



**Hamaspik HomeCare**  
*Legendary Support, Extraordinary Care*

855-426-2774 EXT. 800 • PPL@HAMASPIKCARE.ORG



**YOUR LIFE  
YOUR CARE  
YOUR PEOPLE**

## **EVV Through PPL**

Effective 4/1/2025, all PAs must transition to PPL's new phone system Time4Care.

**Hamaspik is not liable for payment for any services provided past 3/31/25. Payment for services provided after 3/31/25 will be handled by PPL.**

There are two EVV options for consumers and PAs:

- 1) Mobile App

Download the Time4Care mobile app 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. If you have an Android device, use this link to download from Google Play:

**Link for Android phone:** [Click Here](#)

**Link for iPhone:** [Click Here](#)

- 2) Using a landline

Use a landline or consumer's cell phone to call in and out through the EVV phone line at **833-278-3959 and follow the steps below:**

- 1) Select Option 1 to indicate that you are the caregiver
- 2) Enter your eight-digit date of birth
- 3) Enter the last four digits of your Social Security Number
- 4) Select your consumer from the automated list
- 5) Follow the prompts to clock in or out

## **Consumer approval of PA hours worked**

In order for PAs worked hours to be processed, the consumer or DR must approve all hours worked each week by Sunday 11:59 PM for it to be processed in PPL's weekly payroll. There are 3 ways for consumers/DRs to view and approve hours worked: Time4Care, PPL@Home or via Telephony



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## Timesheets

### Timesheets via the Time4Care app

To log time in Time4Care for hours that you were not able to use the app, i.e. Sabbath, please follow the steps below:

- 1) Tap Add past shift from your dashboard
- 2) Select who you worked for
- 3) Select the service you provided
- 4) Enter your start time, end time and notes, if needed
- 5) For EVV users, please select a manual entry reason
- 6) Tap Submit

### Paper Timesheets Requests

To access PPL's timesheet, please [click here](#)

All Timesheets must be submitted along with a timesheet exception form. To access a timesheet exception form, please [click here](#)

Completed timesheets can be submitted to PPL by:

- Fax: 1-844-244-4384
- Email: [NYCDPAP\\_TS@pplfirst.com](mailto:NYCDPAP_TS@pplfirst.com)
- Mail: Public Partnerships LLC, P.O. Box 310, Binghamton, NY 13902

All time entries, including paper timesheets, are due for submission to PPL on each Saturday at 11:59 p.m. ET. Please only submit one timesheet to avoid processing delays. Paper timesheets must be submitted using PPL's official timesheet for New York CDPAP. Timesheets from other sources or programs will not be accepted.



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## EVV FAQ

**Question: I tried logging into Time4Care and I get an error message or it does not allow me to clock in. What should I do?**

PPL needs to review the PA application. Until it is not reviewed, the PA will not be able to clock in and out through PPL.

**Question: Can I have a timesheet for Sabbath as I cannot clock in and out due to religious observance?**

Yes. Missed time can be submitted via Time4Care, Telephony, PPL@Home or via paper timesheet. If a PA does not have access to log missed time via Time4Care, Telephony, PPL@Home, they can access PPL's timesheet + timesheet exception form here:

**To access PPL's timesheet, please [click here](#)**

**To access a timesheet exception form, please [click here](#)**

**Question: I am having trouble with the app. Can Hamaspik Homecare assist?**

Absolutely! Please reach out to us to receive guidance on the app.

**Question: What is PPL's payroll schedule?**

PPL does a weekly payroll. More information regarding payroll can be found [here](#)

**Question: Will PAs be able to work overtime?**

Answer: Yes. Overtime is sometimes necessary to ensure services are provided timely. PPL will work with consumers to ensure they continue to have the PA support they need. If you are currently approved for overtime, PPL has promised to honor that approval.

**Question: Can you help me with payroll issues?**

Hamaspik Homecare can assist with helping PAs understand their paychecks. Questions regarding missing paychecks should be directed to PPL at 1-833-247-5346.