



October 5, 2020

Dear CDS Employers, Employees, and Designated Representatives:

Electronic Visit Verification (EVV), the new electronic timekeeping system for direct support staff is here for Consumer Directed Services. Federally mandated for all Medicaid waivers, the time-keeping system requires anyone who provides PAS/HAB and Respite services to use an electronic visit verification system for tracking time. For employers and employees of Imagine Enterprises, the “go-live” date to start using EVV is November 29, 2020.

Contracting through the Texas Health and Human Services agency, “First Data” is the EVV Vendor Imagine Enterprises selected to coordinate time keeping services. The name of the software is “AuthentiCARE” which can be accessed through a mobile device or two other methods.

The Texas Health and Human Service agency requires Imagine Enterprises to provide training and support to all CDS employers, designated representatives and employees that we serve, and obtain verification of their participation. Failure to do so will may result in financial hardships for the people we serve and their employees.

To prepare you for these changes in electronic timekeeping and to assist Imagine Enterprises staff to keep up with the mandates, Imagine will provide virtual training sessions from October 15 through October 26. As always, Imagine staff will work to provide Individual support so that you may continue to benefit from the CDS option. *NOTE: If you participated in the Abilene training last week, you do not need to participate in the virtual training.*

Imagine uses **ZOOM** to host virtual trainings. Each training allows for up to 100 participants. *Each person must register separately* so that the information and verification of your participation can be obtained. If you do not have an e-mail address, consider registering for a free account with an email service such as www.gmail.com.

Step 1 – Register for training

You can individually register for the EVV training by going to the Imagine website <https://imagineenterprises.org/cds/evvtraining.html>

Step 2 – Choose your training date & time

Select a training date and click on the time slot to open the registration form. Complete ALL of the required information. Register for only one time slot please.

Training Dates	Morning	Afternoon	Evening
Thursday, October 15, 2020	10:00 AM	2:00 PM	6:00 PM
Friday, October 16, 2020	10:00 AM	2:00 PM	-
Monday, October 19, 2020	-	2:00 PM	6:00 PM
Tuesday, October 20, 2020	-	2:00 PM	6:00 PM
Wednesday, October 21, 2020	-	2:00 PM	-
Monday, October 26, 2020	10:00 AM	2:00 PM	6:00 PM

Completion of your registration information allows Imagine staff to set up a profile for you in AuthentiCARE. You will receive a confirmation email with the link to the training.

Step 3 – Download Zoom

In advance of the virtual training, download a free version of ZOOM at www.zoom.us to the device you will use to participate in the training. A device can be a smart phone, tablet or computer.

Choose the orange button marked: “Sign Up, It’s Free”



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Step 4 – Participate

You will receive a confirmation email 30-minutes prior to the training in which you registered. Imagine staff will be online 15 minutes before each training to assist participants to sign on. Please sign in early so that we can ensure you are set up and ready to go when the training starts.

You are expected to attend the entire training. Next step instructions to use the AuthentiCARE app will be provided at the end of the training session.

EMPLOYER TRAINING AND DOCUMENTATION

Employers will make 2 decisions after the completion of this training:

- a. The method employees use to clock in and clock out; and
 - b. Your choice for reviewing and verifying employee time records & documented on Form 1722.
- a. The training will explain the three methods employees can use to report time. The three methods to choose from are:
1. AuthentiCARE mobile phone application (employee can use their own smart phone)
 2. Employer’s land line

3. First Data’s “Alternative Device” which gives the employee a code to call in and record the shift worked.

b. The HHSC Form 1722 – Employer's Selection for Electronic Visit Verification Responsibilities documents your selection for visit maintenance responsibilities. Complete and send this document to Imagine Enterprises. The three options to choose from are listed below.

PLEASE NOTE: HHSC requires a paper time sheet to also be submitted, no matter which one you select.

Option 1: The EMPLOYER completes all EVV visit maintenance AND electronically approves the shifts worked for each employee.

Option 2: The FMSA completes all required EVV visit maintenance on the employer’s behalf, AND the EMPLOYER electronically approves the shifts worked for each employee.

Option 3: The FMSA completes all required EVV visit maintenance AND confirms CDS employee shifts worked in the EVV system.

Should you have questions, please contact one of the Imagine Enterprises staff:

Imagine Staff	Phone	Email
Sherry Newlin	713-253-9792	sherry.newlin@imagine-enterprises.org
Janice Norwood	325-518-1950	janice.norwood@imagine-enterprises.org
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Sincerely,

Cheryl Harris

Cheryl Harris
Chief Operating Officer for Consumer Directed Services

Attachments (2)