

The Arc - Introduction to EVV

Telephone Demonstration for SSP



Welcome to the Arc of Lehigh & Northampton Counties training video on the new electronic visit verification system.

EVV Overview

Say Goodbye to Paper Timesheets!



Electronic Visit Verification, or EVV, is paperless data collection process which will use real time reporting methods to track time spent working, authorized services being provided, the location at which these services are provided and who is performing these duties. This system in no way changes the type of service being provided but rather is an improvement on the way in which those services are documented. Our IT partner has worked tirelessly to make the system as efficient and user friendly as possible as you will see over the next several slides. The application being used to collect this data is called Zoho.

Background on EVV

Complete Timesheets via Mobile App or Telephone!



The change to an EVV process is not a voluntary one made by The Arc, but rather is a federal and state mandate for any program engaged in self-directed, personal care services, which the Agency With Choice program is. SSPs working with the individual whom you manage will begin documenting their time either via a mobile app, or if need be, a telephony system. Your job as the Managing Employer, will then be to log on and either approve or reject their submission, similar to what you do now in signing off on their bi-weekly timesheets. In these upcoming slides we will show you how

How Telephone Time Entries Work



This video will take you through how to use the telephone to check-in when you arrive at your client's location and check-out upon leaving your client's location. In order to do that you will need two very critical pieces of information.

What Number Do You Call?

(610) 686.8824



The first thing that you will need is the number to call. That number is six, one, zero, six, eight, six, eight, eight, two, four. This number will always remain the same, so it is best to keep it in a handy location.

What is My Employee Pin?

Telephone Time Tracking

● Support.ArcofLehighNorthampton.org



Skip the hassle of the Telephone System. Download the mobile app by going to Support.ArcofLehighNorthampton.org on your smartphone.

My Pin Number is: _____

 (610) 686-8824



The second thing that you will need is your PIN number. This PIN number is provided by the Arc or your Managing Employer. This pin number is very important because it will identify who you are when you call into the system.

As part of your training you will be given a card that has both the EVV telephone number to call as well as your pin so that you can keep it in your wallet for handy reference.

Using the Client's Phone



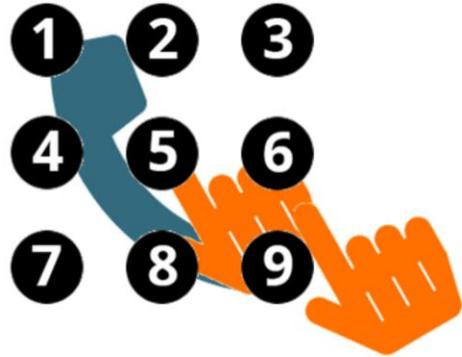
Logging your time with the EVV telephone system is simple, but there is a third piece of information that is very important for you to remember: you must call the EVV system from your client's telephone in order to log time. If you call from your own phone, you may still log time however the system will flag it for manual review. Before time is approved, you will need to have a conversation with your Managing Employer as well as the support Coordinator about why you needed to call from your own phone. However, we will address that later.

Creating a Check-In Record

Step 2:

Enter your PIN:

- 1 for yes
- 0 for help
- 9 to end call



When you arrive at your client's house, kindly ask to use their telephone to call a local number. When you call in, you will hear the following prompt:

[Recording of Intro Message] Play file: EVV Intro Prompt

Using the dial pad, please enter your pin number. The system will then recognize that you are calling from your client's registered phone and you will hear the following prompts:

[Prompts for check-in] Play file: EVV Check In Prompt

Using the dial pad, please select the correct service and the system will provide you with a confirmation (one for yes, zero for help, and nine to end your call)

[Confirmation of check-in] Play file: EVV Check In Confirmation

That's it! You've now let the system know that you have arrived on site with the client and are ready to work.

Creating a Check-Out Record

If you are having issues or the client's phone number changed, you might hear a different prompt after you enter your PIN.

However, you can continue checking-in and checking-out as normal. The system will flag this entry for manual review.



It is important to note that EVV does not impact the way that you provide care in any way. Please continue to provide the same quality care as you have been accustomed to in the past.

When you are ready to check-out, kindly ask your client to use their telephone to call a local number. When you call in, you will hear the following prompt again:

[Recording of Intro Message] Play file: EVV Intro Prompt

Using the dial pad, please enter your pin number. The system will then recognize that you are calling from your client's registered phone and you will hear the following prompts:

[Prompts for Check-out] Play file: EVV Check-Out Prompt

Using the dial pad, please select the option to check-out. You will then be prompted to record service notes. Recording service notes is a lot like recording a voicemail. All you need to do is talk into the phone. Please note that you need to speak loudly, clearly, and slowly so that the person listening to the message can understand it. Your service note recording should be at least ten seconds long. When you are complete,

press the pound key on the dial pad. Upon doing so, you will hear the following recording:

[Confirmation of Check-out] Play File: EVV Checkout Confirmation

*That's it! You've now let the system know that you have finished care for your client!
There is nothing more for you to do during this visit.*

Getting Stuck

If you are having issues or the client's phone number changed, you might hear a different prompt after you enter your PIN.

However, you can continue checking-in and checking-out as normal. The system will flag this entry for manual review.



There will be certain times when things are not so easy. For example, if a client gets a new telephone number and does not inform the Arc, then the EVV system will be unable to register that the number is coming from the client. If that happens, you will hear a prompt like this after you enter the PIN:

[Recording that you are not calling from a registered number.] Play File: EVV Missing Client Phone Number Prompt

You must still use the EVV system and follow the same prompts to select your client and service code for check-in and check-out. However, the system will flag this time entry for manual review. Hopefully, the client's new number will be quickly added to the system so that you do not have to follow this process too many times.

Manual Check-In

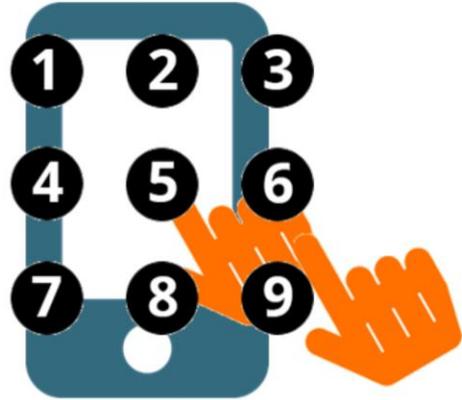


If, for some reason, your client or the proper service code is not listed in the prompts, you will need to utilize the manual check-in procedure. Upon entering your PIN, you will dial eight for the manual check-in. The system will then ask you to record a message with the client's name and the service that you are providing. It is important that even though it is a manual check-in, you must still follow the same procedure to check-out. This includes adding your service notes to the call recording.

Checking Logged Time

Step 3:

Enter (510) 865-8224



If you want to check to see how much time you have logged for the current pay period, you may call the EVV number from your own registered phone. Upon entering your PIN, you will hear the following prompt:

[Prompt to get time] Play File: EVV Check In Prompt

Selecting option 3 will give you your time for the pay period.

[Prompt to hear time] See File: EVV Check Hours

Getting Support

If you are having issues or the client's phone number changed, you might hear a different prompt after you enter your PIN.

However, you can continue checking-in and checking-out as normal. The system will flag this entry for manual review.



If you want to leave a message for the Arc due to a client or technical issue, you may call the EVV number from your own registered phone. Upon entering your PIN, you will hear the following prompt:

[Prompt to get support] Play File: EVV Check In Prompt

Selecting option 4 to start a manual entry will give you the ability to leave a message for the Arc or leaving a message for technical support. In both circumstances, support will be provided as soon as possible.

Getting Support

evvsupport@arcoflehighnorthampton.org



We hope that this training was helpful for you to learn how to use the EVV system. If you have not already, please take advantage of the convenient wallet reminder cards that have been made available for quick reference. Of course, if you have further questions, you can always visit us at evvsupport@arcoflehighnorthampton.org for more information.

The End



THE END