



Electronic Visit Verification (EVV)

Frequently Asked Questions for Attendants

What is Electronic Visit Verification (EVV)?

EVV is a technology that allows you to clock your hours when you give care to your member(s). When you clock in, and when you clock out, the app will record your location. Your location is not tracked during your shift. Using EVV is one way to be sure that members get the care they need.

Why do we need to use EVV?

EVV is a federal requirement for Medicaid-funded services. For Medicaid to reimburse attendants for providing authorized care, EVV requirements must be followed. EVV helps protect members and attendants while supporting the integrity of the Medicaid program.

Do I need to use the Time4Care™ app?

Yes. Time4Care is PPL's mobile EVV application. You can download Time4Care from Google Play or the Apple App Store.

How does it 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.

How does Time4Care work if I don't 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.

Do you have instructions on how to use Time4Care?

Yes. Instructions and training videos are available at <https://pplfirst.com/programs/virginia/unitedhealthcare-community-plan>.

What are the benefits of Time4Care?

- Easy time entry – Enter your time on the go as your shift is occurring.
- Saves time – Quickly record your time and service details directly on your smartphone without the need for a computer or fax machine.

- Reduces errors – Time4Care lets you know in real time if there are problems with your entry.
- Notifications – Receive real-time alerts when your hours are approved.

What do I do if I don't have a smartphone?

You must use a smartphone or tablet with GPS to clock in and out with Time4Care.

- You can use your member's device with your own username and password.
- If your member does not have a smartphone, they may qualify for the federal Lifeline program, which provides a discount on phone or internet service. You may also be eligible for this benefit. You or your member can learn more and apply at <https://www.lifelinesupport.org>.
- As an exception, you may qualify to use a call-in system that uses your member's landline to verify service location. You will be required to attest to having no other access to a mobile device.

What happens if the member wants to go to a different location during my shift?

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

Does Time4Care provide alerts for missed visits or upcoming scheduled work?

The app does not provide schedule alerts or warnings of missed visits because it does not link to a set schedule.

Does Time4Care support multiple languages?

Yes. Time4Care is available in multiple languages. Check the app or contact Customer Service for information about currently supported languages.

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

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

Is there a way to see all the hours I have worked during a certain time frame?

Yes. You can review total hours worked 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 web portal.

May I customize the application?

No. The setup of Time4Care is determined by the needs of the member's program and is the same for all attendants.

What happens if I forget my smartphone or it dies or 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 using the app or 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.

How much of my smartphone data does Time4Care use?

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

What happens if I forget to turn on location services on my phone? Can I still clock in or 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.

What if the Employer of Record (EOR) approves a shift, but the attendant wants to make a change after it has been approved?

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

Is my personal data secure on your app?

Yes. We use encryption and other security measures that meet the highest standards for protecting your information.

If a tablet has Wi-Fi but no cell service, can it be used for EVV?

If the tablet is GPS-enabled, 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 smartphone or tablet can be used to clock in and clock out. The web portal is not EVV-compliant.

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

The landline can only be used if the attendant meets and attests to strict exception criteria. The Time4Care app on a smartphone or tablet is the best method for entering time. The landline and the Time4Care app cannot be used together.

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

If you or your member has access to a smartphone or tablet, then the app should be used for all time entry. If you qualify and register for the landline option, the expectation is that you do not have access to a device to use the app.

What if the attendant 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. Attendants 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 and select the second service.

Can an attendant use an iPhone or other smartphone to enter time?

Yes. An attendant can use any GPS-enabled smartphone or tablet to enter time.

Can the EOR 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.

What happens when attendants have overlapping shifts?

Overlapping shifts are not allowed. EORs will need to work with the attendants to make sure shifts do not overlap.

If my shift is from 10:00 a.m. to 4:00 p.m., what would happen if I clock in at 9:50 a.m. or clock out at 4:10 p.m.?

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. Work with your EOR to make sure your shifts are agreed upon. Again, there is no system requirement that you clock in or clock out at an exact time. Time4Care will keep track of all the minutes you work for your shift and process your payment according to current program rules.

I am a live-in attendant. Do I need to be EVV-compliant?

Yes. All attendants need to be EVV-compliant, which includes live-in attendants and non-live-in attendants.