

# **EVV (Electronic Visit Verification system) Employee Guide.**

## What's EVV?

- Electronic visit verification is a technology solution which verifies information through mobile application or telephone.
- EVV is used to ensure that home or community-based services are delivered to people needing those services by documenting the precise time service begins and ends.
- Section 12006 of the 21st century cures act requires all state Medicaid agencies implement them EVV solution.

## What EVV must capture?

 <p><b>Type of Service Performed</b></p>	 <p><b>Individual Receiving the Service</b></p>	 <p><b>Date of the Service</b></p>
 <p><b>Location of Service Delivery</b></p>	 <p><b>Individual Providing the Service</b></p>	 <p><b>Time the Service Begins and Ends</b></p>

## There are two types of EVV technologies that Clear Care utilizes:



### Mobile Application Verification:

- GPS enabled mobile application downloaded on your smart phone or tablet
- Application works on iPhone or Android
- Captures location one caregiver clocks in and clocks out
- No continual location reporting
- Caregivers login with the unique email address



### Telephony Visit Verification:

- Each provider ID has toll free phone
- Phone number is accessible 24/7
- Non-GPS option
- Client phone is preferred for TVV
- Location captured through an ANI technology (Automatic Number Identification)

## Creating Log in Credentials

When R&A Home Care creates an employee, the following information must be specified in the employee profile for the system to create login credentials.

- First and Last name
- Valid email address
- Social Security Number
- Valid Mobile Phone Number

When these values are captured and the employee record is saved, Clear Care system sends out an email to the employee at the email address entered.

### Caregiver portal invite Inbox x

**R&A Home Care LLC** <rahomecare+68f4185d6aed4bd8835ee0ee4f6bd653+0A@clearcaremail.com>  
to me ▾

Dear Artem,

At R&A Home Care LLC we are dedicated to providing the very best care for our Clients. We also want to empower you as the Caregiver to deliver that excellent care. This invitation grants you access to a Caregiver Portal where you may view your schedules, read client assessments, and access driving directions. If you have any questions, please call our office.



Click the link [here](#) to set up your access to the Caregiver Portal.

Your username is your email address. You will be asked to generate a password; please make sure it is secure and private.

Sincerely,  
R&A Home Care LLC

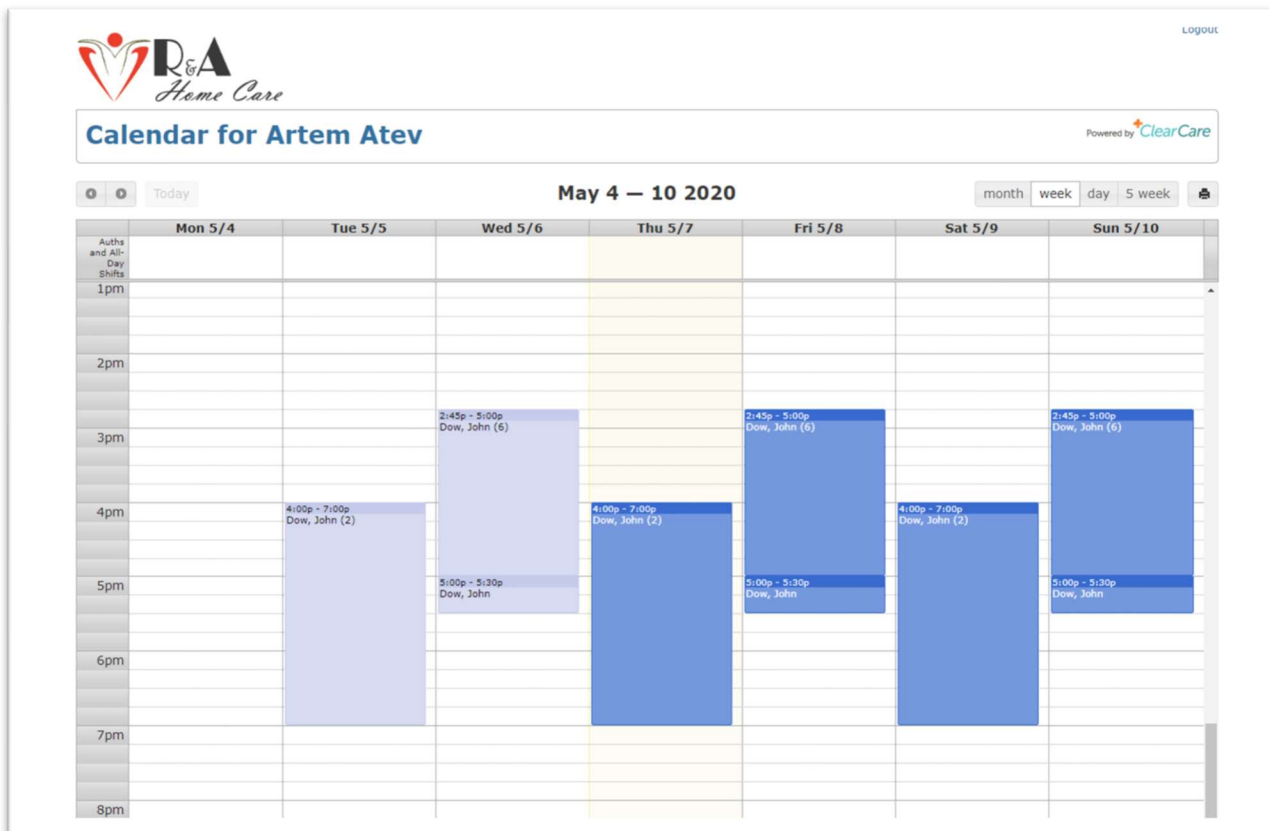
When employee clicks on on the link in the e-mail, the following window opens in the browser:



Password:

Confirm Password:

Employee must enter a unique password and a confirmation password and click on “Update Password” button. After the password is saved, employee can log in using an email and password into the Caregiver portal to view his/her schedules using the link: <https://rahomecare.clearcareonline.com/login/>



## Creating and Accepting Shifts

Every time R&A Home Care creates a working shift for an employee, an employee receives an email or a notification in the mobile application which must be accepted to start the shift.

- Email notification:

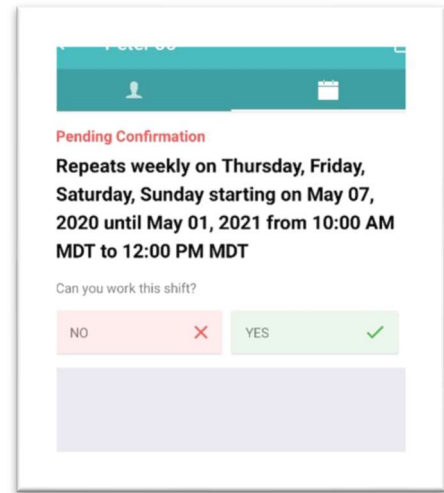
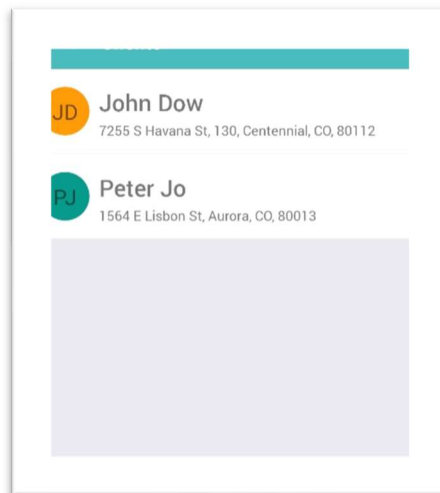
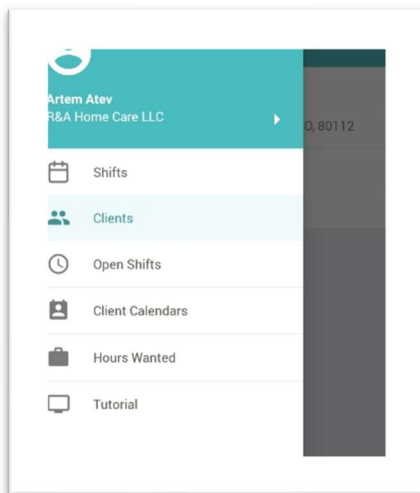
New shifts with R&A Home Care LLC need confirmation Inbox x

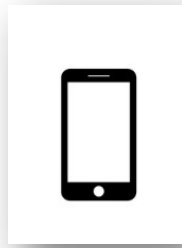
**Artem Matevosyants** <rahomecare+7e82667f99304e38a31cc87e3ea9e1db+0A@clearcaremail.com>  
to me ▾

Dear Artem,

New shifts have been assigned to you. Please visit our caregiver portal at <https://rahomecare.clearcareonline.com/caregiver/> as soon as possible to review and accept or decline the assignment. Please note all responses will be tracked and your shift could be offered to others if you do not respond promptly.

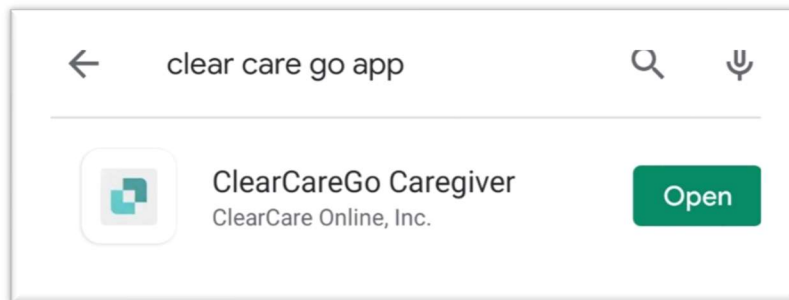
- Application Notification: Go to Clients – Select a Client – Click on YES



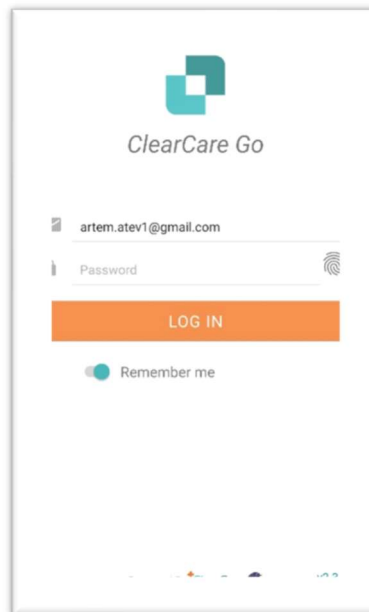


## Mobile Application Verification

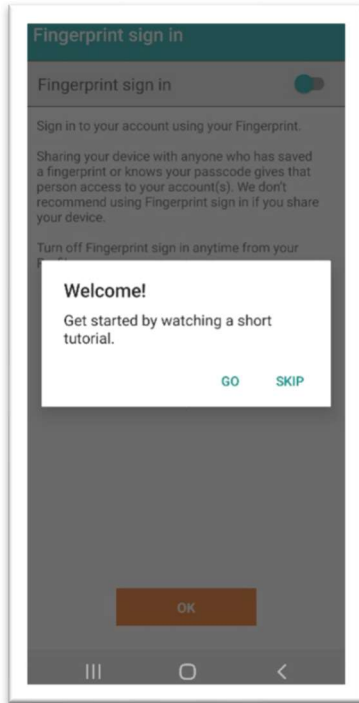
- On your mobile device, install the following application:



- Open the application and login using an email and password previously set up.

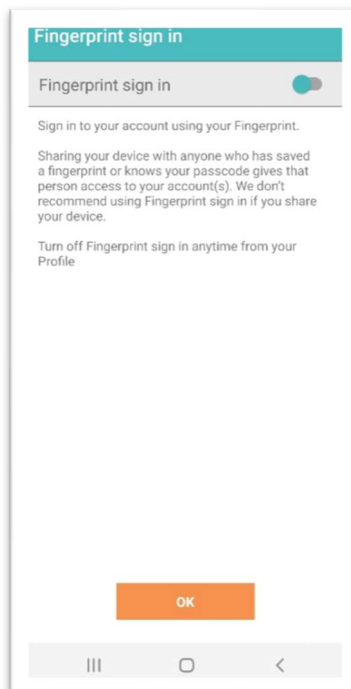


- Next, you will get to the following screen:



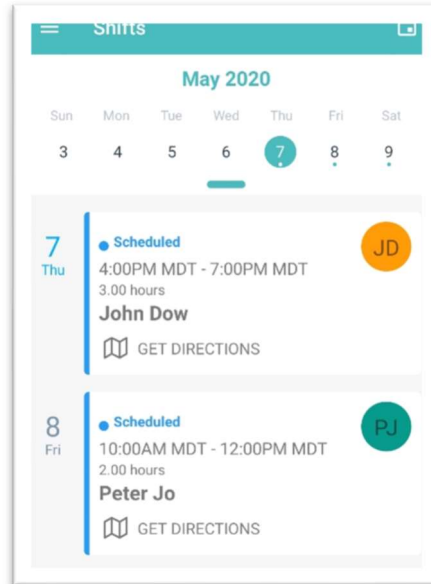
Here, the application will ask you if you want to watch a quick tutorial on how to operate the application. We strongly encourage every employee to watch that tutorial. If you wish to skip the tutorial, Click **SKIP** button.

- Next, you can set up a fingerprint sign in option for an easier access to the application. Please, click **OK** when you are done.

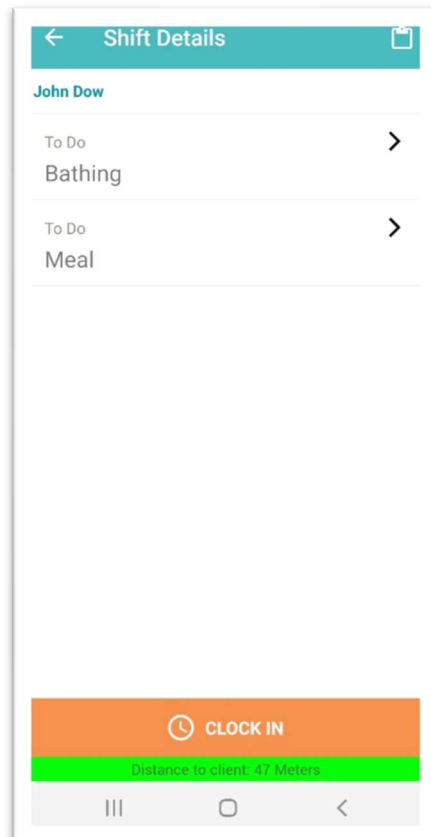




- Next, you will be promoted to a main screen of the application which shows all your schedules.

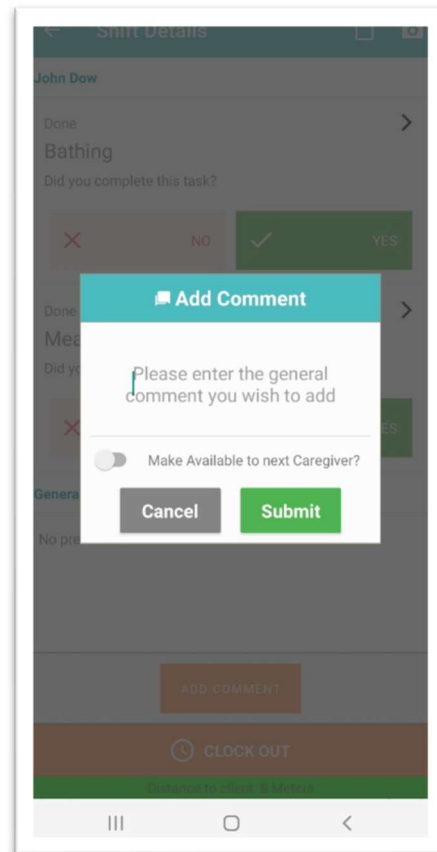
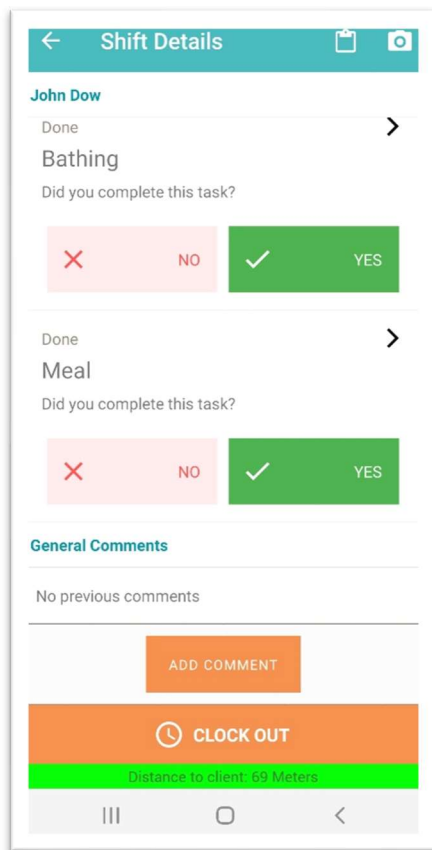


- To Clock In, choose a shift you want to start and select **Clock In** at the bottom of the screen.

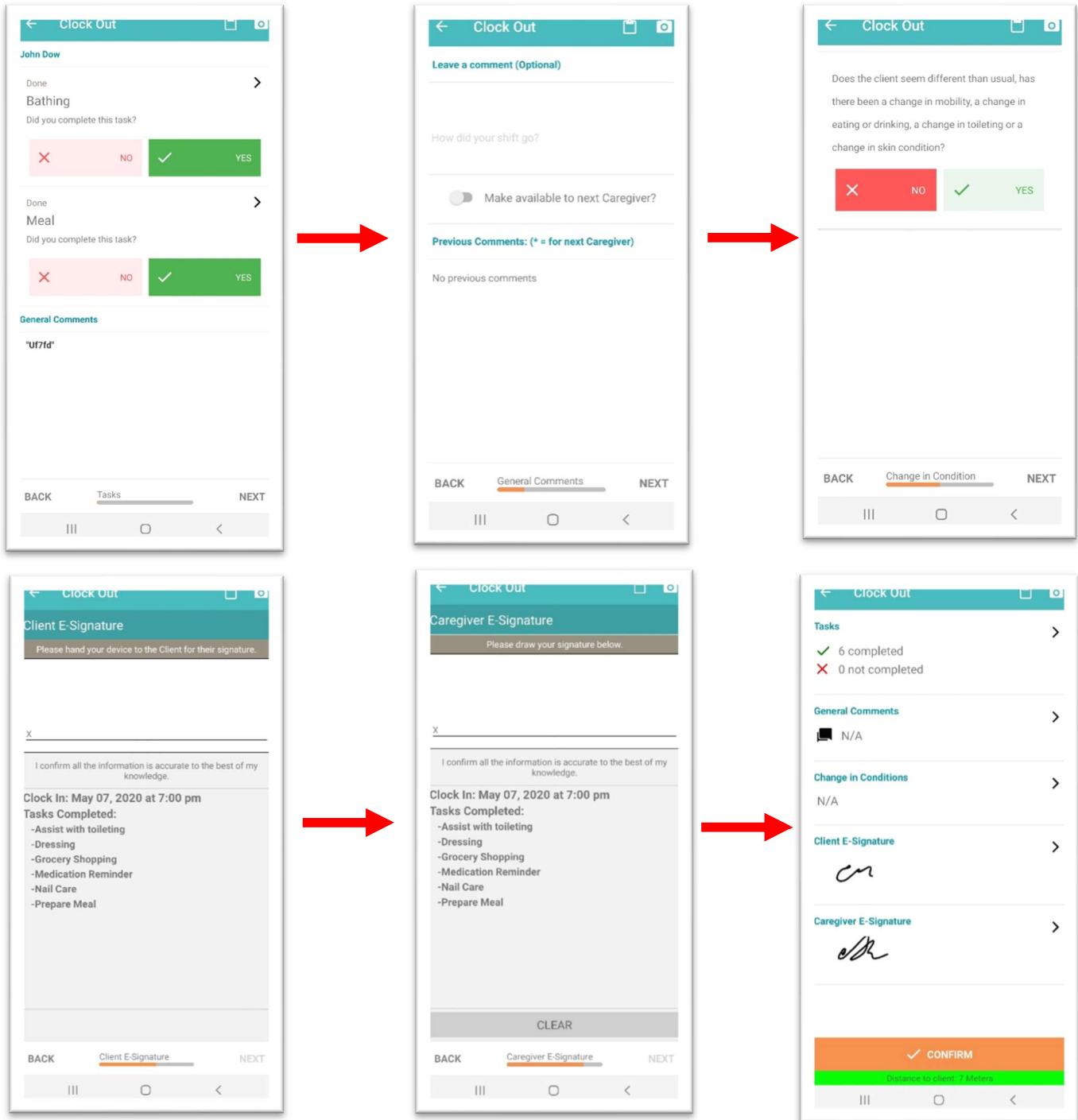


- To Clock Out at the end of the shift, select Yes for all the tasks you were prompted to and select **Clock Out** at the bottom of the screen. If for some reason one or more of the tasks were not performed, you will be prompted with an explanation box where you have to type in the reason why each task was not performed and select **Clock Out** at the bottom of the screen.

If you would like to leave general comment about a client's appearance or any other anything else you would like to mention, please select **Add Comment**, type your comment, choose if you want this comment to be available to other caregivers and select **Submit** button before clocking out.



- Next, you will be prompted a quick questionnaire. Answer the questions and select **Next** at the bottom of the screen to go to the next screen. Have Client sign and sign yourself on the next screen. Select **Confirm** to end the shift.



Please refer to the link below for a video demonstration of the process:  
<https://www.clearcareonline.com/mobile-tutorial?wvideo=puyj9kyh4v>



### **Telephony Visit Verification**

To Clock In/Out use the following phone number to call: **1-844-423-3838**

#### **CLOCKING IN**

- When you are ready to **Clock In**, use Client's phone line to dial 1-844-423-3838
- The automated voice will state: Press 1 if you are at the home of John Dow, and you would like to clock in to the 08:15 PM shift.
  - Press 1. If you have 2 or more clients in the same day, wait until you hear the number representing correct Client you are trying to clock in for and press it.
- The automated voice will state: You may hang up now or remain on the line to hear your tasks for this shift.
  - Remain on the line to listen to the tasks or hang up

#### **CLOCKING OUT**

- When you are ready to **Clock Out**, use Client's phone line to dial 1-844-423-3838
- The automated voice will state: "Press 1 if you are at the home of John Dow, and you would like to update tasks or clock out."
  - Press 1.
- The automated voice will state: "Does the client seem different than usual, has there been a change in mobility, a change in eating or drinking, a change in toileting or a change in skin condition?"
  - Press 1 for Yes.
  - Press 2 for No.

➤ The automated voice will state the options:

- Press 1 to review your tasks for this shift.
- Press 2 to report the status for tasks.
- Press 8 to leave a general comment.
- Press 9 to obtain an electronic signature and clock out of this shift.

In order to end the shift, you have to update the status for tasks. You have to press 2 and when asked if task is complete, Press 1. The automated voice will state: “All tasks have been updated.” Press 9 to obtain an electronic signature and clock out of this shift.

➤ The automated voice will state: “You are required to leave an electronic signature for this client. Please listen to the following care log. At the end, you will be asked to provide an electronic signature by recording your name.”

Automated voice will summarize the shift and tasks completed.

- Press 1 to confirm that the information recorded in this care log is correct.
- Press 2 if the information in this care log is not correct.
- Press 3 to repeat this information.

Press 1 to confirm and continue to electronic signature.

➤ The automated voice will state: “Please record your name after the beep to electronically sign this care log. Press the pound sign when finished.”

Record your name and press #. Give the phone to a Client and follow the same process from the previous step and record Client’s name as an electronic signature and press #.

➤ You have completed Telephony Visit Verification process.

Please refer to the link below for a video demonstration of the process:

<https://clearcare.wistia.com/medias/j4m7e8tlqc>

### AD-HOC SHIFTS

➤ Please use clients phone line to call 1-844-423-3838 and wait until the system asks you to enter your first 4 letters of your last name using keypad followed by #. Press 8 when prompted to provide information about **Service Type** and **Tasks** performed. Press 9 to clock out.

## Q&A

1. What to do if I want to change my password?

To change your app password, log in into the phone application, click on your name in the top left corner and update your password or simply email or call us.

2. What to do if I forgot my password?

Please email us and we will reset it for you.

3. I work for another agency and have already set up my Clear Care account. Do I need to set up another account with your agency or I can use my email and password?

You need to set up another account with our agency with a different e-mail and password.

4. If I forget to clock in/out, will I be notified?

You will receive an email notification if you are 30 minutes late to clock in/out.

5. Can I clock in with a phone application and clock out using telephony system or vice versa?

Yes, you can interchange if you prefer.

6. What number do I call using TVV?

Call 1-844-423-3838

7. Will I be notified about my scheduled shift for the following day?

Yes, you will receive a reminder e-mail after 6 pm the day before your scheduled shifts.

For any assistance with Clear Care integration, please email us at [evv@rahomecarellc.com](mailto:evv@rahomecarellc.com) so we have a record of each request. You can also call us for immediate help at 303-960-4732 or 303-960-2258.