

# Understanding EVV For CDPAP

## Electronic Visit Verification (EVV)

### What is Electronic Visit Verification?

Electronic Visit Verification, or EVV for short, is like a timecard system. Just like people used to get their timecards stamped when they started and ended work, personal assistants (PAs) use EVV to clock in and out of their shifts.

### Why do we need to use EVV?

CDPAP services are funded by Medicaid. Medicaid is funded by taxpayers in New York and across the country. Keeping good track of time helps ensure that Medicaid dollars are used effectively to help people get the care and long-term care services they need.

Medicaid requires EVV use for most home care services. Using EVV verifies personal assistance services are being provided to the consumer and helps reduce waste in the program so that more resources are available for people to get the care they need.

### How can consumers use EVV?

There are two EVV options for consumers and PAs:

1. Option 1: Download the Time4Care mobile application on your smartphone. The consumer and PA can each download the app separately on their phones, or the consumer can use the PA's phone to review and approve shifts.

- a. If you have an Android device, use this link to download from Google Play:

[https://play.google.com/store/apps/details?id=com.paragyte.publicpartnerships&hl=en\\_US](https://play.google.com/store/apps/details?id=com.paragyte.publicpartnerships&hl=en_US)

- b. If you have an iPhone or iPad, use this link to download from the App Store: <https://apps.apple.com/us/app/time4care/id899993153>

2. Option 2: Use a landline to call in and out through the EVV phone line (833-278-3959) that provides a special shift number to the consumer and PA. PAs can call in and out from the landline using the shift code.

## Three Keys to using EVV

1. Using EVV is easy if it becomes a habit. Here are three good ways to get into the habit:
  - a. Pair clocking in and out with another activity you always perform when you get to the consumer's home, such as taking off your coat or washing your hands.
  - b. Make a few EVV signs that are reminders to clock in and out every day and hang them in different places.
  - c. Set alarms on your phone or around the house to go off when your shift should start and again when it ends.
2. Consumers and/or their designated representative should review and approve each shift daily. This is the best way to stay on top of EVV approvals.
3. Review each shift time (in and out) closely before approving. Look at the time the PA clocked in and the time they clocked out.
  - ✓ If it is correct, select Approve.
  - ✗ If it is incorrect, the PA needs to correct the time before you approve.

## What if the consumer does not have a smartphone, tablet or internet?

If the consumer does not have a smartphone, there are free resources for smartphones for Medicaid members through a federal program. Consumers can apply directly for this benefit at: [www.lifelinesupport.org/lsl/](http://www.lifelinesupport.org/lsl/).