



Electronic Visit Verification (EVV)

Frequently Asked Questions for Members

What is Electronic Visit Verification (EVV)?

EVV technology uses a smartphone or tablet to record your attendant's start time, end time, and location. EVV can help to ensure that members 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?

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.

What is Time4Care?

Time4Care is a mobile application that your attendant will use to record their time as they deliver care to you. The app will capture your attendant'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 attendant's time.

Do I need to use the Time4Care app?

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

- Approve your attendant's hours using the web portal.
- Approve your attendant's hours using the Time4Care app on their smartphone or tablet.
- Download the Time4Care app to your own smartphone or tablet to review and approve your attendant's hours.

How does it work?

Time4Care uses a clock to record your attendant'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 attendants deliver services during the hours that you need care.
- EVV makes attendants more accountable for their work hours. Better accountability often leads to more consistent care.
- EVV provides real-time alerts. Receive notifications when your attendant submits hours for your review.

What are the benefits for my attendant(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 smartphone without the need for a computer or fax machine.
- Reduces errors – Time4Care lets attendants know in real time if there are problems with their entries.

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

The mobile app continues to work offline, so your attendant can still clock in and out and record their time and location. When the device is in an area with internet access, the offline entries will upload.

If a user clocks in or out while offline, how is location captured?

The smartphone's GPS captures your attendant's location when they clock in and out. The smartphone's GPS does not need an internet connection to work. A few things may interfere with a phone's GPS, such as being underground or inside a concrete building.

What happens if my attendant doesn't have a smartphone?

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

- Your attendant can use your device with their own username and password.
- If you do not have a smartphone, you may qualify for the federal Lifeline program, which provides a discount on phone or internet service. Your attendant may also be eligible for this benefit. You or your attendant can learn more and apply at <https://www.lifelinesupport.org>.

- As an exception, your attendant may qualify to use a call-in system that uses your landline to verify the service location. Your attendant will be required to attest to having no other access to a mobile device.

Do you have any instructions on how to use Time4Care?

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

How is the location recorded if my attendant starts at my home and then we go to another location at the end of their shift?

Your attendant's location is recorded when they clock in and out. If your attendant 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?

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 Time4Care EVV?

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

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

Yes. You can review your attendant'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 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 members and attendants.

What happens if my attendant forgets their smartphone or it dies or runs out of battery?

If your attendant 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 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 attendant's phone dies during their shift, the clock will keep running until they clock out.

How much 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.

Can my attendant 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 attendant wants to make a change after it has been approved?

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

Is my attendant's 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.

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 attendant has access to a smartphone or tablet, then the app should be used for all time entry. If your attendant qualifies and registers for the landline option, the expectation is that they 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 defining 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.

Does the EOR have to approve time each shift or at the end of the two-week pay period?

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

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.

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

You cannot have two attendants working at the same time. Your second attendant can still clock in, but your first attendant will need to manually correct their end time before clocking out. Shifts cannot overlap.

My attendant lives with me. Do they need to be EVV-compliant?

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