



IMAGINE
ENTERPRISES

Electronic Visit Verification FAQ'S, GLOSSARY & WHO DO I CALL

Below are questions that have been asked by employers and employees as we've worked through implementing Electronic Visit Verification. Imagine will post these questions and add to them as new ones are received; please check our **website at imagineenterprises.org** to review additional Q&A.

There are a couple of questions that are highlighted in yellow or green. These highlights mean:

Imagine - more information to come

HHSC - more information to come

Q: Are the pay dates changing with EVV being implemented for 2020?

A: The current Imagine Enterprises Pay Date Calendar dates remain in effect, however, an adjust to the remaining 2020 pay dates may be necessary to accommodate the new payroll process that is required with the implementation of EVV. We will communicate this as soon as it's confirmed.

Q: Can the employer purchase a smart phone or a landline for their employees to use to Clock In/Clock Out of their EVV shifts with funds from the employer expense monies in the CDS budget?

A: Yes, the cost of the smart phone purchase and the monthly cell phone invoice for WIFI can be **reimbursed**; however, there is up to \$600 per year for allowable expenses so purchases need to be carefully planned. This money will not cover the phone purchase and all WIFI invoices for an IPC year. A landline phone and monthly bill can also be reimbursed.

Please note that before you make a purchase is made, make sure you call Sherry Newlin at 713-253-9792 to verify the amount available. Funds must be allocated to your budget before the purchase is made - this means a budget revision might need to happen before you make the purchase. Adding these funds could lower your employee's rates of pay.

Q: What if I submit time on a paper time sheet?

A: The AuthentiCare app will be your new timesheet for PAS/HAB and Respite only; time for these two services must be submitted through EVV or it cannot be paid. You must continue to record time on a paper time sheet (HHSC Form 1745) for Transportation, Employment Assistance and Supported Employment.

***NOTE: as of 9/1/2020, HHSC is still determining if a service delivery log will be necessary for PAS/HAB and Respite. We do not know what this log will look like as it's still being developed.**

Please be aware that paper timesheets will be paid through November 28th - starting November 29th, only non-EVV services will be paid by paper timesheets. Your practice period recording PAS/HAB and Respite on the mobile phone app should start immediately after you complete training and receive your login information and *Imagine Enterprises will provide your EVV start date.*

Q: I submit a paper time sheet through the fax or email address, can I still do that?

A: Paper time sheets are only to be used to record and pay Transportation, Employment Assistance and Supported Employment. You may submit these specific hours through the regular submission methods to Imagine Enterprises.

Q: If the Employer does not have an active Employee right now, do they still send in Form 1722?

A: Yes, we are required to have it on record and will assist when an employee is hired in terms of training.

Electronic Visit Verification MOBILE PHONE REGISTRATION FAQ'S

Q: How does the employer register for one of the three options to submit EVV time?

A: See HHSC Form 1722.

Q: How long do I have to wait to start using the mobile app after I have downloaded it and registered?

A: There are two steps you must complete prior to using the mobile app.

- You must complete the Employee Clock In/Clock Out training prior to using the mobile application.
- You must also provide a telephone device ID to Sherry Newlin and receive your login password.

Electronic Visit Verification LOGGING IN AND APPROVING TIME FAQ'S

Q: Can a shift be started by a new employee if another employee didn't end their shift?

A: Yes, time can be started by the new employee. The employer will need to make the adjustment for the first employee that did not end their shift in AuthentiCare portal. There is a report that the employer can use to identify overlapping shifts.

Q: Help! I am the Employee and I am unable to clock in/out for one of the following reasons:

- I forgot to clock in/clock out
- My phone is not working/the battery died/the phone was lost or stolen or broken
- The mobile application is not working
- My employer had an emergency
- I clocked in/out at the wrong time

A: When issues arise and you are unable to clock in or out, an adjustment to the shift or a manual time entry will need to be made using the visit maintenance process in AuthentiCare. Depending on the option your employer chooses, there may need to be a correction form completed by the employee and submitted to the employer for approval. The employer will need to review and approve the time.

Q: Are separate clock in/outs required for PAS/HAB and Respite?

A: Yes, the employee must clock in/out when changing services. These are different services with different funding sources.

Electronic Visit Verification EMPLOYEE FAQ'S

Q: Will EVV have any effects of my payroll? Could it affect when I am paid?

A: Yes, there are several factors that could affect receiving your payroll on pay date:

- For Options #1 & 2, the hours are recorded via the AuthentiCare app by the employee AND the employer must approve the PAS/HAB & Respite hours worked in the EVV system, this approval is time sensitive. Please note that Imagine Enterprises is not your employer, but rather the client or their legal guardian is the employer.
- For Option #3, PAS/HAB & Respite hours are recorded by the employee via the AuthentiCare app, but also a paper time sheet must be sent to Imagine Enterprises on the regular due dates; without the paper time sheets completed and signed by the employee & employer the time cannot be paid.
- The Individual Plan of Care (IPC) is not entered and authorized by HHSC before the renewal date. If the IPC is not authorized, there are no funds to pay you. This is a change from how we have processed payroll.

Currently, Imagine Enterprises is paying your wages without reimbursement until the service coordinator or agency completes these tasks and HHSC authorizes the hours. We can do this because the hours worked are not electronically recorded and uploaded for approval by HHSC through their "data aggregator."

With EVV, your hours must be submitted to HHSC through the data aggregator in order to be approved for payment by HHSC. If there are no hours authorized by HHSC, the data aggregator will reject your hours and you will not be paid. *If you choose to work anyway, your pay will be delayed until there is funding.*

- The employer needs to monitor the hours used on the CDS Tracker that is either mailed or emailed to them monthly. If all hours have been exhausted, there are no hours or funding to pay you.

What can I do to help?

You can remind your employer to call the service coordinator to arrange for the renewal meeting; do this no later than 60 days before the IPC expires because it can take several days for the paperwork to be uploaded to HHSC. It's also helpful to be aware of the begin and end dates of the IPC year.

Q: As the employee, what are the things I need to know so I do not do something to affect my pay?

1. Beginning Nov 29, you cannot be paid unless you have done all trainings.
2. In future, be sure to complete all HHSC required annual trainings on time; completion is monitored by HHSC.
3. You cannot be paid for PAS/HAB or Respite from a paper time sheet beginning November 29, 2020. You must use the AuthentiCare app to be paid for these two services. The only exceptions will be mentioned in your training. They are rare- such as forgetfulness to call in or out, or major disasters

that take out communications (phone lines, cell towers, etc.). In these situations, you would need to follow directions regarding a paper time sheet.

4. Paper time sheets with non-EVV time must be submitted by the current due dates. EVV time cannot be paid until the paper non-EVV time is also received.
5. If you use the employer's land-line phone or the IVR device to record your clock in/clock outs, be sure you complete this process timely and accurately. Warning: If you copy down numbers incorrectly or lose the numbers when using the alternative device, you will have problems being paid. The numbers expire after 7 calendar days.
6. We are waiting on HHSC to release either a new CDS Time Sheet (HHSC Form 1745) or a CDS Service Delivery Log. Once released we will provide this document to you; you must begin to immediately use the new form.
7. As the employee, you may never access the employer EVV system.

Electronic Visit Verification DEFINITIONS FOR COMMONLY USED TERMS

We know that there are many terms used when talking about Consumer Directed Services and the Texas Medicaid Waivers. We've pulled together a list of terms that are used frequently to help clarify what each word means and included new terms for Electronic Visit Verification.

Consumer Directed Services (CDS): This is the option chosen to receive daily services through employees you hire.

CDS Employer: The CDS employer is the client if there is no legal guardianship. If there is guardianship, then the guardian is the employer.

CDS Client: This is the individual who has the Texas Medicaid Waiver and receives services in their home.

CDS Employee: This is the person that the CDS employer has hired to deliver service such as PAS/HAB or Respite. The employee works for the employer, NOT Imagine Enterprises.

Electronic Visit Verification (EVV): EVV is an electronic system used by employees to clock in and clock out of shifts and it documents the precise time a service delivery visit begins and ends. It also includes the computer-based system that employer use to perform visit maintenance and approve the time employees have worked.

Smart Phone: A smart phone is a mobile phone that has internet capability.

EVV Vendor: The EVV Vendor is the company that Imagine Enterprises.

Financial Management Services Agency (FMSA): The FMSA is a company (Imagine Enterprises) contracted with HHSC to provide financial management services for the CDS employer. Examples of the services are: process new hire packets, set up new CDS clients, process payroll for the employers, and report and pay taxes. The FMSA also implements EVV for our clients.

Health and Human Services (HHS): This is the state agency that administers the Medicaid waivers and approves the shifts submitted through EVV, along with approving the annual or revised Individual Plan of Care (IPC).

Visit: A visit is the shift worked by the employee.

Interactive Voice Response (IVR): This is the process used when the employee clocks in/clocks out using the client's home landline.

Alternative Device: This is a small device that is kept in the client's home and is used by employees to clock in/clock out of their shifts worked. This device is used when the employee does not have a smart phone and the employer does not have a home landline.

Electronic Visit Verification WHO DO I CALL

For help with the AuthentiCare app or passwords	For help with EVV payroll or visit maintenance questions
Janice Norwood 325-518-1950	Sherry Newlin 713-253-9792

You can also email your EVV questions to: cds@imagine-enterprises.org

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Go to our website at imagineenterprises.org for more information on EVV