EVV

Resources for all things EVV.

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EVV Keynote

https://player.vimeo.com/video/912734846?title=0&byline=0

EVV Takeaways for Staff and Circle

With all the information about EVV, there can be a lot to process. Here's what support staff and circle approvers should both take away.

Support Staff

1. Familiarize yourself with eTime Live and start using it on a regular basis. Come January 1, 2021, eTime Live will be the only way to submit time for payroll.
2. Begin allowing location services whenever services are provided in the Home for ComHab and Respite shifts. Related to this, pay attention to the address(es) eTime uses to verify *Home* and provide corrections when eTime is wrong. This will help ISS get its data as accurate as possible.
3. Start recording your time in real time using eTime Live.

Circle Approvers

1. Make sure your participant's staff are familiar and comfortable with eTime Live and location testing.
2. Familiarize yourself with reviewing the start and end times and locations once staff are submitting EVV shifts.
3. Start reviewing and approving shifts as quickly as possible. If there are issues with the data, return it to the staff immediately for corrections. If the data is correct, approve it for payment so that ISS can process the EVV Verification and complete payroll in a timely fashion.

EVV FAQ

How is my data stored and transported?

How is my location data used?

What if I forget to clock in/clock out?

What if my time isn't approved by the submission deadline?

Will the family be notified of my location when they approve my time?

With whom else will my location information be shared?

How do I fix incorrectly submitted time?

Can I (support staff) assist the participant in approving my time?

What happens if the portal is down for maintenance or crashes?

What if I accidentally clock in? Can I delete a shift?

What if the circle approver doesn't have a device with which to approve time?

What if I (circle approver) don't agree with time or location information collected and determined by EVV?

What if I (support staff) don't agree with time or location information collected and determined by EVV?

How do the PTO, FAPTO, holidays, and other types of Time Off work with EVV?

How does Non Face to Face work?

What happens if I don’t allow location services?

Example User Stories

I Forgot To Clock In/Clock Out

https://www.youtube.com/embed/C0tInUyDBJQ

When a mistake is made by forgetting to start or end a shift, make note of when you should have started or ended the shift, and then perform that action as soon as possible. In other words, start your shift as soon as you remember, or end your shift as soon as you remember.

Once you have completed your shift, you will need to request an adjustment to the start time or end time, depending on which action your forgot.

As long as the circle approves your adjustment, you will be paid for the actual time worked. Keep in mind, however, that adjusted time may not be considered EVV Verified and may not be billable to Medicaid. Too many instances of missed starts or ends of shifts will cause problems.

I Forgot My Phone

https://www.youtube.com/embed/N8CCozdK0VY

> This video demos a previous version of eTime, so the current interface is different than the one shown.

There are a variety of reasons that a support staff's normal eTime device is missing, non-functional, or not available.

Without access to your phone, the next best choice is to log in to the portal on a borrowed device and start and stop your shift from that device. As long as you log in with your own username and password, you will be able to record your shift.

When using eTime on a borrowed device, the ideal option is another mobile phone. If not available, then a tablet computer such as an iPad, or a notebook computer running off of WiFi is the next best choice. As a last resort, a computer using a wired Ethernet connection is acceptable. When using a wired connection, it is possible that the location returned is inaccurate. eTime may think the computer is not located inside the

geofence. As long as that inaccuracy is adjusted by the staff and approved by the circle, the shift will be considered Verified.

I Don’t Have Internet Access

https://www.youtube.com/embed/8rHGek73qp0

Lack of internet or network access can occur for a variety of reasons. Power outage, internet outage, and poor cellular network signal are just a few.

Adjustments: Late Start Time (Phone Out of Batteries)

https://www.youtube.com/embed/RqNTvlAd7fc

> This video demos a previous version of eTime, so the current interface is different than the one shown.

Adjustments: Forgot to STOP a Shift

https://www.youtube.com/embed/20CC2sKrJ7w

> This video demos a previous version of eTime, so the current interface is different than the one shown.