



Common EVV Myths & Facts

REMINDERS

- Clock-in when you start work
- Clock-out when you finish work
- Use the Time4Care™ app or approved landline phone
- Ask PPL for help if you have questions at 1-833-204-9038



MYTHS

I can use paper timesheets.

Time4Care™ cannot be used on a smart device.

I can fill in my clock-in and clock-out times later.

EVV tracks everything I do.

I can ask someone else to clock-in for me.

If I make a mistake, I will not get paid.

The participant needs to approve my shifts.

EVV is optional.

Time4Care™ works when I don't have internet.



FACTS

You must submit timesheets from the Time4Care™ smart device app or telephone.

Time4Care™ CAN be used on any smart device.

You should clock-in when you start work and clock-out when you finish.

Location information is ONLY captured during clock-in & out. EVV only records information needed to confirm that services were provided.

You must clock-in and clock-out yourself.

Mistakes can often be fixed, but they should be corrected as soon as possible.

Members or their authorized representatives need to review and approve shifts.

EVV is a federal requirement for PCA services. Because it is a law, caregivers must use EVV to correctly record the services they provide.

Timesheets can be entered in offline mode and they will upload when you have WiFi or mobile data.