



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.

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