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CDPAP Electronic Visit Verification (EVV) & Timekeeping Rules

Dear CDPAP Consumers and Personal Assistants,

Thank you for being part of the Consumer Directed Personal Assistance Program (CDPAP). This is a reminder about **Electronic Visit Verification (EVV)** requirements and how to accurately record time.

CDPAP personal assistants must:

- Clock in and out for every shift
- Use the **Time4Care® app** or telephony system to enter time for every shift
- Follow all EVV rules

Using an EVV-compliant timekeeping method is required to validate services were delivered when and where they should have been and to prevent any payment delays.

If EVV rules are not followed:

- Payment may be delayed
- Ongoing issues using EVV consistently could affect a personal assistant's ability to work in the program

Please review the EVV and timekeeping resources linked below to ensure you understand how to accurately manage time.

EVV and Timekeeping Resources

- **EVV Guide:**
    - EVV Time4Care Reference Guide
- **Telephony Guide:**
    - How to Use PPL's Telephony System
- **Time4Care App Download and Instructions:**
    - Time4Care can be downloaded from the **Apple App Store** or **Google Play Store** depending on your device.
    - Time4Care Guide

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PPL Customer Service Contact Information

English, Spanish, and TTY Hours: Monday–Saturday, 8:00am–8:00pm ET

English: 1-833-247-5346
Spanish: 1-833-281-0927
TTY: 1-833-204-9042

Other Language Line Hours: Monday–Friday, 8:00am–6:00pm ET
Arabic: 1-833-278-4829
Bangla: 1-833-278-5781
French: 1-833-279-3511
Haitian Creole: 1-833-279-3513
Italian: 1-833-279-3514
Mandarin: 1-833-279-3467
Urdu: 1-833-281-3277

Customer Service Email: nycdpap@pplfirst.com