

1. WHAT IS EVV?

Electronic Visit Verification (EVV) is a system used to verify that home and community-based services were delivered as scheduled. It electronically records details like the time, date, location, and duration of each visit, as well as who provided and received the service.

EVV is required by federal law (21st Century Cures Act) and by the Michigan Department of Health and Human Services (MDHHS) to ensure accurate documentation of Medicaid-funded services.

2. WHAT IS THE CAREWHEN APP?

CareWhen is the mobile application used by PAS to meet EVV requirements on behalf of the agencies we support. Direct Care Workers (DCWs) use the app to clock in, clock out, and record visits electronically.

It ensures timely and accurate submission of hours for payroll and compliance with EVV rules.

3. WHO NEEDS TO USE CAREWHEN AND EVV?

All Direct Care Workers providing in-home personal care or support services must use CareWhen to record their visits. Both Participants (employers) and workers share responsibility for ensuring visits are verified correctly.

4. WHY IS EVV REQUIRED?

EVV prevents billing errors and fraud, ensures accurate payment for completed services, and verifies that Participants receive the care they are authorized for.

5. HOW DO I GET THE CAREWHEN APP?

Download the app for free:

- **Android:** Google Play Store search “AssuriCare CareWhen”
- **iPhone:** Apple App Store search “AssuriCare CareWhen”

Allow location services and notifications when prompted.

6. HOW DO I LOG IN TO CAREWHEN?

1. Open the CareWhen app.
2. Enter your ID (ask your Enrollment Specialist if you are unsure).
3. Enter your User ID (usually your phone number or assigned ID).
4. Enter your Password. If you forget your password, tap “Forgot Password.”

7. HOW DO I CLOCK IN AND CLOCK OUT?

1. Open the CareWhen app when you arrive at the Participant's home.
2. Tap "Clock In."
3. When your shift ends, reopen the app, and tap "Clock Out."
4. Check that your visit appears under "Completed Visits."

Tip: Always clock in and out in real time. **Do not** record visits later.

8. WHAT INFORMATION DOES EVV RECORD?

EVV automatically records:

- Date and time of clock in and clock out
- Location (GPS or caller ID)
- Type of service provided
- Worker and participant information

9. DOES CAREWHEN TRACK MY LOCATION ALL THE TIME?

No. CareWhen only captures your location at clock-in and clock-out. It does not track your location outside of work hours.

10. WHAT IF I FORGET TO CLOCK IN OR CLOCK OUT?

If you forget to clock in or out, you will need to submit an Attendance Incident Report (AIR) and submit it to PAS. The AIR authorizes PAS to enter the time worked on your behalf. Submitting an AIR reduces your EVV compliance and should only be used when necessary.

Missing clock-ins or clock-outs can delay payment if they are not submitted timely.

11. WHAT IF I DON'T HAVE A SMARTPHONE OR MY APP WON'T WORK?

You can use the Telephony option by calling from the Participant's home phone to record your visit. Ask your Enrollment Specialist or Program Support Team for the phone number and instructions.

12. WHAT IF MY PHONE LOSES SERVICE OR WI-FI?

CareWhen can work offline temporarily and will upload your visit automatically once your device reconnects to data or Wi-Fi. Always check your visit uploaded successfully once you have service.

13. CAN I EDIT OR DELETE A VISIT?

No. Once a visit is submitted, you cannot change it in the app. Contact the EVV team at PAS for assistance.

14. HOW CAN I REVIEW MY HOURS OR PAST VISITS?

Open CareWhen and tap “My Schedule” or “Completed Visits.” You can view your past visits, worked hours, and upcoming shifts.

15. WHY IS MY VISIT SHOWING AS “PENDING” OR “NEEDS VERIFICATION”?

That means the visit hasn’t been fully approved or matched to payroll yet. If it stays pending for more than 24 hours and you believe this is an error, contact the EVV team for assistance.

16. WHAT HAPPENS IF I DON’T USE EVV CORRECTLY?

Incorrect or missing EVV records can lead to delayed or denied payments. Make sure all visits are properly recorded and verified before payroll deadlines.

17. WHO DO I CONTACT FOR HELP?

For help with CareWhen or EVV issues:

Personal Accounting Services – EVV / CareWhen Support

Phone: **734.729.3100**, Select EVV when prompted

Hours: Monday – Friday, 8:00 AM – 4:30 PM

18. WHERE CAN I FIND MORE TRAINING OR GUIDES?

CareWhen user guides and EVV training materials are available through your Enrollment Specialist or on our website.

19. WHAT SHOULD I PUT IN THE NOTES AT THE END OF MY SHIFT?

All notes should be detailed and explain what care was provided.

Examples of appropriate written summaries:

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Helped Participant get dressed, made breakfast, did laundry, cleaned floor.

Jane tolerated her shower well today. We went grocery shopping. Laundry was washed, folded, dried, and put away. Jane is in good spirits today.

Mom was having pain today. She took prescribed medication and is feeling better.

These statements can be included in a written summary, but by themselves, they do not make a complete summary:

Provided well-being and safety.

Tasks completed.

Really sick.

All service documentation must include the following:

- **Participant being served** (first and last name)
- **Date of service**
- **Time in/Time out**
 - Overnight shifts must be documented correctly. Any time after 12 AM should be recorded as the following day on paper timesheets.
- **Total hours, units, miles, and/or meals**
- **Participant signature** to verify the work ordered was provided
- **Tasks or work performed**
- **Progress notes** – a brief written summary or notes describing what was done during the shift.
- **Worker identification and signature** for each service provided
- **Employee signature** on each service entry
 - Service workers must sign each service entry

20. WHAT IF I WORK FOR MORE THAN ONE PARTICIPANT AT THE SAME TIME?

If you are authorized to provide services to more than one participant at the same time, you need to clock in for each participant individually in CareWhen. Don't forget to successfully clock out under each participant as well. Use the correct service code as authorized on the IPOS.

For shared time, the service code will contain a modifier, such as UN for 2 participants, UP for 3 participants, or UQ for 4 participants.