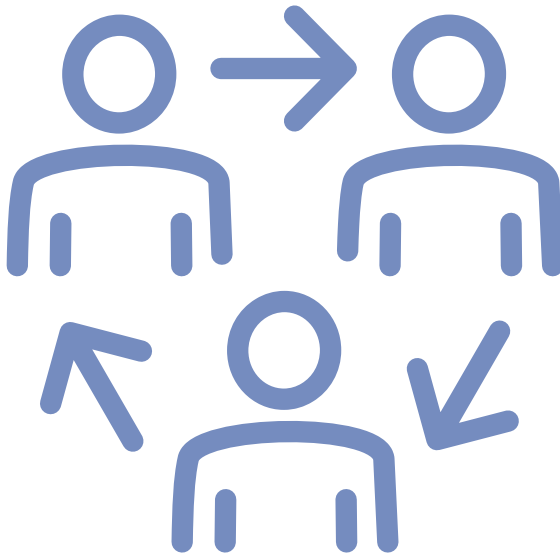


EVV Guide

Welcome to your Electronic Visit Verification (EVV) Guide.

Content created by:





EVV is a federal reporting requirement. EVV reporting is a responsibility of yours when you self-direct your services.

The goal of this guide is to help you understand the federal mandate that requires EVV. All states must require the use of EVV or risk losing Medicaid funding for covered services.

This Guide will also provide you with instructions on the specific EVV program that we use. What you will find included:

- Understanding EVV..... 5
 - What is EVV..... 5
 - How EVV Works..... 6
 - Responsibilities as an Employer.....7
 - Responsibilities as an Employee..... 8
- Use of the EVV System 9
 - Step by Step Instructions for Employers.....10
 - Step by Step Instructions for Employees..... 18
- About Us..... 33



Understanding EVV

What is EVV?

Electronic Visit Verification is part of the 21st Century Cures Act. This act is a federal law that was passed in 2016. The law requires each state to collect data on in-home services. The goal of the law is to make sure that people receive the services they need. If states do not follow this law, they can lose money for Medicaid services.

EVV is only required for certain services.

- Personal Care
- Supportive Home Care
- Home Health
- Nursing Services

EVV is secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA). Use of the required EVV system is provided at no cost to the program participant or their Direct Care Workers.



How it works

Direct Care Workers who provide in-home support need to check in when they arrive for a visit and check out when they leave. Six required elements need to be captured:

- Who is receiving the service
- Who is providing the service
- What service is provided
- Where the service is provided
- The date of the service
- The time service begins and ends

The EVV system you will use tracks these required data elements.

Responsibilities as an Employer

It is your responsibility as the person receiving services to make sure your Direct Care Workers use the EVV system. This is not an option. It is a requirement for all people who are receiving these types of services. In some situations, individuals who do not comply with EVV may be disenrolled from the program that provides them with services.

Be sure to do the following:

- Make sure your Direct Care Workers receive EVV training.
- Make sure your Direct Care Workers have the information needed to check in for their shifts using the EVV system.
- Review the EVV information with your Direct Care Workers. This reinforces the requirement to use the EVV system.
- Verify Direct Care Workers check-in and check-out times are correct.
- Add and approve timecards to ensure timely payment for Direct Care Workers. Timecards are approved in the CarePortal website: careportal.caretimeapp.com



Responsibilities as an Employee

It is your responsibility as the person providing services to make sure you use the EVV system to clock-in and clock-out each time you are providing services. This is not an option. It is a requirement for all individuals who are providing these types of services to individuals in self-direction programs. In some situations, individuals whose employees are not complying with EVV qualifications may be disenrolled from the program that provides them with services.

Be sure to do the following:

- Receive EVV training from employer.
- Have the information needed to clock in for shifts using the EVV system.
- Have a clear understanding of EVV requirements and use the EVV system each time you provide services.
- Check-in and check-out each time you provide services.
- Ensure both you and your employer provide a signature in the EVV system upon clocking out. This does not approve your timecard for payroll. Your employer must approve your shifts in the CarePortal website.

Use of the EVV System

The EVV System Used by Lori Knapp Choice™

Lori Knapp Choice™ uses the CareTime app and the CarePortal website for EVV.

The CarePortal website is used by employers to edit or add shifts for their employees. Employers must approve their employees' shifts after the pay period ends.

The CareTime app is used by employees to clock in and clock out of their shifts. Upon completing a shift clock out, both the employer and employee must provide their signature in the app.

If needed, employees can clock in and clock out via their employer's land line, this is referred to as telephony.

The following pages contain step-by-step instructions for employers and employees to ensure compliance with EVV requirements.



Step-by-Step Instructions for Employers

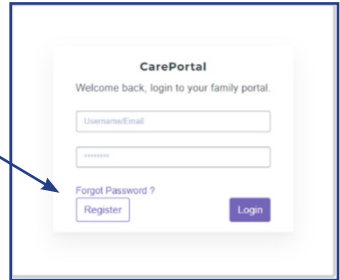
The following pages contain step-by-step instructions for the following:

- Registering
- Adding a Timecard
- Approving a Timecard

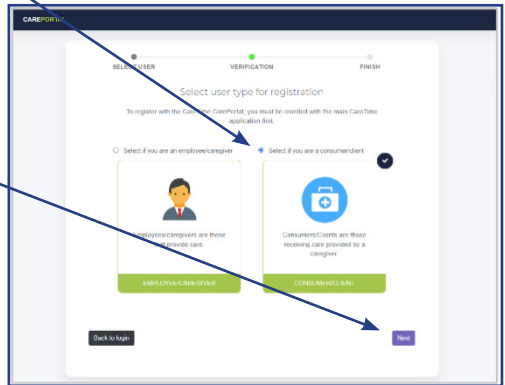
Registering

- 1 Go to the CarePortal:
careportal.caretimeapp.com/#/auth/login

Click **“REGISTER”**

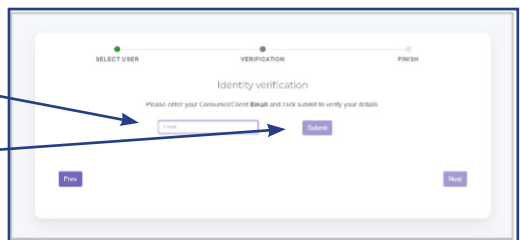


- 2 Click **“Select if you are a consumer/client”**



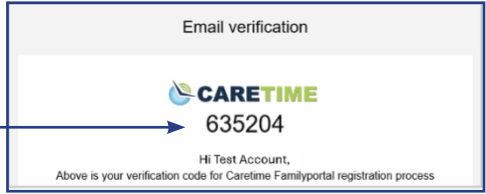
- 3 Click **“Next”**

- 4 Enter your email



- 5 Click **“Submit”**

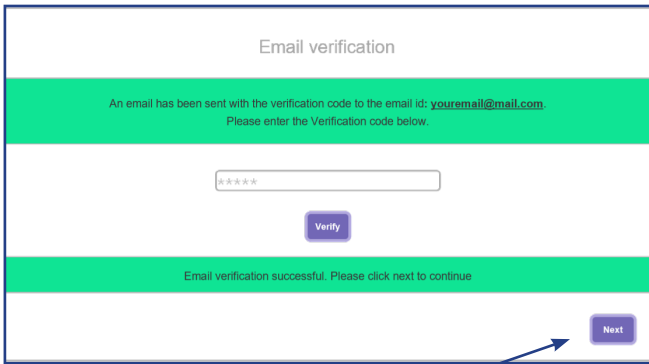
- 6 You will receive an email with a verification code.



- 7 Enter code into the verification field



- 8 Click "Verify"



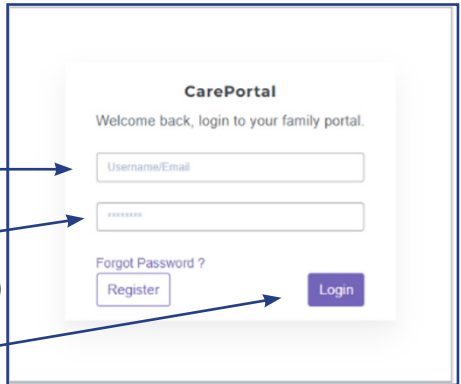
- 9 Click "Next"

- 10 Enter the password you want to use and then enter the password a second time.

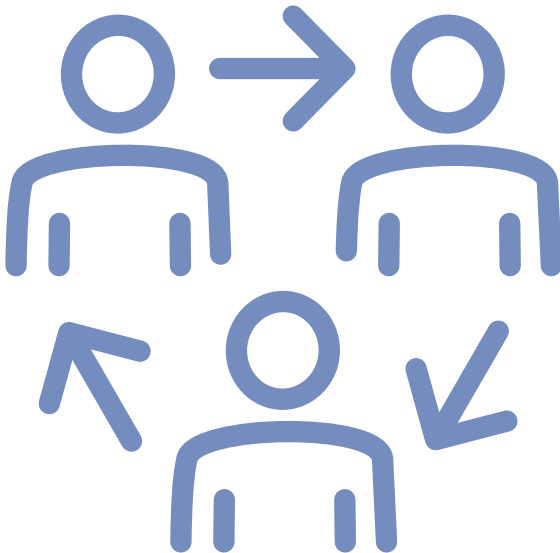
A screenshot of a registration form. At the top, it says "You are almost done! youremail@mail.com will be your username. Please enter password to complete the registration process." Below this, it says "Username: youremail@mail.com". There are two password input fields, each containing six asterisks. A "Submit" button is centered below the fields. At the bottom left is a "Prev" button, and at the bottom right is a "Go to Login Page" button. Blue arrows point from step 10 to the password fields, from step 11 to the "Submit" button, and from step 12 to the "Go to Login Page" button.

- 11 Click "Submit"
- 12 Click "Go to Login Page"

- 13 Enter your **Username** (email)
- 14 Enter your **Password** (the one you just created)

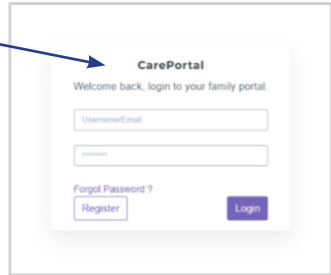
A screenshot of a login form titled "CarePortal". It says "Welcome back, login to your family portal." There are two input fields: "Username/Email" and "Password". Below the password field is a "Forgot Password?" link. At the bottom are "Register" and "Login" buttons. Blue arrows point from step 13 to the "Username/Email" field, from step 14 to the "Password" field, and from step 15 to the "Login" button.

- 15 Click "Login"

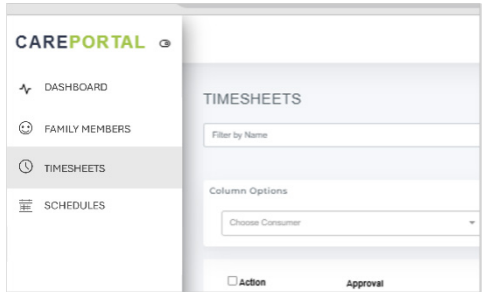


Adding a Timecard

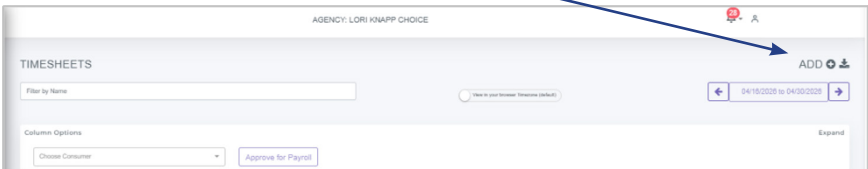
- 1 Login to CarePortal at:
careportal.caretimeapp.com/#/dashboard



- 2 Click **"TIMESHEETS"**
on left navigation



- 3 Click **"ADD"** on
upper right

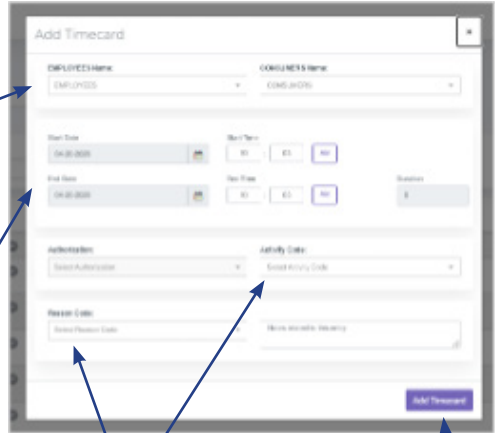


- 4 Enter Timecard information
Select the Employee

NOTE: If you do not see the Employee in the dropdown, please contact Lori Knapp Choice™

- 5 Choose the **Start Date and Time** and the **End Date and Time** for the Timecard

- 6 Select the **Activity Code**



- 7 Select the **Reason Code**
- 8 Click **"Add Timecard"**

Activity Code Is the type of service you received.

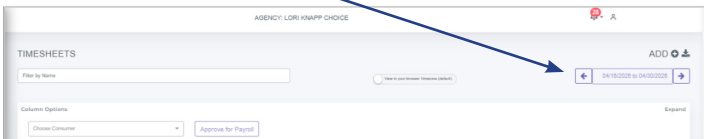
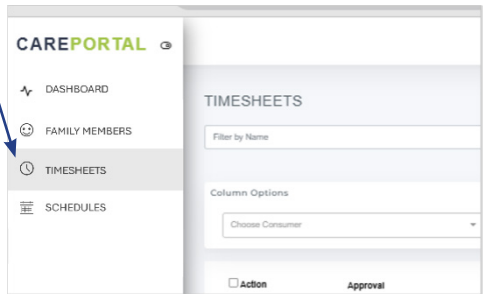
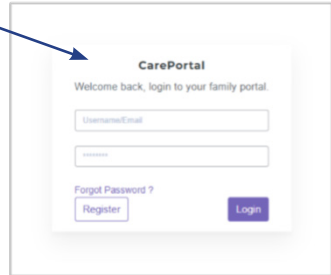
Reason Code is the reason why you are adding the shift.

Approving a Timecard

1 Login to CarePortal at careportal.caretimeapp.com/#/dashboard

2 Click **“TIMESHEETS”** on left navigation

3 Navigate to the time period you are looking for by clicking the purple arrows. Choose either the individual timesheet or all timesheets for the pay period you want to approve.



4 Click the box **“Click here to E-Sign.”**

5 Click **“Approve”**

Authorized Hours	Total Hours	Difference	Approval	Action
70.00	37.52	32.48	<input type="checkbox"/> Click here to E-Sign.	<input type="button" value="Approve"/>

Step-by-Step Instructions for Employees

The following pages contain step-by-step instructions for the following:

- Logging In
- Clocking In
- Location Exceptions
- Clocking Out
- Telephony

The CareTime app is available for both iPhone and Android users. Download the app to get started.



Logging In

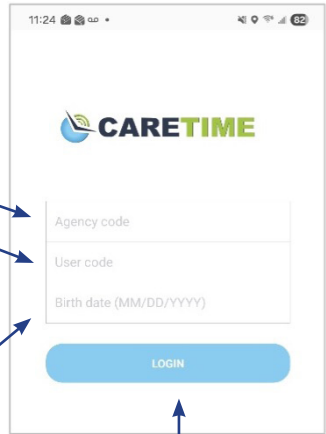
1 Enter the following information:

Agency Code: 1588 (specific to Lori Knapp Choice™)

2 **User or Employee Code:**
This code is specific to each Direct Care Worker. Lori Knapp Choice™ will provide this number to you

3 **Date of Birth:** You will type in **your date of birth using MMDDYYYY as the format.**

Note: Please do not enter the Member's date of birth.

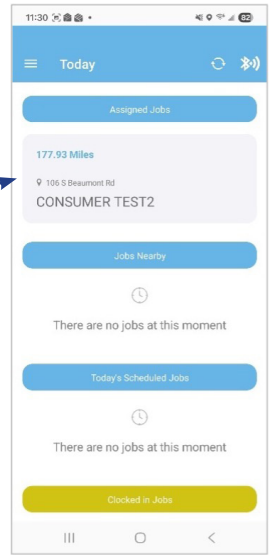


4 Click "LOGIN"

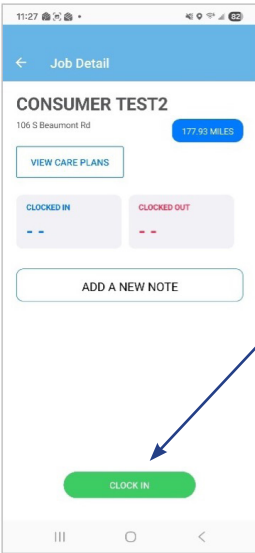


Clocking In

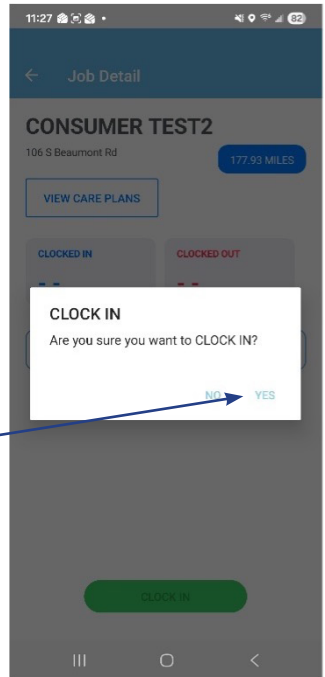
- 1 Look for Assigned Jobs
- 2 Select Member you want to Clock In for

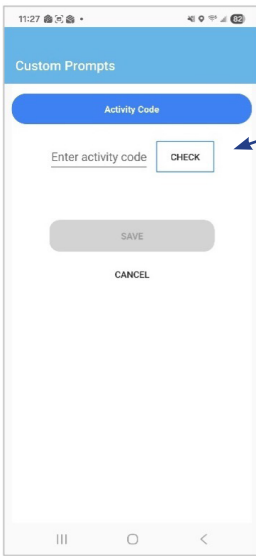


- 3 Click **"CLOCK IN"**

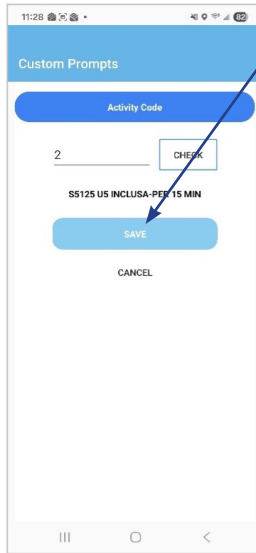


- 4 Click **"YES"** to confirm Clock In

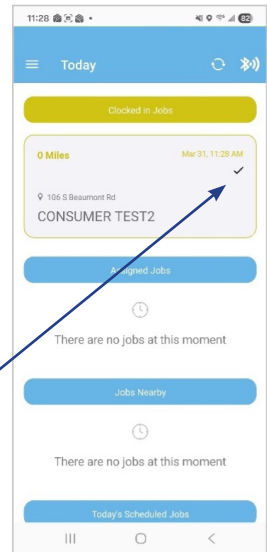




5 Enter Activity Code
Click **"CHECK"**

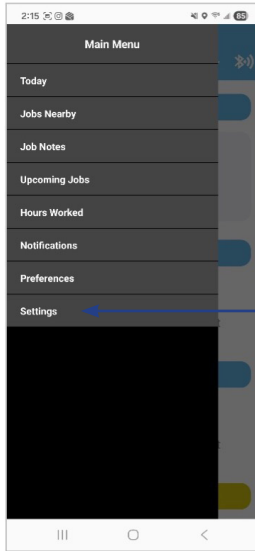
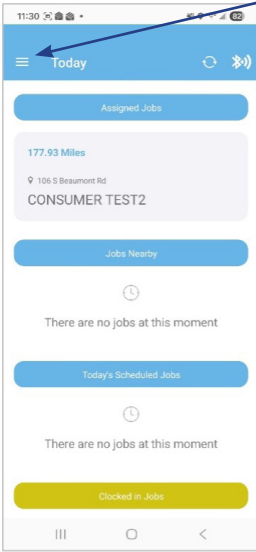


6 Verify Activity Code is correct
Click **"SAVE"**



7 Confirm Clock In
(note checkmark)

8 Click on Top Menu

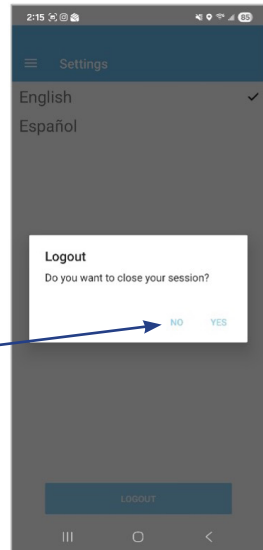


9 Click "Settings"



10 Click on "LOGOUT"

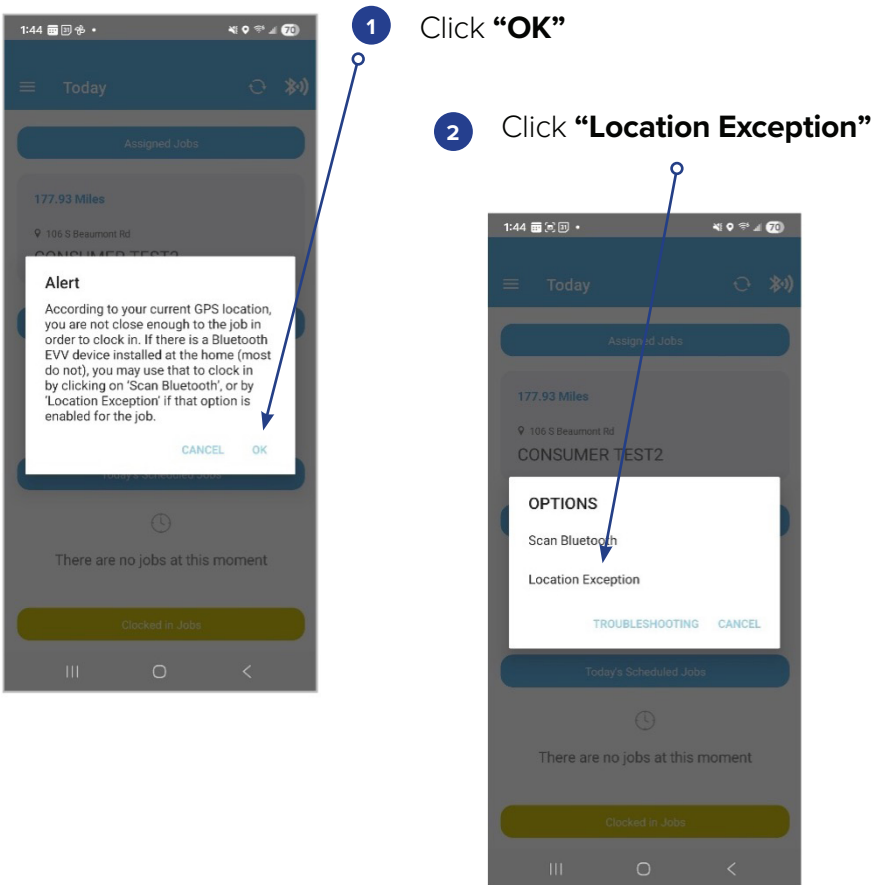
11 Click "YES"

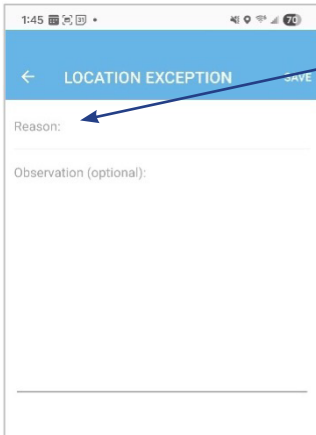




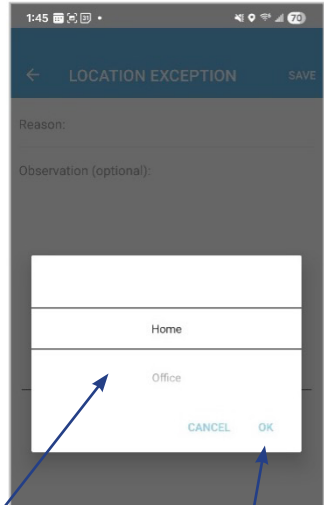
Location Exceptions

If you are not at the Participant's home, you will be prompted to enter a location exception at the time of Clock In. This occurs when you provide approved services outside of the home (such as at the doctor's office).



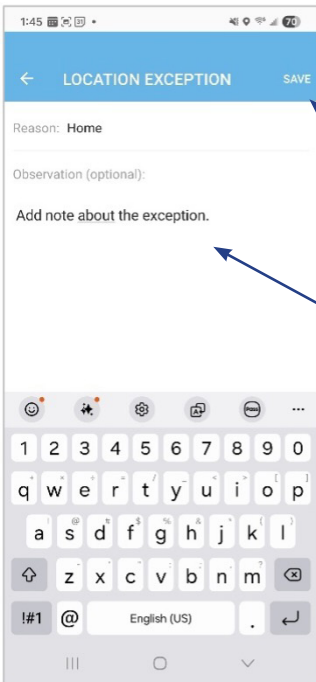


3 Click **“REASON”**



4 Choose appropriate Reason

5 Click **“OK”**

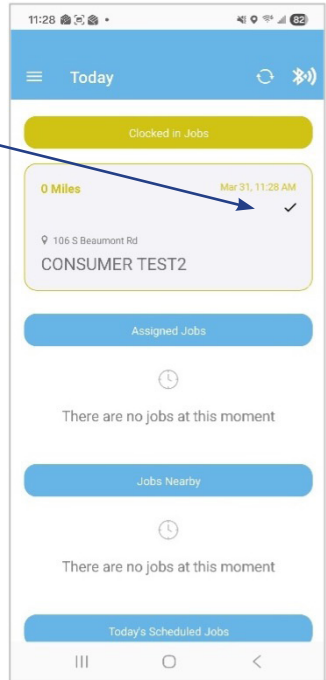
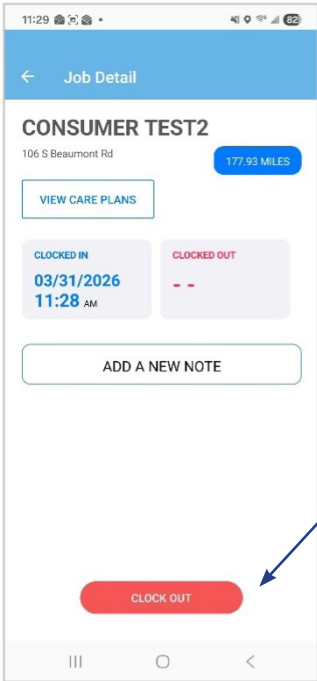


6 Add note in Observations

7 Click **“SAVE”**

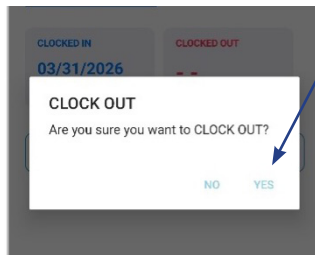
Clocking Out

1 Choose Job to Clock Out

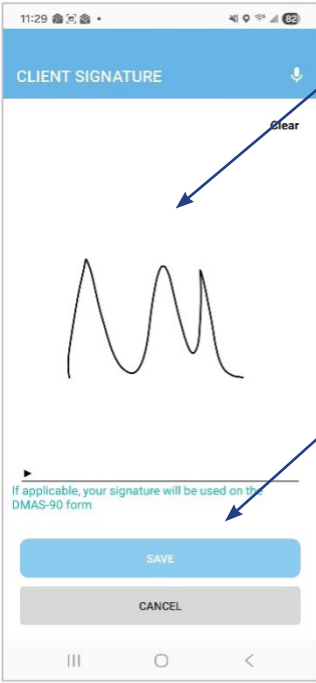


2 Click
"CLOCK OUT"

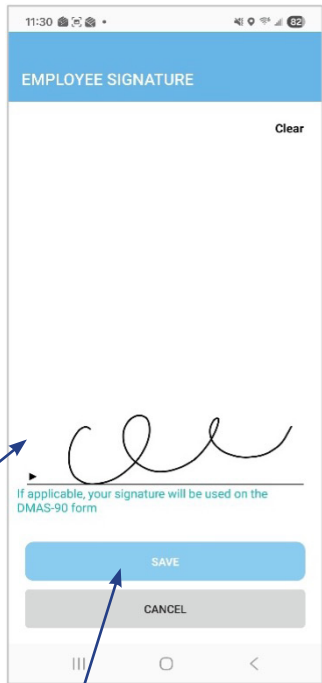
3 Click "YES"



4 Have Member (Employer) sign



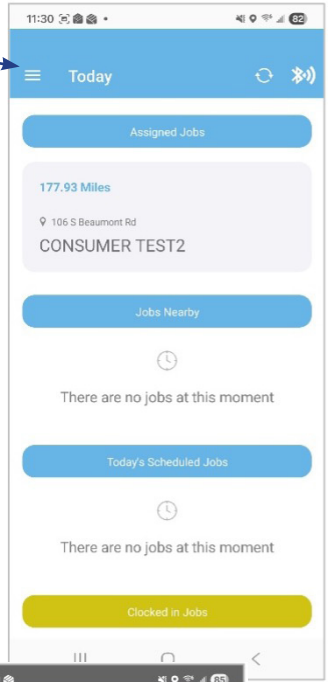
5 Click "SAVE"



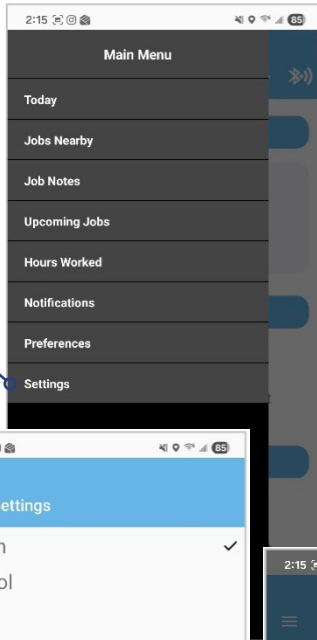
6 Employee must sign

7 Click "SAVE"

8 Click on Top Menu



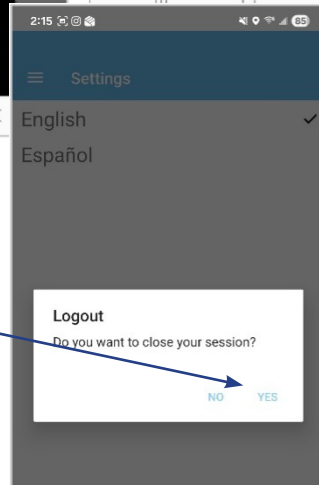
9 Click "Settings"

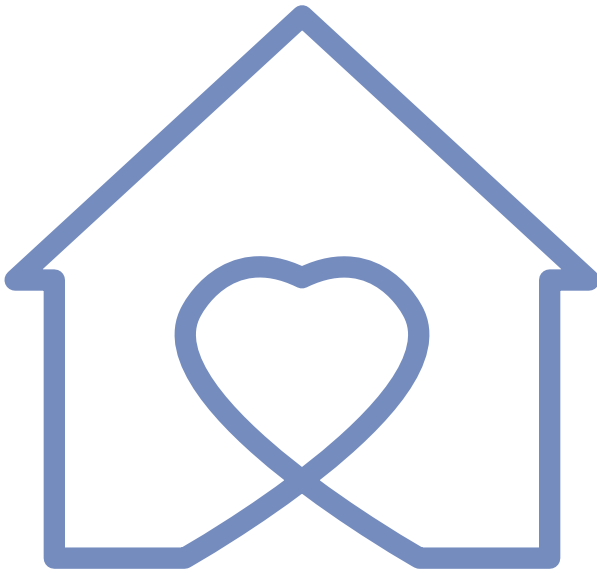


10 Click on "LOGOUT"



11 Click "YES"





Telephony

Telephony is a backup option for employees who are not able to use the CareTime Mobile app to Clock In and Clock Out of their shifts for EVV.

Employees must use the Member / Employer's phone landline and follow the steps below to Clock In and Clock Out.

Clocking In

- 1 Employee dials 1.888.574.5109
- 2 Employee enters their User Code (Contact the EVV Department for this information) and presses #
- 3 Employee enters Activity Code Number
- 4 Employee confirms Clock In by pressing 1

Clocking Out

- 1 Employee dials 1.888.574.5109
- 2 Employee enters their User Code (Contact the EVV Department for this information) and presses #
- 3 Employee confirms Clock Out by pressing 1





About Us

Our company has been a leader in providing fiscal agent services to Wisconsin communities for more than 20 years. Known to many as Lori Knapp™, Lori Knapp Choice™ was one of the first to offer financial management services to support people who choose self-direction.

The Lori Knapp company was founded in 1971 by Don and Bette Knapp. The original service offerings focused on residential care. In 2011, Lori Knapp developed its Fiscal Agent business. The residential and in-home Lori Knapp business was named Lori Knapp Cares, and the new fiscal agent business was LKiChoice, now called Lori Knapp Choice™.

The company works with the following programs:

- Children's Long-Term Services waiver - CLTS
- Family Care
- Family Care Partnership

Our primary focus is self-direction. Our goal is to help people remain in their homes and thriving in their communities. The company is guided by its values: ambition, accountability, empowerment, ethics, and empathy. These values are personal to our team and are woven into every aspect of our work.





We are based in Prairie du Chien and serve the entire state of Wisconsin. Contact information is below.



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