

EVV Exception Questions

Q: What if I am unable to clock in/out for one of the following reasons:

- 1. I forgot to clock in/clock out**
- 2. My phone or tablet was not working**
- 3. The App is not working**
- 4. I didn't have a phone or tablet**
- 5. My member had an emergency**
- 6. I clocked in/out at the wrong time**

A: When issues arise that prevent the EVV Mobile App or IVR from being used, an adjustment to the shift or a manual time entry will need to be made by an EVV Time Correction/Adjustment Form. The Personal Care Attendant (PCA) will need to fill out the form, and the Consumer or Representative will need to review and sign the form. Each Time Correction/Adjustment Form is for one shift only.

The PCA's Manual time entries will be monitored by Medicaid and the MCOs. Continued noncompliance by the Attendant may result in disenrollment from the CD program.

General Questions

Q: What is EVV?

A: EVV, Electronic Visit Verification, uses a technology-based system to electronically record when Personal Care Attendants begin and end shifts.

For more EVV specific information, please refer to the DHCFP website:

<http://dhcfp.nv.gov/EVV-PCA/>

Q: When did this start? I've never heard of EVV before.

A: Effective, August 25, 2019, time will be collected using electronic visit verification systems. This change is required by a new federal rule.

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

A: Paper timesheets will not be accepted starting August 25, 2019. Starting August 25, 2019, all attendants must submit time through an approved EVV option. EVV will be your new timesheet.

Q: What are the approved EVV options I can use to submit my time?

A: There are two approved ways to submit EVV shifts:

- The preferred method is using the AuthentiCare Mobile App. This requires a smart phone, tablet, or device with location services.
- The alternative option is IVR using the consumer's landline phone

Q: What does IVR mean?

A: Interactive Voice Response. This is the alternative landline phone option.

Q: I don't have internet or a smart phone, how do I submit time?

A: Time can be submitted with IVR using the consumer's landline.

Q: Where can I get more information?

A: Training materials and video tutorials are available on the [CDCN website](#).

Q: Will I get paid faster using the mobile app?

A: Using the mobile app or IVR does not change your pay schedule. It does however, reduce common errors found on paper timesheets that can delay your pay, so you are more likely to be paid on time.

Q: How much data is used by the mobile app?

A: Less than 100 MBs per month. The app does not need to run continuously and pull data while you work.

Q: How much does it cost to download the mobile app?

A: The mobile app is free to download.

Q: How many minutes are used by IVR?

A: About 2 minutes per call-in.

Registration Questions

Q: How do I download and register for the mobile app?

A: Please see the step-by-step mobile app Registration Guide on the [CDCN website](#). After the app has been downloaded, you will need to put in the set up code "NEVADAPRD" and provide your Device ID to Consumer Direct Care Network. You will then be provided a username and temporary password to login to the app.

Q: How does IVR work?

A: The IVR Instructions are on the [CDCN website](#).

Q: Who needs to download and register on the mobile app?

A: Attendants need to download the app and register.

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

A: The mobile app can be used immediately after giving Consumer Direct your Device ID and receiving your username and password.

Logging and Approving Time Questions

Instructions on how to use the mobile app or IVR to submit time can be found on the [CDCN website](#).

Q: Does the Client/Representative still have to approve time if the attendant is using the mobile app?

A: Yes, the client or representative must review and approve every shift submitted on the mobile app or IVR. On the mobile app, the client gives an attestation by signing with their finger. On IVR, the client will give a verbal confirmation. The client attestation is required by Nevada Medicaid in order to process the shift.

Q: Do I really have to enter my time at the start and stop of each shift?

A: Yes. To be compliant with the 21st century CURES act EVV requirements, time worked must be logged in real time. Time must be entered by the attendant at the beginning of each shift and logged out at the end of each shift.

Q: How often does time need to be approved?

A: The client or representative must approve the shift by completing the client attestation upon check out of every single shift.

Q: I work more than one service type in a single shift. How do I enter multiple service types?

A: Each service type must be logged separately in real time as it is worked. The attendant will need to stop their current shift and start a new shift each time the service type changes. An attendant may have several shifts logged for each day if they change services throughout their shift.

Q: My phone battery died in the middle of my shift, what do I do?

A: The attendant must fill out an EVV Time Correction and Adjustment Form for the shift, since the correct clock-out time was missed.

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

A: Yes, time can be started by the new attendant on the mobile app or IVR. The first attendant that did not end their shift will need to make an adjustment to their time by completing an EVV Time Correction and Adjustment Form.

Q: Can I use IVR to start my shift and end with the mobile app?

A: No, you must start and end a shift with IVR. The same is true for the mobile app. If you start your shift with the mobile app you must end your shift with the mobile app. You can use the mobile app to start and stop one shift and then use the IVR to start and stop different shift.

Device Questions

Q: Can the Attendant use the mobile app on the consumer or EOR's phone?

A: No, the mobile app needs to be used on the Personal Care Attendant's phone.

Q: My registered device was lost/stolen/broken, how do I submit time?

A: Time can be submitted using the IVR option. Once you get a new smart phone or tablet, you will need to download the AuthentiCare app and contact CDCN to give us your new Device ID.

Q: Is one smart phone enough?

A: One smart device is required per attendant.

Q: What if the EOR has a visual impairment and cannot see the device?

A: IVR is an alternate option that uses the consumer's landline phone.

Q: What should I do if I get a new phone?

A: Please call the CDCN Customer Number (1-877-786-4999) for assistance. CDCN will need to get your new Device ID.

Q: I received an error message on my phone, what does it mean?

A: Please call CDCN for assistance.

Q: What if I'm providing services outside of cell range?

A: The PCA has to log into the app before they get to the client's home. You cannot log into the app without service. This does not mean you are to check into the client before getting to their location. Once they are at the clients home the app will advise there is no connection and allow them to check in. When they get to an area with a data connection or Wi-Fi they just need to refresh the app and it will submit the check in and out to us.

GPS/Location Services Questions

Q: Do I have to turn on my location to use the mobile app?

A: Yes, your location settings must be turned on, and set to 'High Accuracy'. Your Automatic Time Zone phone setting also must be turned on.

Q: I'm concerned about privacy. Why do you need my location?

A: Your privacy is very important to us. Geo location is required as part of the 21st century CURES Act which requires the use of location services. The mobile app only captures your location at two times: when you start a shift and when you end a shift. The mobile app does not track your location in the middle of a shift. CDCN will not share GPS information identifying the attendant or the consumer unless legally required.

Troubleshooting Questions

Q: What do I do when I get a message in the AuthentiCare app indicating that the GPS is disabled?

- a. You will need to go into your phone's settings (not the app's settings,) and find your location settings option. Use the search bar at the top of the settings menu to search for "Location." Once the location setting has been found, turn your location on.
- b. If you have issues finding your location setting, you can try the following steps based off your phone brand:
 - i. iPhone: In Settings, Location Services are under the 'Privacy' option.
 - ii. Android: Androids may have the option to swipe down from the main menu to turn on the Location. If this option isn't available, use the instructions below:
 1. Samsung: In the Settings, go to the 'Biometrics and Security,' and find the Location option under the 'Privacy' section.
 2. Motorola: In the Settings, go to "Security and Location", and turn location on under the Privacy section
 3. LG: In the Settings, go to "Personal," and select "Location." Turn on the location.
- c. NOTE: If you are still having issues when the location is turned on, please ensure that your 'Location Mode' is set to 'High Accuracy.' (Network Only and Battery Savings options will not allow AuthentiCare to work properly.)

Q: What do I do when I get a message in the AuthentiCare app stating "Error: Set device time to Automatic"?

- a. You will need to go into your phone's settings (not the app's settings,) and find your "Date and Time" option. Use the search bar at the top of the settings menu to search for "Date and Time." Once the location setting has been found, turn your 'Automatic Time Zone' to on.

Q: What do I do if I get a message stating that the Worker ID/Password is invalid?

- a. First confirm that you are using the correct Worker ID and Password. You may try resetting your password by following the "Forgot Password" prompts on the app.
- b. If you are still unable to log in, you will need to call the office to double check that your 6 digit Worker ID is correct.
- c. Once the you verify that the Worker ID is correct, and it's still not letting you log in, you will need to verify that the Device ID on file with Consumer Direct is also accurate. You may need to copy and paste the Device ID and email it to Consumer Direct, to ensure that all characters are included.
- d. If all options above are still not working, try going to "Settings" in the AuthentiCare app, and go to "Reset and Change Setup Code." Enter the setup code as NEVADAPRD, and try logging in again.
- e. If all else fails, please call AuthentiCare's Help Line at: 800-411-4667 option 8



Q: What do I do if I get locked out of AuthentiCare?

- a. Call Consumer Direct to unlock your account and reset your password.

Q: What do I do if the mobile application doesn't prompt me to do the Client Attestation?

- a. Make sure that your application is updated in the app store or play store. The most updated version of the app is required to ensure that you are receiving the Client Attestation option.
- b. If your app is updated, please ensure that you are not accidentally pressing "Skip Client Attestation" when you clock out. It is extremely important that you are not skipping the client attestation. It is required for every shift.