

TIME4CARE™ EVV PROVIDER FAQ

Frequently Asked Questions (FAQ)

WHAT ARE THE BENEFITS FOR ME?

1

Saves Time –

Reduces the extra time that would be needed to enter notes, services and time on paper timesheets.

2

Reduces Errors –

Time4Care corrects your entries as you enter them. This feature helps reduce typing errors so that timesheets are correct the first time.

3

Increases Efficiency Output–

Time4Care captures “real-time” data, while you are entering notes and services daily. Regular data capture helps to reduce late timesheet entries leading to delays in payments.

What is EVV?

EVV is technology that verifies who you are, records your hours, and captures your location. 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 receive the care they need.

Why do we need to use it?

In December 2016, Congress passed the 21st Century Cures Act. The Cures Act set new rules requiring an Electronic Visit Verification (EVV) system to capture clock in and clock out for Home and Community Based Services, including self-direction programs. As a worker, you will need to follow the new rules to provide services for your member.

How Does It Work?

The Time4Care mobile app captures the time you start and end your shift and uses your phone or tablet’s GPS (Global Positioning System) to record your location. Location capture happens only when you “clock-in” using the app and when you “clock-out.” In many cases, the app will work if cell service is not available because your phone or tablet’s GPS still captures your location and the Time4Care app continues to capture time, services and notes in off-line mode. In this instance, data including the time and location of service uploads once the cell phone is in an area with service.

Will I be trained?

Yes, training materials are available on how to download and use the mobile app.



Where Can You Go To Learn More?

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