



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 enter the pin code **provided by PPL. Only PPL can issue pin codes.** For assistance or to obtain a pin code, please contact PPL at **1-833-247-5346**.

Timesheets

For caregivers who cannot clock in and out on Saturday due to religious observance, timesheets are available for Saturdays only. To obtain more information regarding timesheets, caregivers must reach out to PPL at **1-833-247-5346**.

Hamaspik Homecare cannot assist with timesheets for PPL. Questions regarding timesheets must be directed to PPL at 1-833-247-5346.



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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. Please reach out to PPL for further information.

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

Hamaspik Homecare cannot assist with timesheets for PPL. Questions regarding timesheets must be directed to PPL at 1-833-247-5346.

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.

FREQUENTLY ASKED QUESTIONS (FAQ)

Electronic Visit Verification (EVV)

WHAT IS ELECTRONIC VISIT VERIFICATION (EVV) AND WHY DO WE HAVE TO USE IT?

The 21st Century Cures Act federal law requires an Electronic Visit Verification (EVV) system to be used for clocking-in and clocking-out when giving services for Medicaid recipients. This system also records the location of the person clocking-in or -out. It does not record the location during the shift or at any other time.

EVV helps make sure that those people needing services are getting what they need, and that person's Medicaid money is being used appropriately.

WHAT DO WE USE FOR AN EVV SYSTEM?

Your program is using PPL's Time4Care™ mobile application (app), which can be used on an Android or Apple smart phone or tablet, as long as it has location services for GPS.

WHAT IF I DON'T HAVE A SMART PHONE OR TABLET?

The participant can use PPL's web portal to approve time instead of a smart phone.

If the participant has a smartphone, the provider can use the app on that phone with the provider's own login to clock-in and clock-out.

If the participant does not have a smart phone, there are free resources for smart phones for Medicaid members through a federal program. The provider may also be eligible for this benefit. Apply directly for this benefit at: www.lifelinesupport.org/lis/

You may qualify to use a call-in system that uses your Employer's landline to verify service location. You will be required to confirm having no other access to a mobile device.

If you need further assistance, please contact Customer Service.

WHAT ARE THE BENEFITS OF USING TIME4CARE EVV?



Person Receiving Services

- 1 EVV provides **peace of mind**. EVV helps ensure that you receive services during the hours that you need care.
- 2 EVV **encourages better accountability** during work hours, which often leads to more consistent care.
- 3 EVV provides **real time alerts**. Receive notifications when you have hours for your review.



Person providing support and services

- 1 **Easy time entry** – Enter time on the go as the shift is occurring.
- 2 **Saves Time** – Quickly record time and service details directly on a smart phone without the need for a computer or fax machine.
- 3 **Reduces Errors** – Time4Care lets providers know in real time if there are problems with their entry.

HOW DOES USING EVV WITH PPL WORK?

Programs with PPL use the Time4Care mobile app for EVV. Time4Care can be used to clock-in and -out, view information or paystubs, and approve time entries. The Time4Care mobile app is available for FREE from the Google Play Store  or the Apple App Store . Time4Care can be used with either Wi-Fi connection or cell service with data connection.

USING THE TIME4CARE MOBILE APP FOR EVV



Person receiving support and services or their representative.

In EVV you can approve time...

- In PPL's Web Portal
- On the Time4Care mobile app, which you will need to download



Person providing support and services

You need to download the FREE Time4Care mobile app to submit your EVV time entries. Android or Apple smart phones or tablets can use the app as long as they can use GPS for your location.



01

Sign into the app with the same login you use for PPL's web portal if you have one. You can also sign up for an account from the app login screen.

Note: If you turn off location services for your phone, you will need to turn them back on to log your time, but you can turn them off again once you're done.



02

Using Time4Care, **clock-in when you start working**. Select the service you have discussed providing for this time. It's okay if the time you clock-in is not on the hour, like 4:03pm. Your location will be logged at this time. It's okay if this location is in the community.

Still clock-in and clock-out even if you do not have internet connection at the time! Your entry will be saved and uploaded once you do have internet connection.



03

Provide support and services during your shift as usual.



04

Once your shift is over, **use Time4Care to clock-out**. Your location will be logged at this time. It's okay if this location is different from where you clocked in.

Once the shift has been completely logged, **it is submitted to be approved**.



05

There is no need to worry about submitting a full timesheet at the end of two weeks!



06

You can reject or approve the shift from your device or on PPL's web portal at any time.



07

If a correction on the time entry is needed after approval, the person who approves the time entry should call their customer service.

Get more information about EVV in your program:

www.pplfirst.com/programs

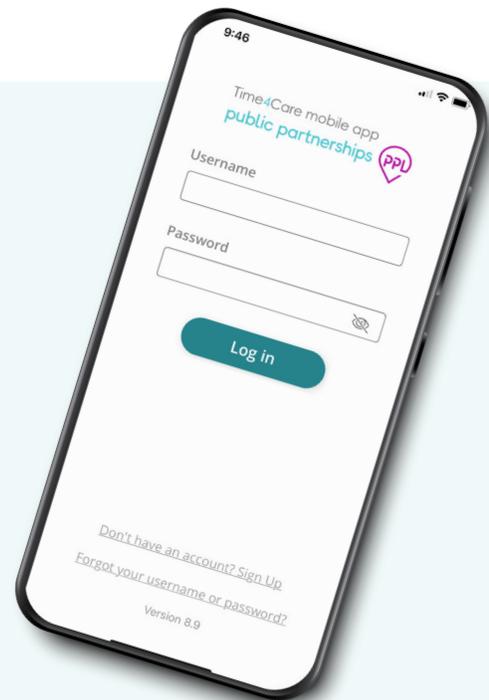


TIME4CARE™ MOBILE APP

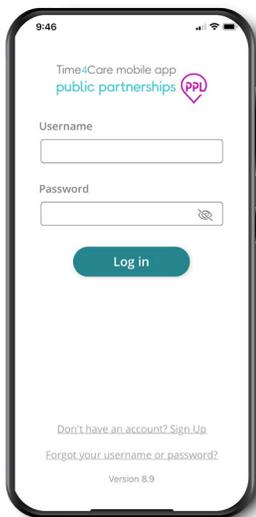
by Public Partnerships

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

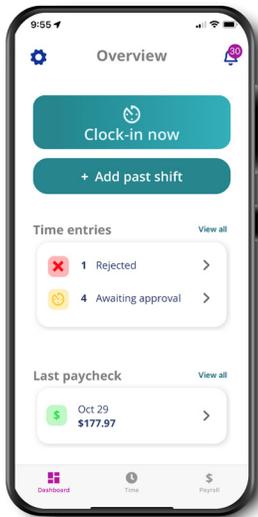


If you already have a user account for MyAccount, log in to the app with the same username and password.

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 EVW 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

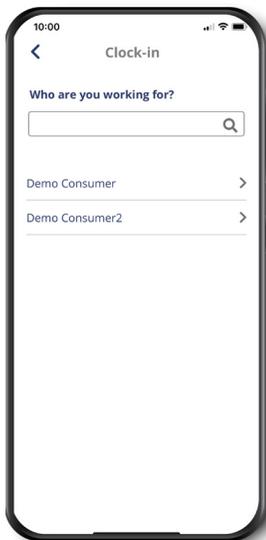
Time – view a collection of all your time entries

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

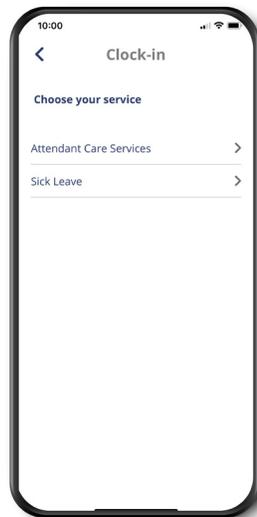
Clock in and out to start and end your shift



01

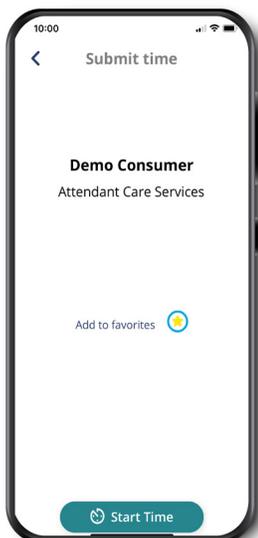
Tap **Clock-in now** from Dashboard

Select who you are working for



02

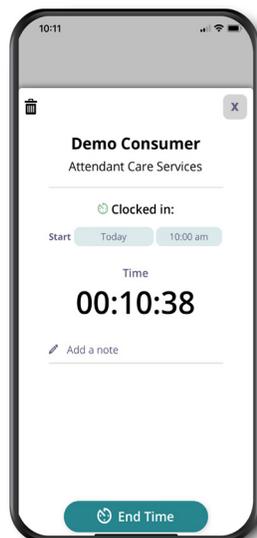
Select the service you will be providing



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

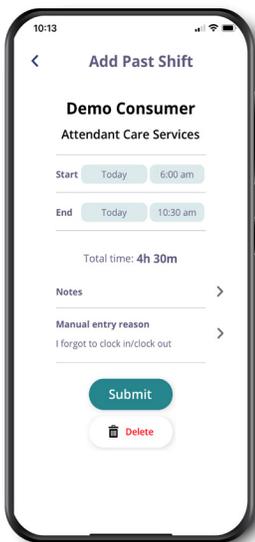
There are two options for approval:

“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.

Add Past Shift



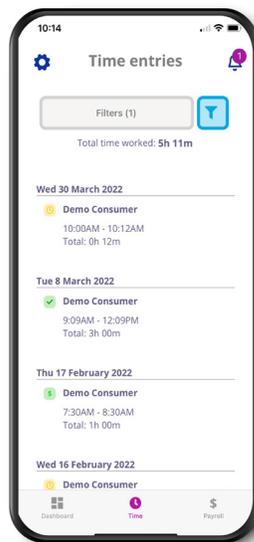
Forget to clock in or out? Add a past shift if you’ve already worked.

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



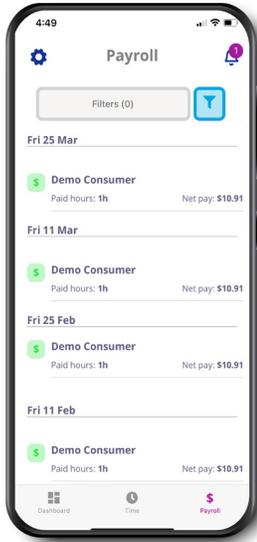
View all created time entries

Defaults to the current pay period

Tap on the filter to change your view

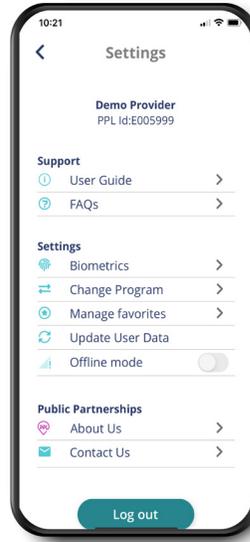
Total hours worked is displayed based on applied filters

Payroll



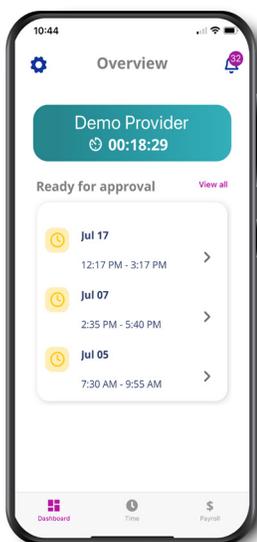
View all payments issued
Defaults to the past two weeks
Tap on the filter to change your view
Tap on a payment to see details, including a copy of your pay stub

Settings & Other Features

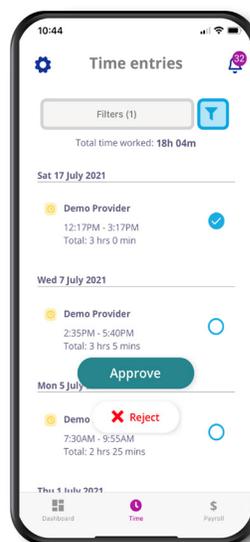


Support – Access User Guide and FAQs
Biometrics – Enable Touch or Face ID (if available on your device) – log in using your fingerprint or facial recognition
Favorites – Update or remove saved participant/service pairs for quicker time entry
Offline Mode – Turn on to avoid disruption if you're in an 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

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 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/.