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

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

**PPL**
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

**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 visit our website at HamaspikHomecare/CDPAP and scroll to the timesheet section.**

**Completed timesheets can be submitted to PPL by:**

- **Fax: 1-844-244-4384**

- **Email: 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. To access PPL's timesheet, please visit our website at HamaspikHomecare/CDPAP and scroll to the timesheet section.

**Question: I am having trouble with the app. Can Hamaspik 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 on our website HamaspikHomecare.org

**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 cannot assist with payroll issues for PPL. Questions regarding payroll must be directed to PPL at 1-833-247-5346.

# Submitting Paper Timesheets for New York CDPAP

## Instructions for Personal Assistants (PAs) and Consumers

Please use blue or black ink.

**1** Complete all fields at the top of the timesheet.

**2** Select the service type.

**3** Enter the pay period start date.

**4** Enter the pay period end date.

**5** Chart "time-in" and "time out" using "a.m." and "p.m." to indicate morning or afternoon shifts.

**6** Use the "Total Hours" column to write your total shift hours for each day.

**7** Use the "location" column to indicate where service was provided.

**8** The PA must sign and date the timesheet.

**9** The consumer must sign and date the timesheet.

### Submit completed timesheets via fax, email, or physical mail:

Fax: 1-844-244-4384

Email: NYCDPAP_TS@pplfirst.com

Mail: Public Partnerships LLC
P.O. Box 310  Binghamton, N.Y. 13902

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**NY CDPAP – Consumer Directed Services Timesheet**

*Paper timesheets will be temporarily accepted without an exception approval until 4/26/2025.*

_____PRC-NY-□□□□□□□
Consumer's Name

_____PRV-NY-□□□□□□□
Personal Assistant's Name

**Service Type**
☐ One Consumer   ☐ Two Consumers
☐ Not Live-In   ☐ Live-In
☐ PTO*
☐ Service Type _____

*PTO must be submitted on a separate timesheet

FAX:  PPL@ 844-244-4384
EMAIL: NYCDPAP_TS@pplfirst.com
Mail:  Public Partnerships LLC, PO Box 310, Binghamton, NY, 13902

Begin Sunday: □□/□□/□□□□        End Saturday: □□/□□/□□□□

| | Time In | | AM/PM | | Time Out | | AM/PM | | Total Hours | Location | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Sunday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| Monday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| Tuesday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| Wednesday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| Thursday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| Friday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| Saturday | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |
| | : | | AM ☐ | PM ☐ | | : | AM ☐ | PM ☐ | | ☐ Home | ☐ Other |

By signing below, I certify that I have provided the services to the consumer during the times described on this timesheet.

Personal Assistant Signature

Date
□□/□□/□□□□

I certify that the consumer has received hours of service as reported above.

Consumer or Designated Representative Signature

Date
□□/□□/□□□□

1. If you work overnight, enter your Time Out on the first day as 11:59 PM.  On the next line, enter your Time In on the second day as 12:00 AM.
2. Use black ink. Fill in boxes completely.  Print one character per box, and try not to touch the lines.
3. If there is an issue with your paper timesheet, please provide the best contact number for PPL to notify you of errors _____.

PAs must submit one weekly timesheet per pay period.
PTO must be submitted separately on a second timesheet.
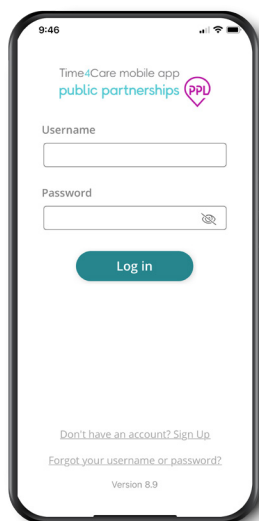
# TIME4CARE™ MOBILE APP
by Public Partnerships

## Download the Time4Care App

1. Go to **Google Play** or the **App Store** on your Android or iOS device.

2. Tap on **Search**.

3. In the search bar, type in: **Time4Care.**

4. Download the **Time4Care app**.

5. Once the application has downloaded, tap to **open.**
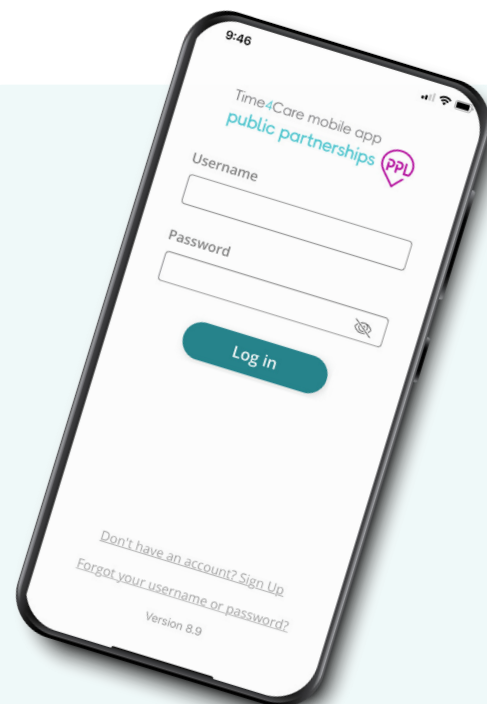
## Log in or Sign Up

If you already have a user account for MyAccount, log in to the app with the same username and password.

If you have not completed your enrollment in MyAccount, you will need to complete this first to create your username and password.

✓ Clock-in and -out in real-time to record time worked.

✓ For EVV users, location is captured at clock in and clock out.

✓ Location is not tracked during visit or any other time.

## Dashboard & Menu
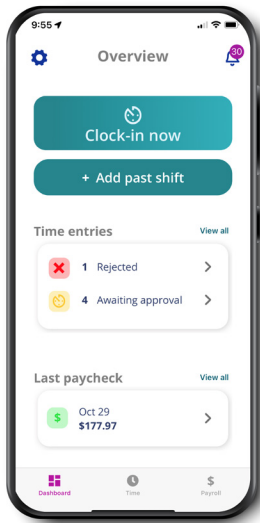
**Dashboard** – access frequent actions and important info

- **Clock-in now** – record your shift in real-time
- **Add past shift** – enter a shift you already worked
- **Time entries** – tap to see entries that require action by you or your employer
- **Last paycheck** – view your most recent payment – tap to see payroll details
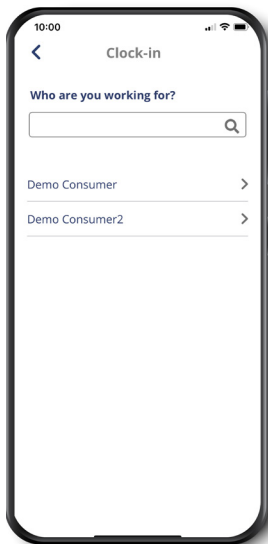
**Time** – view a collection of all your time entries

**Payroll** – access all payments issued, including pay stubs

**Settings** – access support materials, Touch/Face ID, manage your Favorites, and more

**Notifications** – view alerts related to time submission and approval

## Clock in and out to start and end your shift
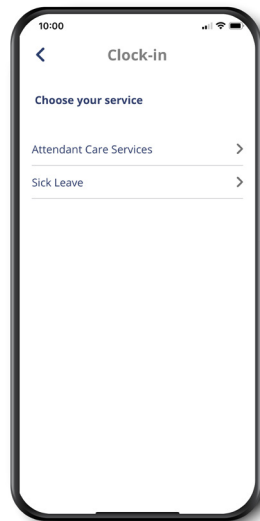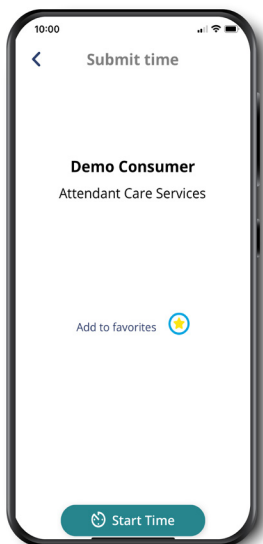
### 01

Tap **Clock-in now** from Dashboard
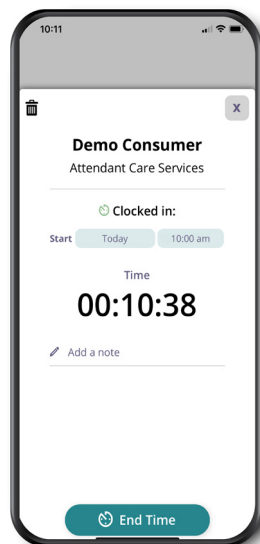
Select who you are working for

### 02

Select the service you will be providing

### 03

Save your selection as a Favorite for easier clock in next time

Start your clock

### 04

Tap running clock from Dashboard to see your active shift

Add notes related to your shift, if needed

At the end of your shift, tap End Time to clock out

## 05

Review your shift details

Tap Submit to finish your entry

There are two options for approval:

**"My employer can approve now"** – this allows reviewing and approving the shift on your device right now.

**"My employer will approve later"** – your entry will be submitted, and it can be reviewed and approved on employer's device at a later time.

You can view your entry in the Time Entries page. Tap on Time in your base menu.

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## Add Past Shift
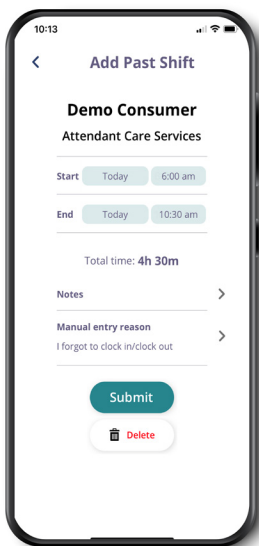
**Forget to clock in or out? Add a past shift if you've already worked.**

*For EVV users, remember that this does not meet EVV requirements and will be recorded as a manual time entry.*

**Follow these steps:**

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

## Time Entries
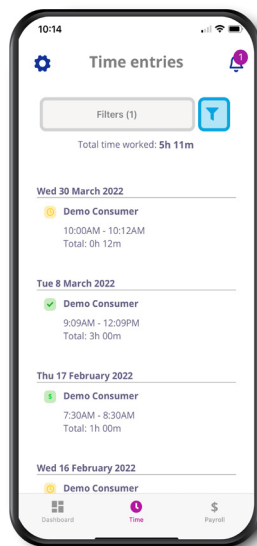
View all created time entries

Defaults to the current pay period

Tap on the filter to change your view

Total hours worked is displayed based on applied filters

## Payroll

View all payments issued

Defaults to the past two weeks

Tap on the filter to change your view

Tap on a payment to see details, including a copy of your pay stub

## Settings & Other Features
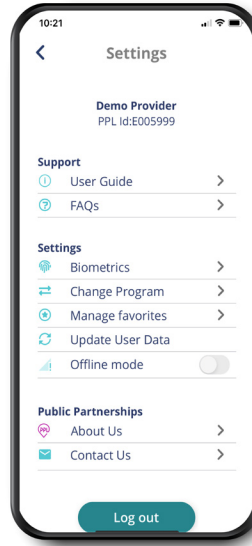
**Support** – Access User Guide and FAQs

**Biometrics** – Enable Touch or Face ID (if available on your device) – log in using your fingerprint or facial recognition

**Favorites** – Update or remove saved participant/service pairs for quicker time entry
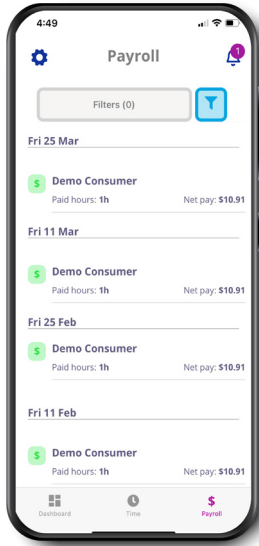
**Offline Mode** – Turn on to avoid disruption if you're in an area with limited/poor connectivity

**Contact Us** – Get in touch with us – call, email, or send a message

## Employer Dashboard & Time Entry Approval
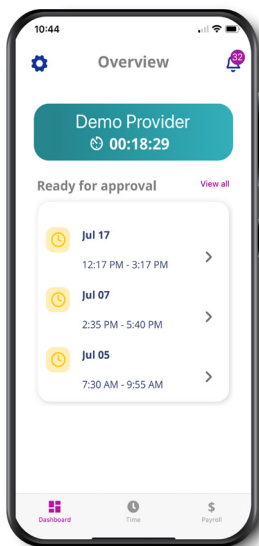
Tap on an entry to view details and approve/reject time

Tap View all to see all time entries ready for approval
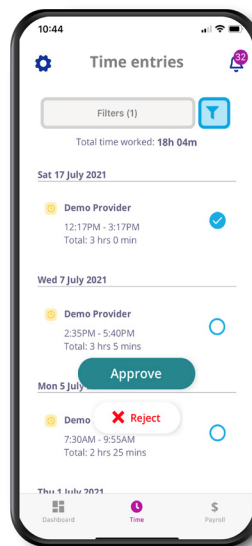
Select All allows you to select all time entries that are ready for approval – you can approve or reject all

Tap a single time entry to view details, and approve or reject just that time entry

Use the check boxes to select multiple time entries to approve or reject

public partnerships PPL
Your #1 choice for self-directed care™

# How to Use PPL's Telephony System

Before personal assistants can use PPL's telephony Electronic Visit Verification (EVV) system to clock in or clock out, a landline or mobile phone number must be entered into their consumer's PPL@Home profile. PAs must use this phone line to access the telephony system.

**1** Dial 1-833-278-3959.

**2** Select option one to indicate you are the caregiver.

**3** Enter your eight-digit date of birth.

**4** Enter the last four digits of your Social Security Number (SSN).

**5** Select your consumer from the list.

**6** Follow the prompts to start a new shift or end your shift.

**7** If needed, follow the prompts to correct and resubmit entries.

You must use the land or mobile phone line associated with your consumer's PPL@Home profile to call into the system. If the landline or mobile phone number doesn't match, you won't be able to clock in or out and hear the following prompt:

"Sorry, the phone number you are calling from does not match the number registered for this individual. Please call back from the correct phone number. Thank you. Goodbye."

# How to Manage Time with PPL

Beginning on April 1, 2025, CDPAP consumers and personal assistants should only track their time entries with PPL. PPL offers multiple timekeeping options to accommodate the different needs of CDPAP consumers and personal assistants while maintaining electronic visit verification (EVV) compliance.

## 1. Time4Care™ App

Time4Care™ is a highly rated mobile app, available in 11 languages*, designed for both consumers and personal assistants. Available for free on the Google Play Store and Apple App Store, the app allows users to clock in and out, approve and submit time entries, view paystubs, and even access training. It works with either Wi-Fi or cell service with a data connection. To access Time4Care:

1. Go to **Google Play** or the **App Store** on your Android or iOS device.
2. Tap on **Search**.
3. In the search bar, type in: **Time4Care**.
4. Download the **Time4Care app**.



5. Once the application has downloaded, tap to **open**.
6. Time4Care will ask you if you want to enable notifications. Tap "Allow" to ensure you don't miss important alerts. Tap Get Started, then log in with the same username and password you use for PPL@Home.
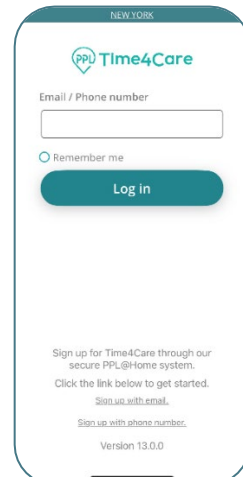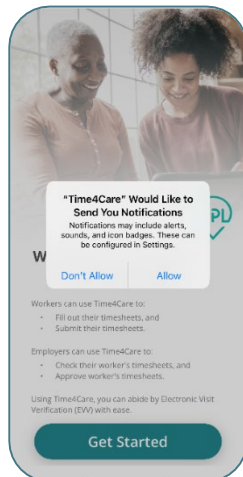
No internet connection? Time4Care has an "offline mode" for clocking in and out. The app saves the time and location of when you clocked in or out for when the internet is available again.

Before you can enter your time in Time4Care, PPL has to have an authorization for CDPAP from the consumer's health plan or local department of social service (LDSS). If you can't access Time4Care for timekeeping, you can call PPL to clock in and out (see section 2 of this guide). If you and your consumer meet certain criteria, you may also request a paper timesheet (see section 3).

For more information on using Time4Care, see this guide: https://pplfirst.com/wp-content/uploads/2025/03/T4C-Guide.pdf.

Personal assistants can also track their time in PPL@Home, which can be accessed on a computer or mobile device.

Consumers can approve shifts in either Time4Care or PPL@Home.

| Approving Shifts in Time4Care | | | |
|---|---|---|---|
|  | • Tap on an entry to view details and approve/reject time<br><br>• Tap View all to see all time entries ready for approval |  | • Selecting all allows you to select all time entries that are ready for approval — you can approve or reject all<br><br>• Tap a single time entry to view details, and approve or reject just that time entry<br><br>• Use the check boxes to select multiple time entries to approve or reject |

| Approving Shifts in PPL@Home | |
|---|---|
| **Consumers** | **Designated Representatives** |
| • In your PPL@Home dashboard, go to the Timesheet tab<br>• Click or tap View to see the shifts that were entered and submitted by the PA<br>• If everything is correct, hit the approve button; if anything is incorrect, hit the reject button<br>    ○ Rejecting the timesheet will prompt the PA to correct and resubmit the timesheet for approval | • In your PPL@Home dashboard, go to the Associated Consumers tab<br>• Click or tap Manage Consumer — this will take you to the consumer's dashboard<br>• Go to the Timesheet tab<br>• Click or tap View to see the shifts that were entered and submitted by the PA<br>• If everything is correct, hit the approve button; if anything is incorrect, hit the reject button<br>• Rejecting the timesheet will prompt the PA to correct and resubmit the timesheet for approval |
| Summary | Registration Information | To Do List | Service Authorizations | Associations | Required Documents | Signature | Joint Employment Forms | Checklist | Timesheet | Additional Attributes |

**Timesheet Summary**

*Time4Care is currently available in English, Spanish, Chinese, Russian, Bangla, Korean, Arabic, Italian, French, Polish, and Urdu

## 2. Telephony System

Personal assistants can call PPL to clock in and out via our telephony EVV system by following these steps:

1. Dial 1-833-278-3959.
2. Select option one to indicate you are the caregiver.
3. Enter your eight-digit date of birth.
4. Enter the last four digits of your Social Security Number (SSN).
5. Select your consumer from the list.
6. Follow the prompts to start, modify, or end your shift.
7. Correct and resubmit entries if needed.

If the phone number you are calling from does not match the one registered in the consumer's PPL@Home profile, the system will not allow clocking in or out.

Please note, our telephony system is only available in English at this time.

## 3. Paper Timesheets (Exception Required)

In certain cases, consumers and personal assistants may request an exception to use paper timesheets. This option is available for those who meet the following criteria:

- Consumers and/or personal assistants are unable to use electronic timekeeping due to sincerely held religious beliefs.
- The consumer lives in a rural area where the use of Time4Care or telephony is not reliable.
- There is an unanticipated need that accompanies a justification (verbal or written) on the need for an exception.
- Other consumer or personal assistant observances that impact the use of technology that accompanies a justification (verbal or written) on the need for an exception.

Paper timesheets can be requested by calling 1-833-247-5346 or submitting an exception form via fax, mail, or email.

- Mail: PO Box 310, Binghamton, NY 13902
- Fax: 1-844-244-4384
- Email: nycdpap@pplfirst.com

## Best Practices for Timekeeping

When using a manual timekeeping option such as telephony or paper timesheet, it is important that you carefully track each shift. Information that should be tracked each day includes:

- The date
- Clock in and clock out times
- Total hours worked
- Name of the consumer/personal assistant
- Type of service provided

Recording this information will help make sure you are using your authorized hours correctly and that you are paid the right amount. It will also reduce the need for corrections.

## 4. Frequently Asked Questions

**Q: When I try to enter my time in Time4Care, I get a message about becoming a PPL employee. What does this mean, and do I have to click the "I understand" button to enter my time?**

**A:** If you receive this message, it means your employment as a CDPAP PA with PPL is in process. If PPL has requested additional information, please provide it as soon as possible by logging into your PPL@Home account, which you can access via PPL's website: www.pplfirst.com/CDPAP. If you don't have a PPL@Home account, please call PPL at 1-833-247-5346. If PPL has not requested additional information, your registration is in final processing, and the message will be removed once processing is complete.

For now, please read the message, and click the "I Understand" link to proceed to the time entry screen where you can enter your shift starting on April 1st.

**Q: I am getting a message that says I cannot log in until I complete my registration. What does this mean?**

**A:** PAs need to register with PPL, which includes signing your offer letter and PA Agreement, completing certain forms, and providing documentation that you are legally able to work in the United States (I-9 documentation).

If you are a PA and your registration is incomplete, please complete it now by logging into your PPL@Home account, which you can access via PPL's website: pplfirst.com/CDPAP. If you don't have a PPL@Home account, please call PPL at 1-833-247-5346.

**Q: I am getting a message that says I cannot enter time until my consumer has a valid service authorization. What does this mean?**

**A:** PPL will only allow time entries for PAs whose consumer has a service authorization with PPL. Service authorizations are sent to PPL from the consumer's health plan (Medicaid plan, MCO, MLTC, or PACE plan) or from the Local Department of Social Services. PPL receives and processes service authorizations daily. Consumers can check if they have a service authorization with PPL and the details of the authorization by logging into PPL@Home and navigating to the "Authorizations" tab. If after checking PPL@Home you do not see a service authorization, you may want to contact your health plan or Local Department of Social Services to check on the status.

Consumers can access PPL@Home via PPL's website: pplfirst.com/CDPAP. If you don't have a PPL@Home account, please call PPL at 1-833-247-5346.

# 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
   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 is it 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/ls/.