employer
- **Last paycheck** – view your most recent payment – tap to see payroll details

Time – view a collection of all your time entries

Payroll – access all payments issued, including pay stubs

Settings – access support materials, Touch/Face ID, manage your Favorites, and more

Notifications – view alerts related to time submission and approval

Time4Care™ mobile app- cont'd

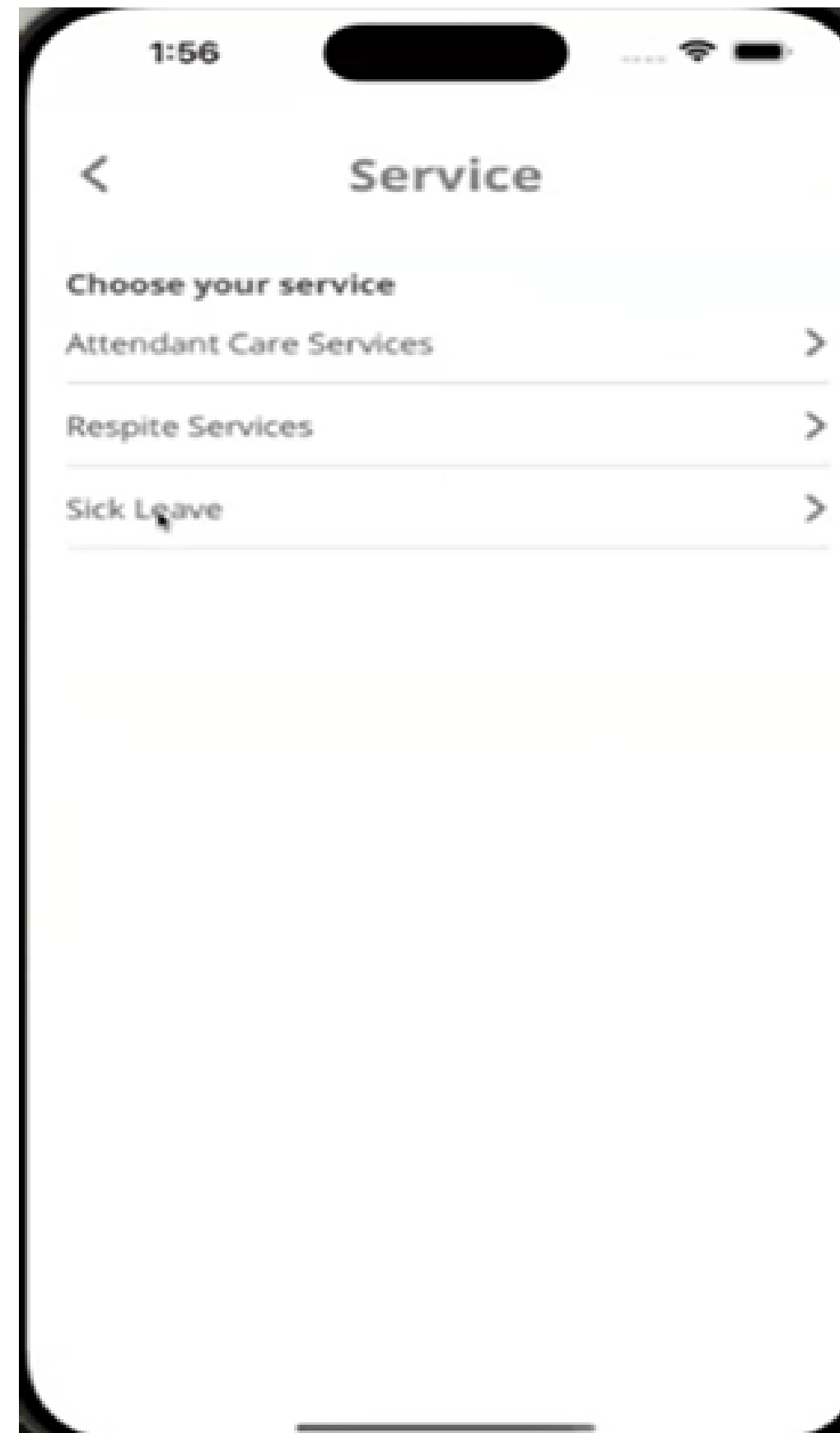
Clock in and out to start and end your shift

01 Select who you are working for:



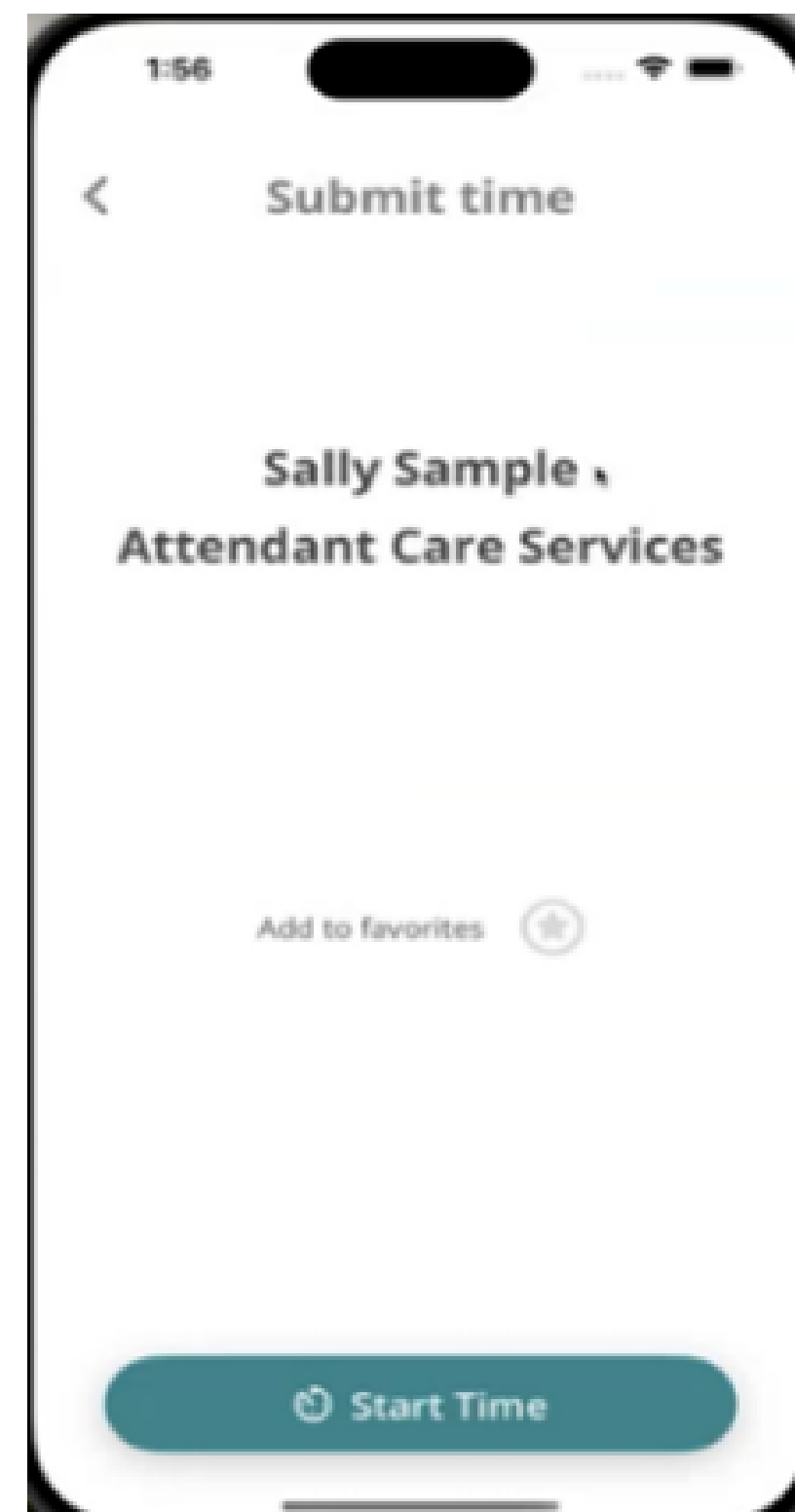
Time4Care™ mobile app- cont'd

02 Select the service you will be providing:

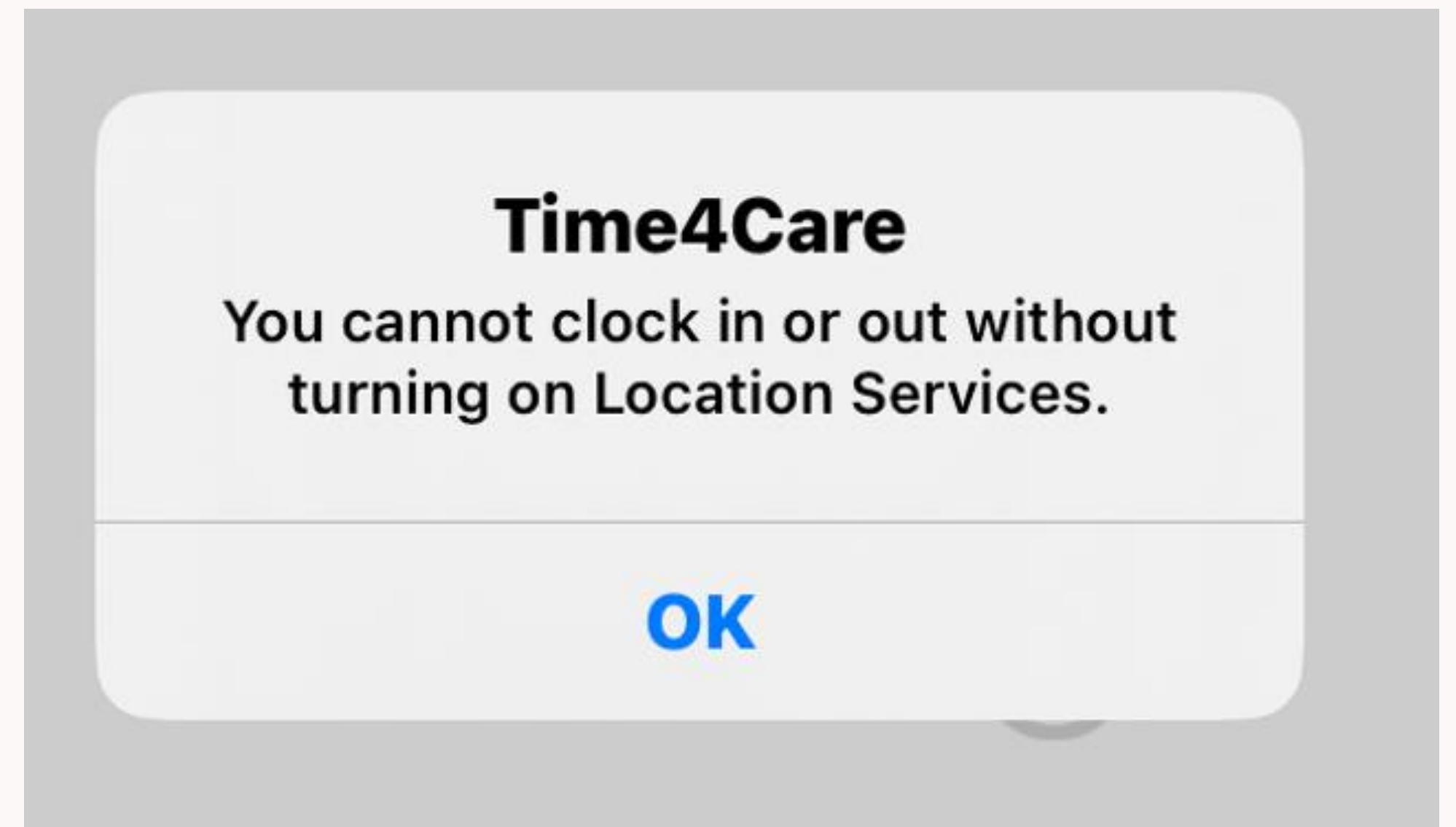
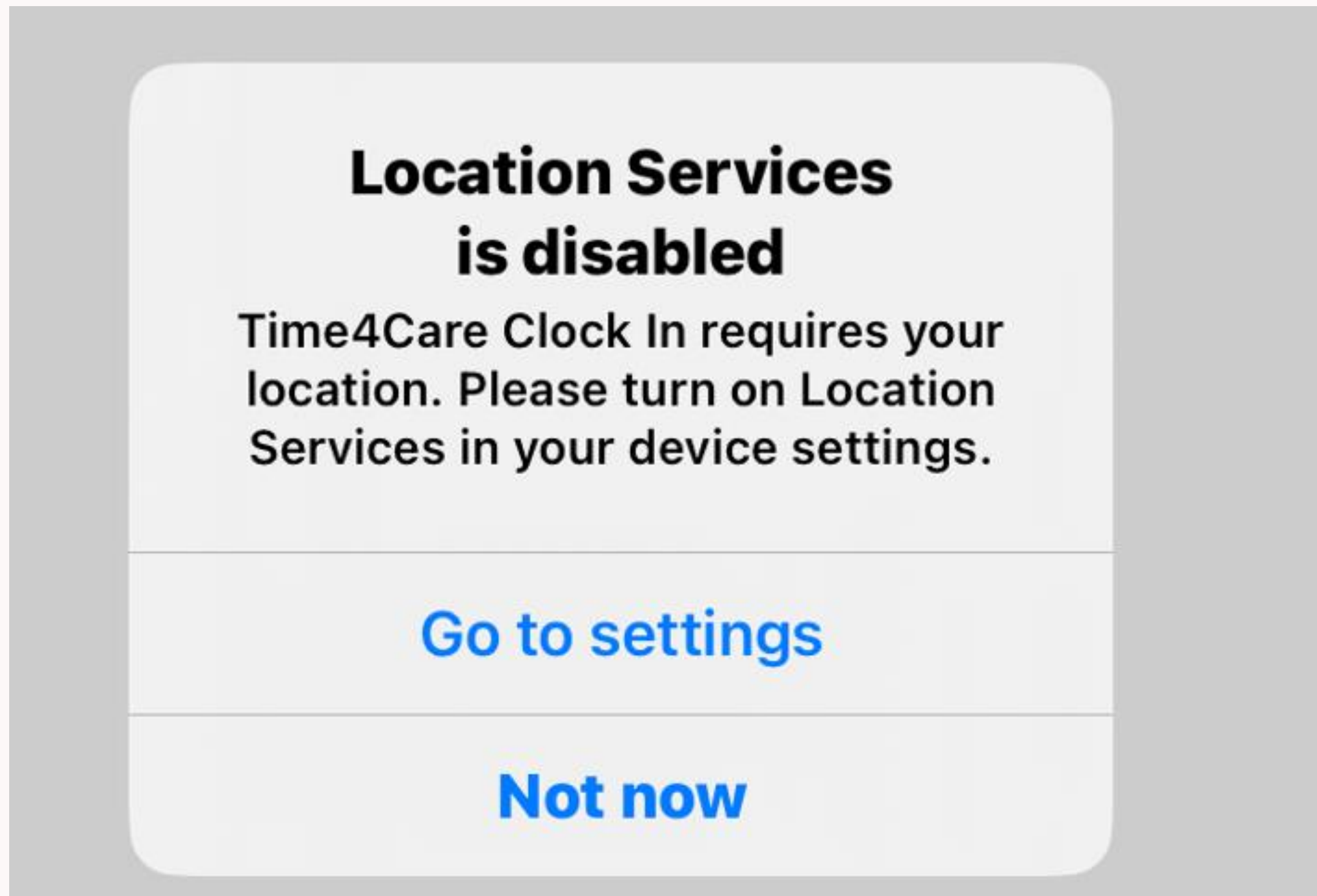


Time4Care™ mobile app- cont'd

03 Tap the Start Time button to start your shift:

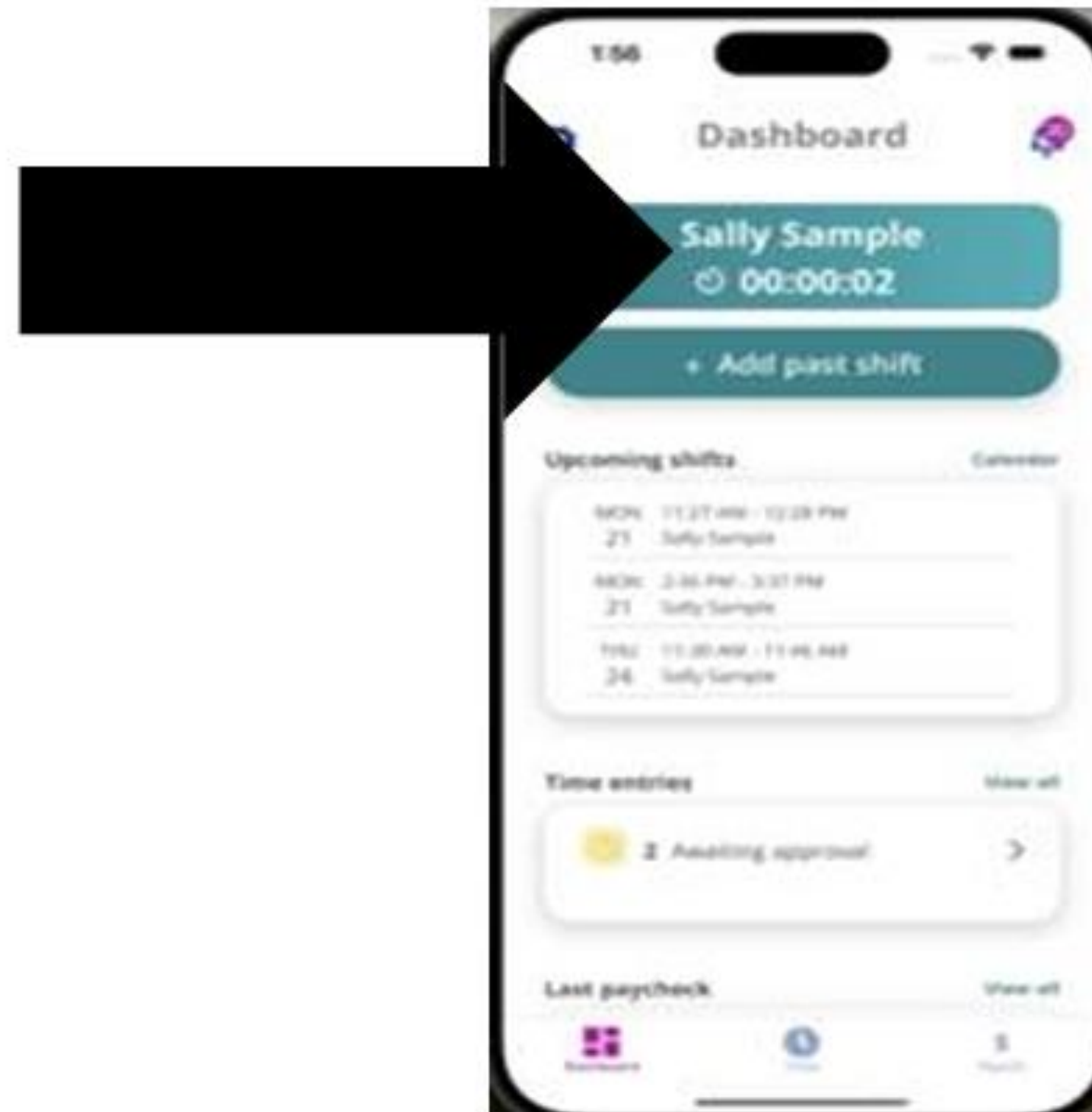


GPS must be on to clock in and out.



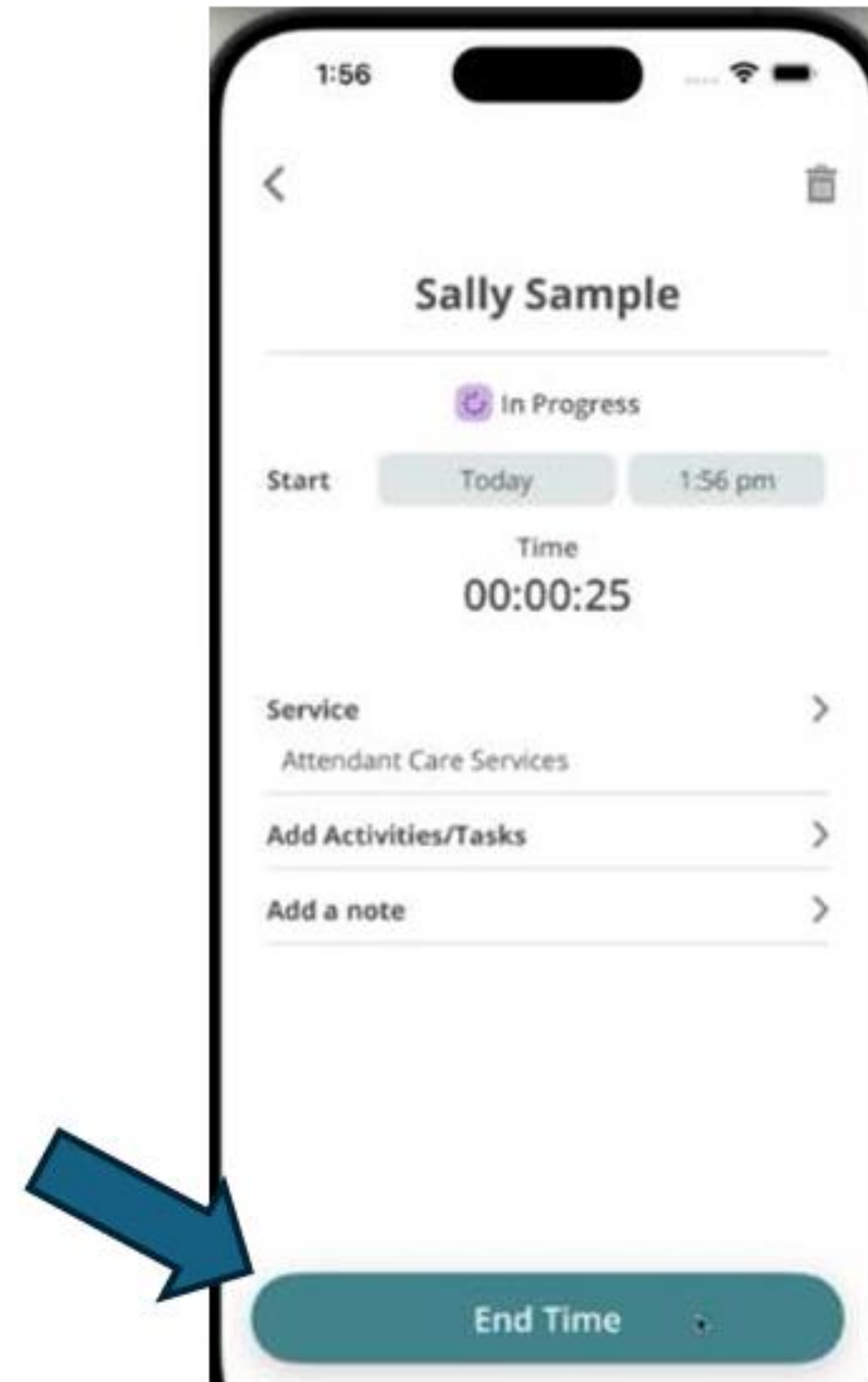
Time4Care™ mobile app- cont'd

04 To end your shift, click on the running clock at the top:



Time4Care™ mobile app- cont'd

05 Click End Time at the bottom



Time4Care™ mobile app- cont'd

06 Click Activities/Tasks



Time4Care™ mobile app- cont'd

07 Select which tasks you performed:

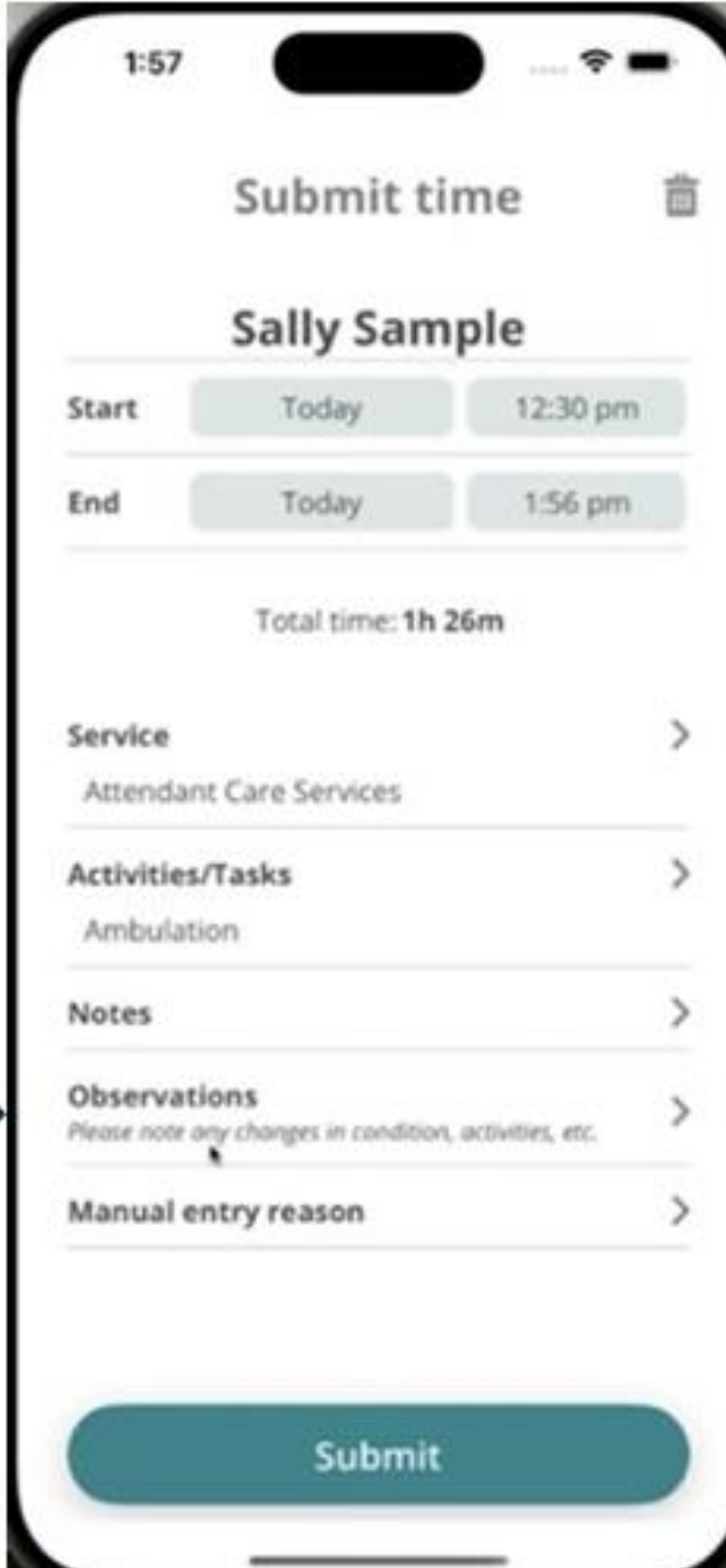


The screenshot shows a mobile app interface for selecting activities. At the top, the status bar displays the time 1:57, signal strength, and battery level. Below the status bar is a back arrow and the title 'Activities/Tasks'. The instruction 'Select the activities you performed:' is followed by a list of activities, each in a separate row with a light blue background and a right-pointing arrow for selection. The activities listed are: Ambulation, Assist with Eating/Feeding, Assist with Self-Administration of Medication, Assist with Toileting, Bowel/Bladder, Clean Areas Used by Individual, Clean Kitchen/Wash Dishes, Complete/Partial Bath, Dress/Undress, Individual's Laundry, Listing Supplies/Shopping, Make/Change Bed Linen, and Medical Appointments.

Activity
Ambulation
Assist with Eating/Feeding
Assist with Self-Administration of Medication
Assist with Toileting
Bowel/Bladder
Clean Areas Used by Individual
Clean Kitchen/Wash Dishes
Complete/Partial Bath
Dress/Undress
Individual's Laundry
Listing Supplies/Shopping
Make/Change Bed Linen
Medical Appointments

Time4Care™ mobile app- cont'd

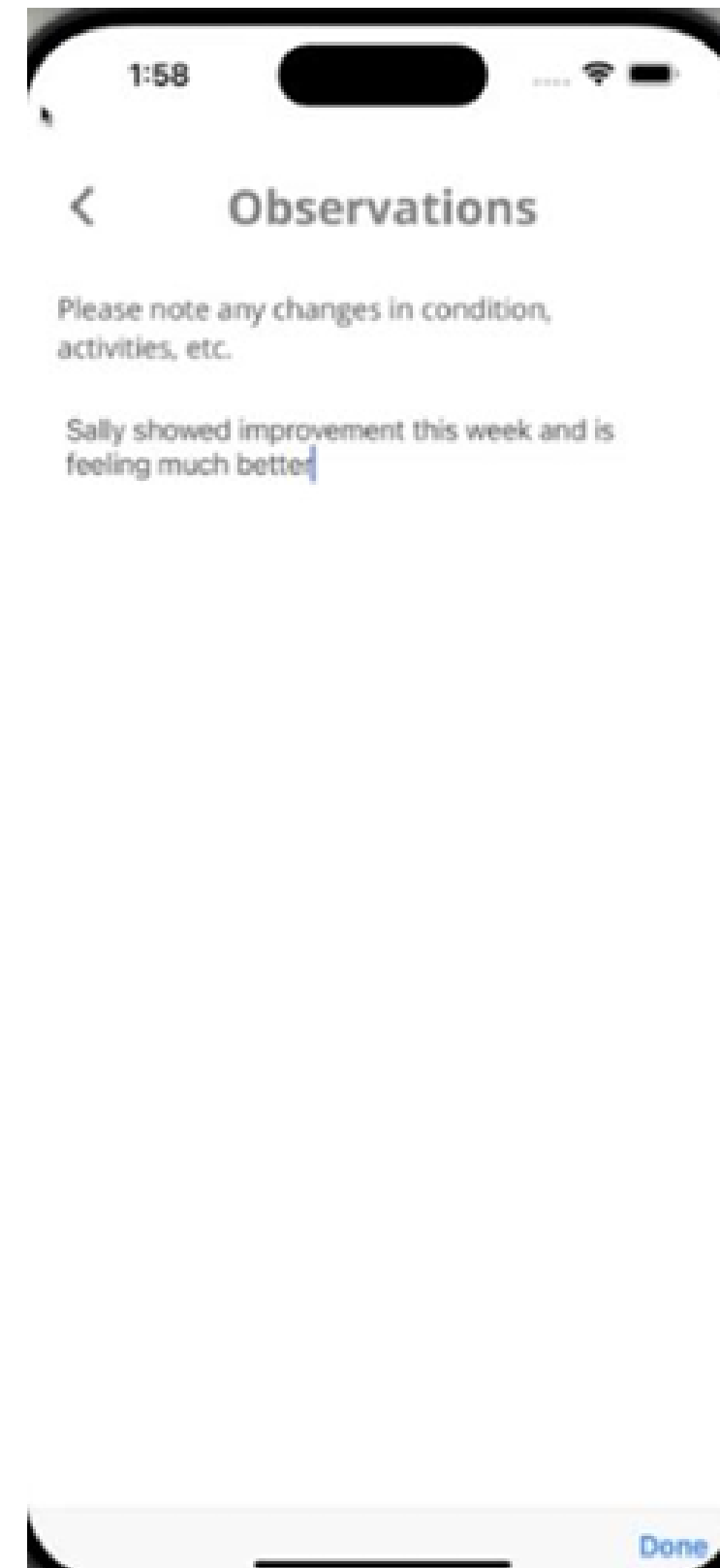
08 Once your tasks are selected, you will have the option to notate any changes to the consumer, under “Observations”



The screenshot shows the 'Submit time' screen in the Time4Care mobile app. At the top, the status bar shows the time 1:57. The screen title is 'Submit time' with a trash icon. Below the title is the name 'Sally Sample'. The 'Start' time is 'Today' at '12:30 pm' and the 'End' time is 'Today' at '1:56 pm'. The 'Total time' is '1h 26m'. A list of services and tasks is shown: 'Service' (Attendant Care Services), 'Activities/Tasks' (Ambulation), 'Notes', 'Observations' (with a subtext 'Please note any changes in condition, activities, etc.'), and 'Manual entry reason'. A blue arrow points to the 'Observations' section. At the bottom is a 'Submit' button.

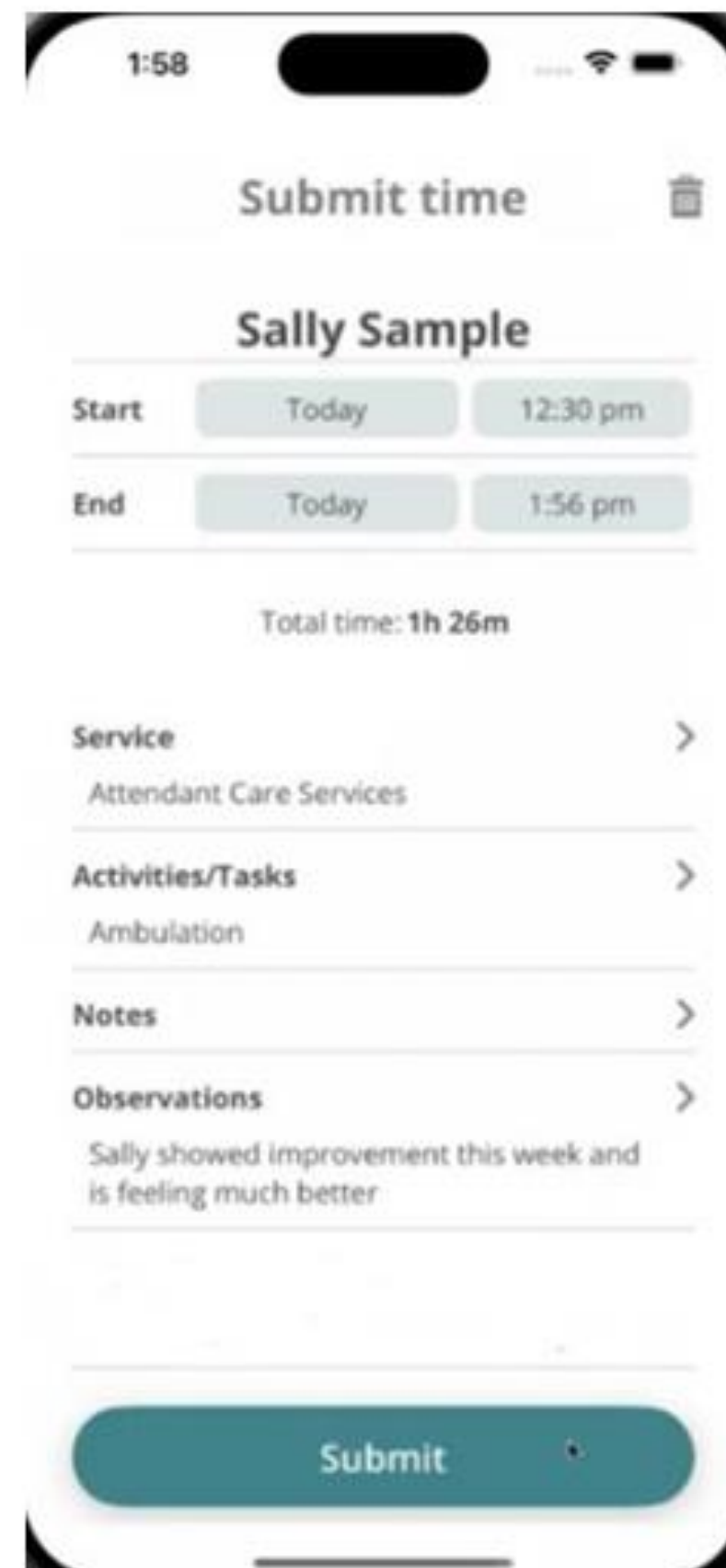
Time4Care™ mobile app- cont'd

09 Here is where you would notate these changes.



Time4Care™ mobile app- cont'd

10 Once completed, click Submit



The screenshot shows the 'Submit time' screen in the Time4Care mobile app. At the top, the status bar displays the time 1:58, signal strength, and battery level. The app header shows 'Submit time' with a trash icon. Below this, the patient's name 'Sally Sample' is displayed. The 'Start' time is set to 'Today' at '12:30 pm', and the 'End' time is set to 'Today' at '1:56 pm'. The 'Total time' is calculated as '1h 26m'. There are four expandable sections: 'Service' (Attendant Care Services), 'Activities/Tasks' (Ambulation), 'Notes', and 'Observations' (Sally showed improvement this week and is feeling much better). A large teal 'Submit' button is at the bottom.

1:58

Submit time

Sally Sample

Start Today 12:30 pm

End Today 1:56 pm

Total time: 1h 26m

Service >
Attendant Care Services

Activities/Tasks >
Ambulation

Notes >

Observations >
Sally showed improvement this week and is feeling much better

Submit

Time4Care™ mobile app- cont'd



11

Once you click Submit to finish your entry,

There are two options for approval:

“My employer can approve now”

This allows reviewing and approving the shift on your device right now.

“My employer will approve later”

Your entry will be submitted, and it can be reviewed and approved on employer's device at a later time.

You can view your entry in the Time Entries page. Tap on Time in your base menu.

Time4Care™ mobile app- cont'd

Time Entries



View all created time entries

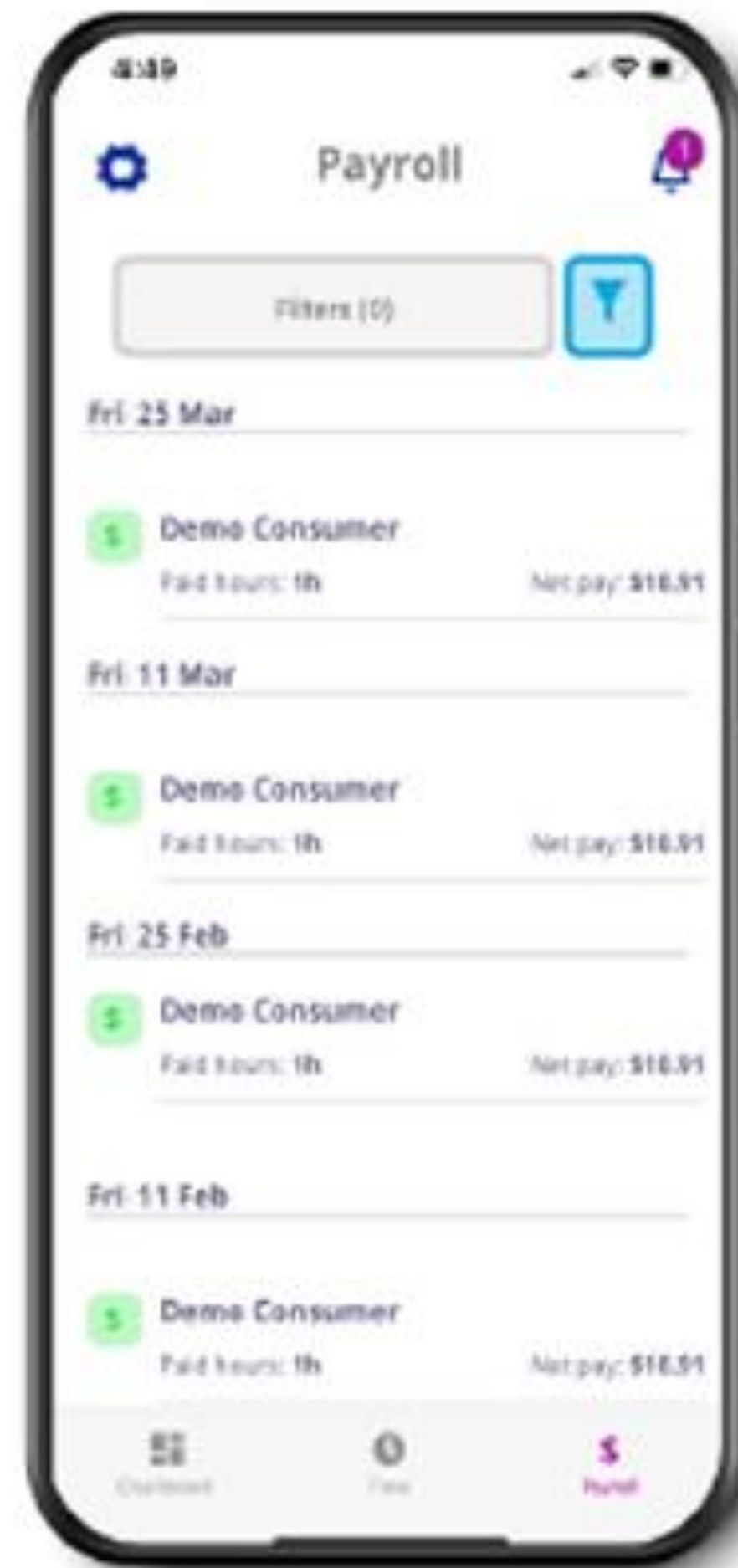
Defaults to the current pay period

Tap on the filter to change your view

Total hours worked is displayed based on applied filters

Time4Care™ mobile app- cont'd

Payroll



View all payments issued

Defaults to the past two weeks

Tap on the filter to change your view

Tap on a payment to see details, including a copy of your pay stub

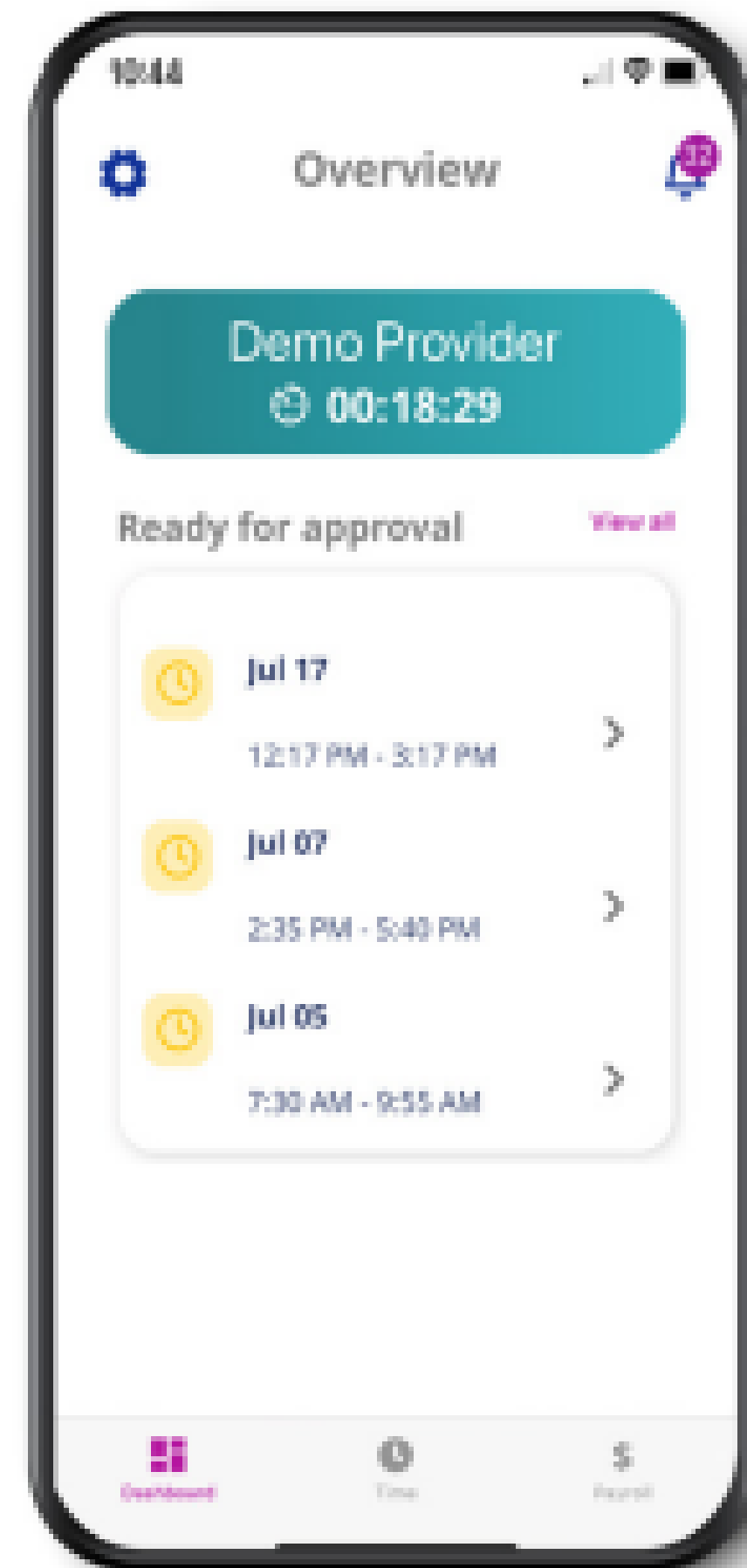


03

Time4Care™ app- *Employer*

Time4Care™ mobile app- cont'd

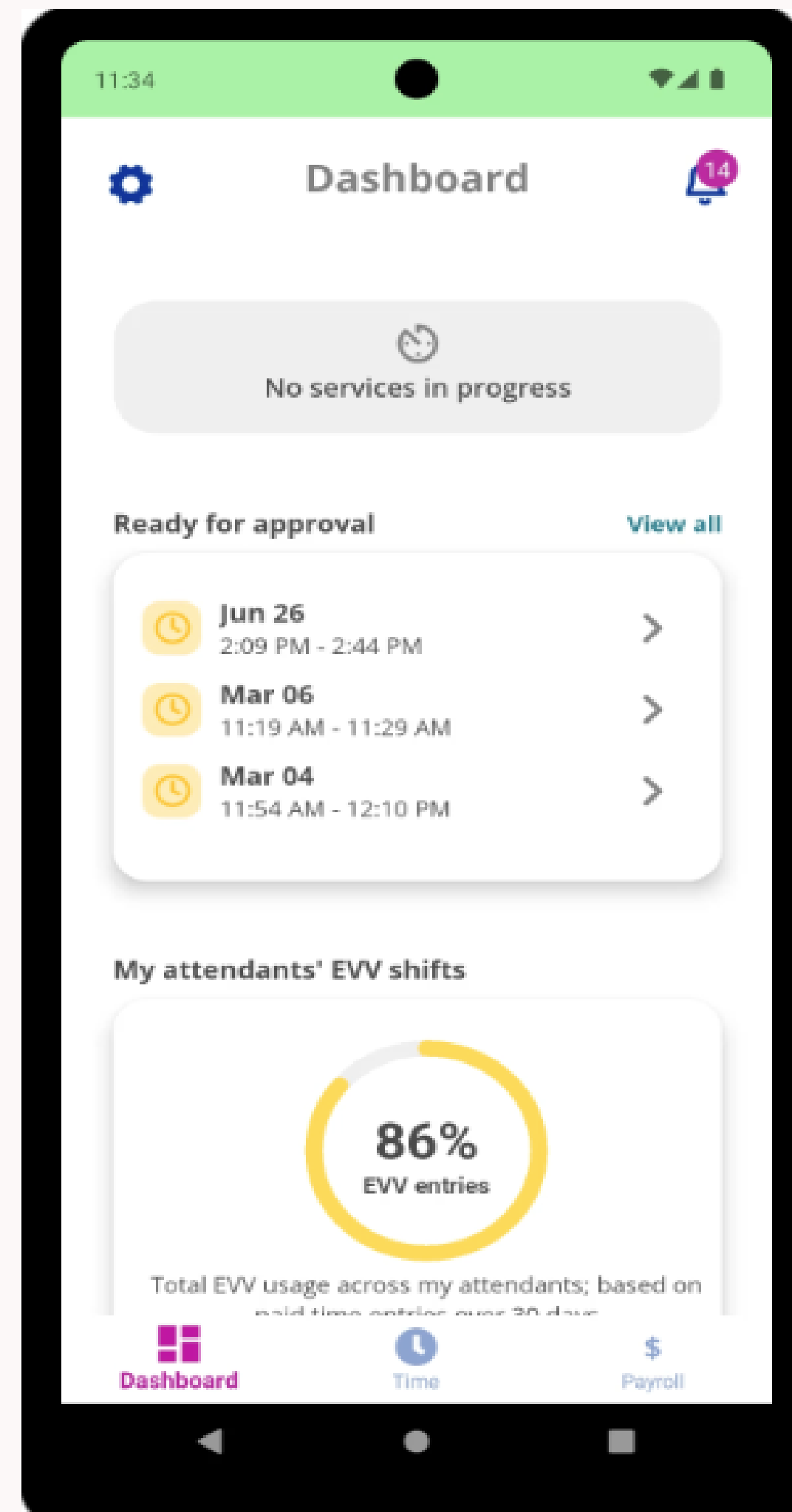
Employer Dashboard & Time Entry Approval



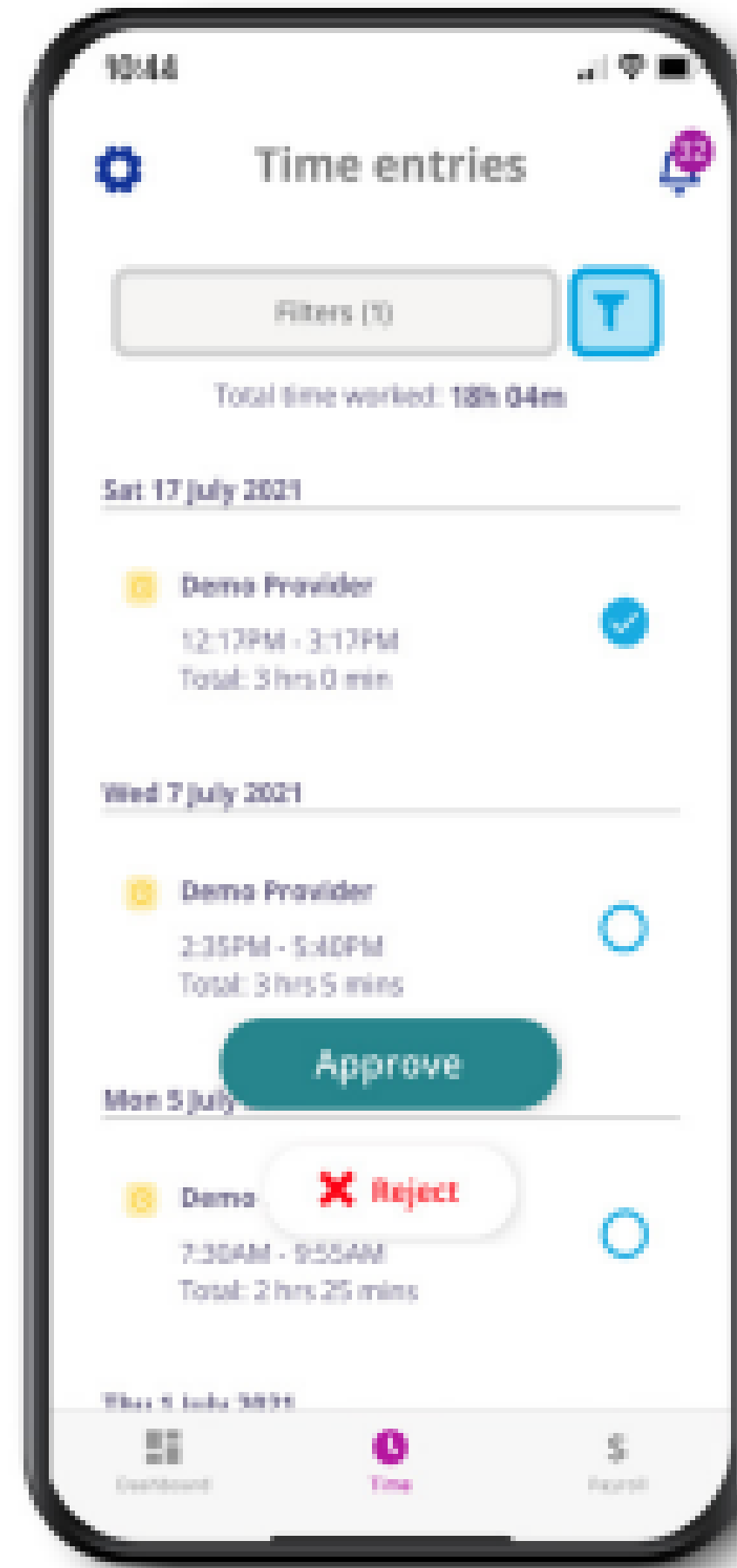
Tap on an entry to
view details and
approve/reject time

Tap View all to see all
time entries ready for
approval

Time4Care™ mobile app- cont'd



Time4Care™ mobile app- cont'd



Select All allows you to select all time entries that are ready for approval – you can approve or reject all

Tap a single time entry to view details, and approve or reject just that time entry

Use the check boxes to select multiple time entries to approve or reject



04

IVR/Telephony

IVR/Telephony

IVR (Interactive Voice Response)/Telephony is the alternative option to submit time entries via landline from the member's residence.

Telephone Option for submitting time

If your attendant does not have a smart phone or tablet, they can use the landline phone of the member to clock in and out. To use this option, the member's phone number must be registered with Customer Service. If you try to use the system from a phone that is not registered, it will not work. Here are the **four** steps to follow:

01

Phone Line Registration

Before using the phone to manage the Attendant's time (or to log time if you are the Attendant) first call Customer Service to register the member's landline phone. Customer Service can be reached at **833-549-5672**.

IVR/Telephony- cont'd

02

Submitting and Approving Shifts

To submit a shift as an Attendant, or to approve/reject a shift as a member, call **833-204-9047**.

IVR/Telephony- cont'd

03

The Attendant will

1. Call **833-204-9047**
2. Enter the last four digits of their social security number and their date of birth
3. Select the member from the list
4. Follow the prompts to start a shift, modify, or end an existing shift
5. If needed, follow the prompts to correct and resubmit shifts

Task Documentation

- Complete/Partial Bath
- Dress/Undress
- Assist with Toileting
- Transferring
- Personal Grooming
- Assist Eating/Feeding
- Ambulation
- Turn/Change Position
- Vital Signs
- Assist with Self-Administration of Medication
- Bowel/Bladder
- Wound Care
- Range of Motion
- Supervision
- Prepare Breakfast
- Prepare Lunch
- Prepare Dinner
- Clean Kitchen/Wash Dishes
- Make/Change Bed Linen
- Clean Areas Used by Individual
- Listing Supplies/Shopping
- Individual's Laundry
- Medical Appointments
- Work/School/Social
- Other - Describe

Attendants will have to select any and all tasks completed during each shift.

IVR/Telephony- cont'd

04

The Member/EOR will

1. Call **833-204-9047**
2. Enter the last four digits of their social security number and their date of birth
3. Select the member from the list
4. Follow the prompts to review, approve, or reject submitted shifts



05

FAQs

FAQs- Frequently Asked Questions

- **What is EVV Compliance?** Per federal law, Electronic Visit Verification (EVV) uses technology such as a smart device to electronically record when and where attendants begin and end providing services to Medicaid members.
- **How can I be EVV Compliant?** By clocking in and out using the Time4Care app with GPS turned on or a registered home phone (IVR) to clock in and out of EVERY shift in real-time.
- **Do I need to use the Time4Care™ app?** Yes, Time4Care™ is Public Partnerships mobile EVV application. You can download Time4Care™ from the Apple App Store or the Google Play Store on your mobile device.
- **How does the Time4Care™ work?** Time4Care™ uses a clock to record your start time and end time for each shift worked. The app uses GPS to record your location at clock in and clock out only. It does not record your location at any other time.

FAQs- Frequently Asked Questions

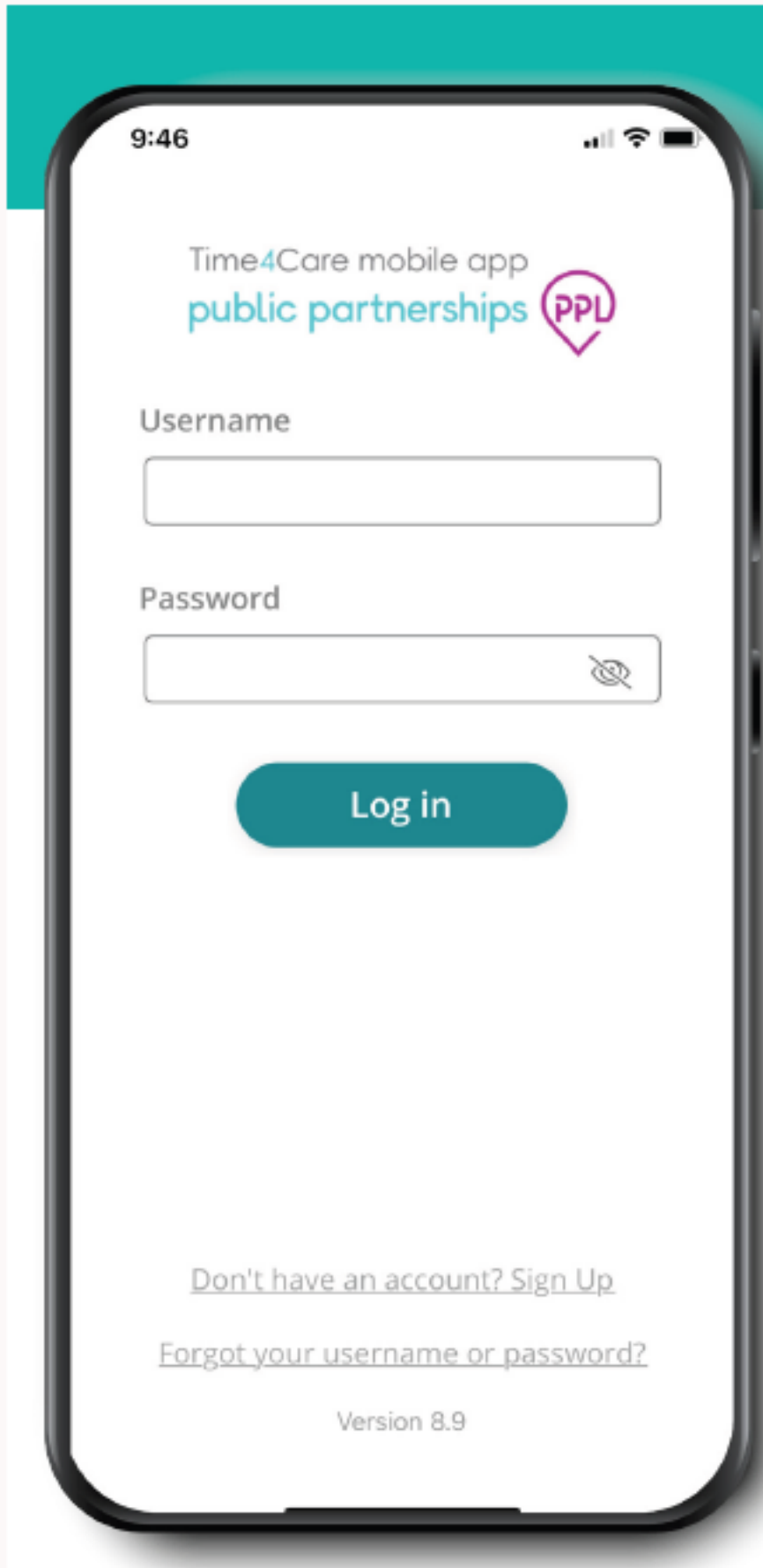
- **What if there is no cell service or home phone?** You still need to clock in and out in Time4Care with the GPS on in real-time; when your device is in an area with internet access your offline entries will automatically upload.
- **What happens if I am not EVV compliant?** Starting in July, you and the EOR will receive notifications via phone, email and/or letter that you have submitted non-compliant shifts. Continued non-compliance could result in the member/consumer being dismissed from the Consumer Directed program; they will need to switch to Agency Directed services.

For the full list of FAQ's, please click below for the link to PPL's website:

https://pplfirst.com/wp-content/uploads/2024/02/EVV_FAQ.pdf



EVV Compliance



Time4Care mobile app
public partnerships PPL

Username

Password

Log in

[Don't have an account? Sign Up](#)
[Forgot your username or password?](#)

Version 8.9

Electronic Visit Verification (EVV) is required by the 21st Century Cures Act for all non-live in attendants providing personal care or respite services.

If you do not live with the person you care for:

- ☒ You must use the Time4Care™ mobile app or IVR (phone system) for every shift.
- ☒ Turn on GPS when clocking in and out. You can turn GPS off during the shift.

Please note:

- If GPS is turned off, the attendant will be marked as not following the rules.
- Repeated non-compliance could result in the member being removed from the Consumer Directed model.



Questions?

Please use the chat feature in Teams to ask questions.



Thank you!