

Technical Housekeeping

Audio Issues:

- If you can see the display but cannot hear, a dial-in number for audio via a phone is available in the calendar invitation.

Technical Issues:

- If you get disconnected or “bumped” from this WebEx meeting, please try to log back in.
- If logging back in does not work, there is a dial-in number in the calendar invitation.
- If the above options are not working, all townhalls are recorded and will be available on the EVV website within one week following the townhall.

Questions

- Please submit questions in the Q&A function and submit to “everyone”, not “host”.
- Please submit questions in the Q&A section versus the chat section of the WebEx.



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Department of Community Health

Electronic Visit Verification (EVV)



Presented to: EVV Public Forum Attendees

Presented by: Policy and Provider Services

Division of Medicaid



Mission

The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.

Presentation Points



- DCH EVV Overview
- EVV Impacts to Self Direction
- Public Partnerships LLC (PPL) EVV Overview
- Next Steps
- Q&A

Status Updates

- **Public Partnerships LLC (PPL) and DCH Integration to date:** DCH and Public Partnerships have held bi-monthly meetings to discuss integration and are working to ensure a smooth integration.
- Tellus is rebranding to Netsmart – you will see those names used interchangeably and the State will be updating materials on a rolling basis.

EVV-Required Services

Medicaid-funded Personal Support Services (PSS)/Community Living Supports (CLS) (CPT Codes T1016, T1019, T2022, T2025, and S9122) for the following waiver programs will be subject to EVV Program requirements:

- Service Options Using Resources in a Community Environment (SOURCE)
- Community Care Services Program (CCSP)
- New Options Waiver (NOW)
- Comprehensive Supports Waiver Program (COMP)
- Independent Care Waiver Program (ICWP)
- Georgia Pediatric Program (GAPP)

Note Personal Assistance Retainer (PAR) funds come from your CLS budget but the service itself will not need to be submitted in an EVV compliant manner.

Key FOBs / Fixed Devices

- Due to industry best practices and logistical limitations, Key FOBs / Fixed Devices are no longer being offered as an EVV mobile application alternative in Georgia.
- While mobile application is strongly preferred, Interactive Voice Response (IVR) / telephony is an option upon application and DCH approval. The applications are available on the [DCH website](#).
- For Medicaid members who need a smartphone, Lifeline Services is a Federal program which provides phones and services free of charge. Please see the link below for the application. This is not a DCH- or Fiscal Intermediary-managed service. <https://galifeline.com/>

Electronic Visit Verification



**EVV Impacts to
Self-Direction**

EVV Impacts to Self Direction

What is Changing?

- Required use of EVV and capturing EVV-required data
- Time and data tracking via mobile application versus paper timesheets

What is NOT Changing?

- The waiver rules and criteria
- Where and how you receive services
- How and how much your employees are paid
- Your Fiscal Intermediary (unless by choice)



Common Questions and Concerns

Is facial recognition required?

No. Facial recognition is not a log-in option for the Time4Care™ Mobile EVV with PPL.

Are you tracking me?

No. GPS technology (location tracking) is used, but only to record location at the time of clock in and clock out when the mobile application is engaged. There is no continuous tracking.

Is DCH or PPL providing or paying for equipment?

No. DCH nor PPL will not supply or reimburse for equipment provided to aides. Additionally, Medicaid cannot be used to purchase the devices.

Common Questions and Concerns

Can my employee or aide bill for training time?

No, CMS will not allow reimbursement for training time.

What if me, my family member, or an authorized representative cannot sign or is not available at the time of clock out?

Employees can submit their timesheets for later review/approval by their Employer. Please note this will be considered a non-compliant EVV entry and the Employer is responsible for ensuring EVV compliance by all of their Employees.

Do I have to have a schedule for my employee or aide?

Yes, schedules according to a plan of care are a requirement of the waiver programs regardless of EVV. While you are required to maintain a schedule, you are not required to submit the schedule to PPL.

Common Questions and Concerns

If a Member submits a paper time sheet versus using EVV, what happens?

When EVV implementation begins PSS and CLS services should be authorized utilizing electronic methods. Information captured electronically does not need to go on paper. If documentation is missing from the electronic verification it will continue to need to be documented on paper.

What about travel time payment or payment of time while not with the Member?

Medicaid does not provide reimbursement or services payment for travel time.

Electronic Visit Verification



Public Partnerships LLC (PPL) EVV Overview

Who is PPL's EVV vendor?

- Public Partnerships has [Time4Care™](#) as their EVV system.
- Public Partnerships LLC NOW and COMP waiver participants will begin to use Time4Care™ as an EVV system starting October 1, 2021, for Community Living Support Services.
- Community Living Support Service codes in PPL system are:
 - CLE – Community Living Support Extended
 - CLH – Community Living Support Basic
 - CE2 – Community Living Support Extended 2 Members
 - CE3 – Community Living Support Extended 3 Members
 - CB2 – Community Living Support Basic 2 Members
 - CB3 – Community Living Support Basic 3 Members
- On September 1, 2021, you will be required to start using [Time4Care™](#) to enter time and it can be used to approve time. This is in preparation for using Time4Care™ as an EVV system on October 1, 2021.



Timeline of PPL EVV Events

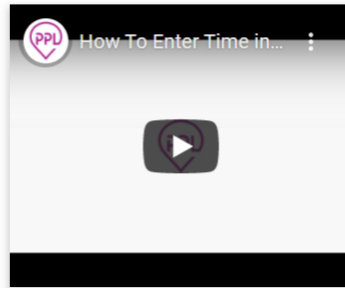
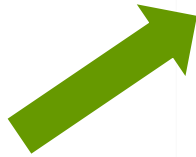
- **Throughout August 2021** – Online Microsoft Teams trainings for both participants and providers will be available. You will be notified of how and when to log-in for these trainings. Training dates will be released in July.
- **September 1, 2021** – Paper timesheets will no longer be accepted by PPL and you will need to use Time4Care™ to enter time.
- **October 1, 2021** – EVV will be required for the PPL Now and COMP waiver program participants and providers and you will need to continue to use Time4Care™ to enter time.



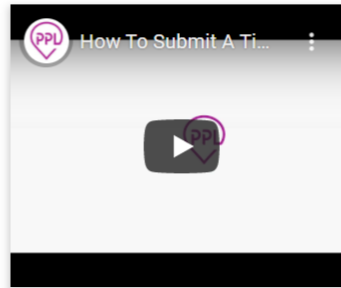
PPL Resources – Time4Care™

Time4Care™ How-to guides and videos are open to you to view at:
<https://www.publicpartnerships.com/tools/time4care>

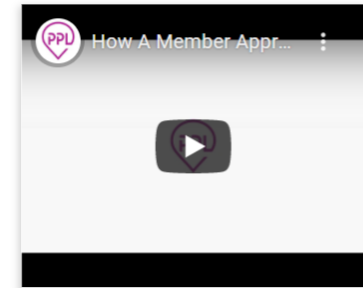
For support, email PPL at:
pplgaddw-cs@pcgus.com



How To Enter Time In The Time4Care App



How To Submit A Timesheet In The Time4Care App



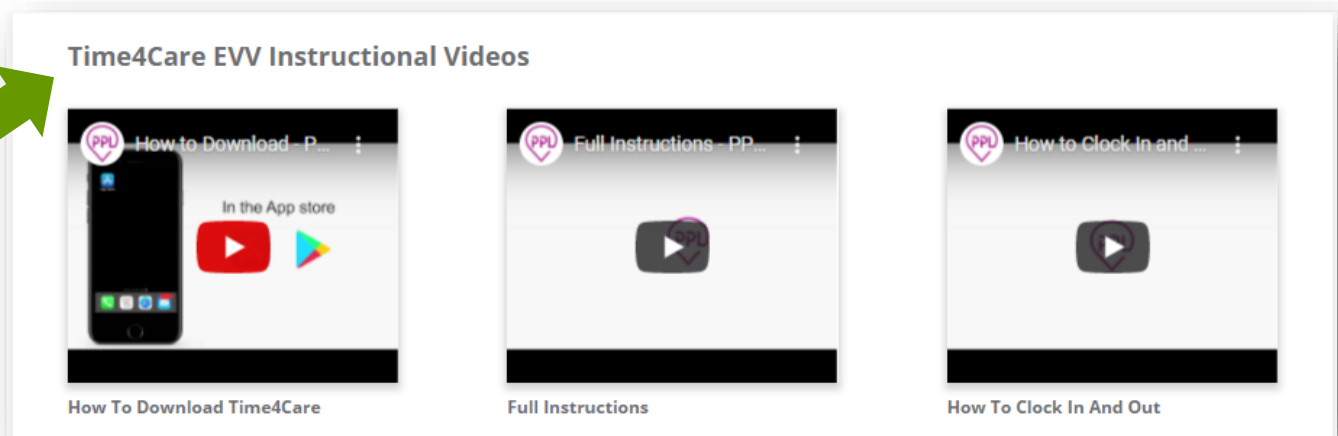
How A Member Approves Timesheets In The Time4Care App

PPL Resources – Time4Care™ EVV

How-to guides and videos are open to you to view at:
<https://www.publicpartnerships.com/tools/time4care-evv/>

Time4Care™ EVV FAQs are available to view at:
<https://www.publicpartnerships.com/time4care-evv-faq/>

For support, email PPL at:
pplgaddw-cs@pcgus.com



PPL Training

There are instructional video available at:

<https://www.publicpartnerships.com/tools/time4care> and

<https://www.publicpartnerships.com/tools/time4care-evv/>, but in addition to those, PPL will be contacting you via mail and email with additional training information and details.



So, what do you need to do?

1. Download the Time4Care™ mobile application
2. Attend trainings as provided by PPL
3. Begin using the Time4Care™ mobile application by September 1, 2021 at the latest

If you or your employee are already regularly using the Time4Care™ mobile application, the only change will be how your employees' timesheets are approved at the end of each shift and location tracking of the service clock in and clock out will need to be turned on.




Downloading Time4Care™

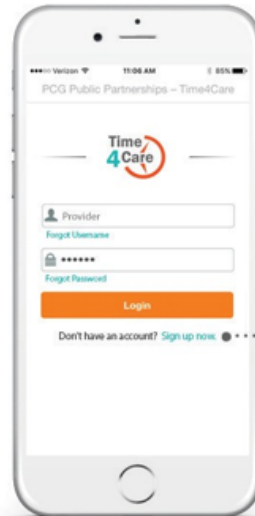
Download App



Download the Time4Care App

- Step 1:** Go to the App Store on your phone. 
- Step 2:** Tap on Search.
- Step 3:** In the search bar, type in: Time4Care.
- Step 4:** Download the Time4Care app.
- Step 5:** Once the application has downloaded, tap to open.

Log in or Sign Up



Log in to Time4Care

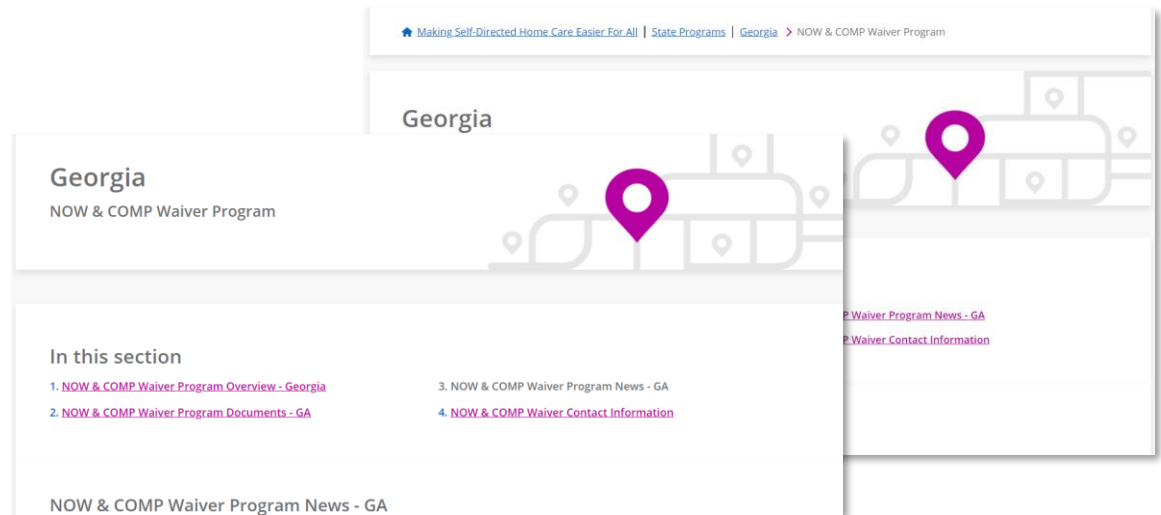
If you already have a user account for the BetterOnline™ Web Portal, log in to the app with the same username and password.

If you do not have an account, you can create one by tapping **Sign up now** on the app login page.

PPL Communication Resources

Communication Tools:

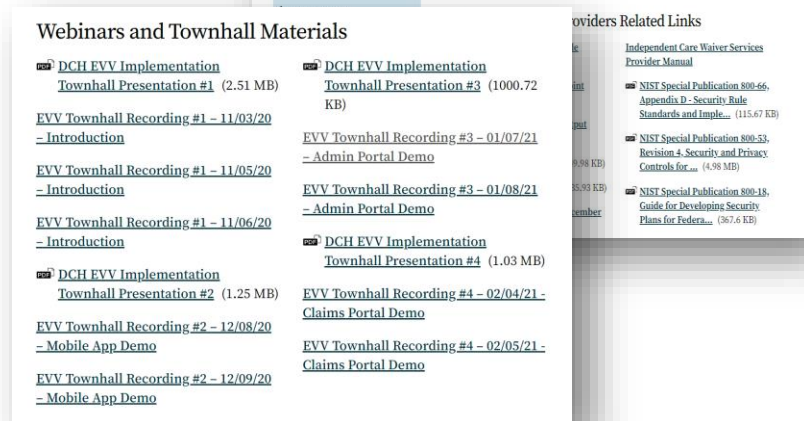
- [NOW & COMP Waiver Program Page - Georgia | PPL \(publicpartnerships.com\)](#)
- pplgaddw-cs@pcgus.com (email address for GA EVV inquiries)
- *Updates coming soon to the Program News Page!*



DCH Communication Resources

Communication Tools:

- <https://medicaid.georgia.gov/georgia-electronic-visit-verification>
- evv.medicaid@dch.ga.gov (email address for EVV inquiries)
- Published Power Point Presentations (PPTs)
- Flyers & Announcements (emailed / mailed)
- Member & Provider Readiness Surveys
- Frequently Asked Questions (FAQs)
- Townhall Materials and Recordings
- More coming soon!



Question and Answer (Q&A)

Please type your questions in the chat box!

Our moderators will read your question aloud.

If we are unable to answer your question today, please email us at evv.medicaid@dch.ga.gov

To contact PPL, please send an email to pplgaddw-cs@pcgus.com

