

Electronic Visit Verification is required. It is important that you follow the appropriate steps to ensure compliance.

## Direct Care Professional Responsibilities

- Access and review EVV training materials.
- Check-in and check-out with CareTime, or telephony for each shift.
- Communicate with Premier and the Participant when you need to correct check-in or check-out times or to report a power outage that lasts longer than 24 hours.

## How to Ensure Compliance with EVV

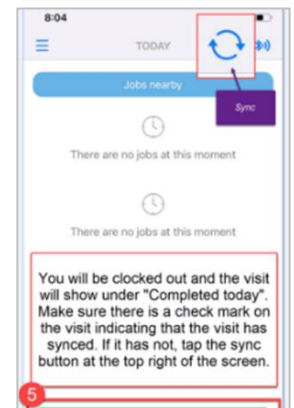
- Clock-in at the start of your shift on CareTime or by using telephony
- Ensure location services are turned on to capture GPS location when using the CareTime app
- Use the correct and authorized activity codes
- Clock-out at the end of your shift on CareTime or by using telephony
- Sync shifts on the CareTime application

## Making Sure Your Visits Sync

In order for your timecards to show in the main CareTime application, the visit information sent from your mobile app needs to Sync with CareTime.

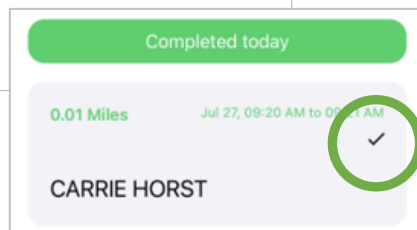
Visits store on your phone locally, so you can still provide service in areas with little or no internet connection. The app will send information over once your connection is strong enough to do so.

Next to visits under “clocked in jobs” and “completed today” you will see either a checkmark or circled exclamation point icon, as seen in the image below.



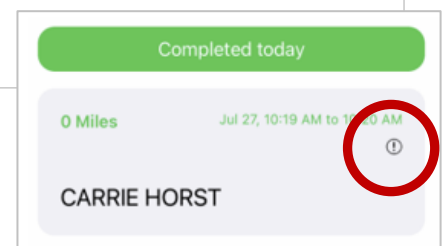
### ✓ = SYNCED

The checkmark means your visit successfully synced with CareTime. Your timecards will be viewable by your agency administrators. You don't need to take any further action.



### ! = NOT SYNCED

The circled exclamation point means your visit did not successfully sync with CareTime. Your timecards will not be viewable by your agency administrators.



## If not synced, find a better internet connection

- If possible, connect to wifi
- Locate a spot where your cellular internet data has a better connection
- Hit the sync button at the top of the screen (blue icon with two arrows going in a circle)
- If the visit does not show a checkmark next to it, repeat steps 1 and 2
  - If you still have issues, try to sync the data at a later time in the day
  - If you still see the exclamation point icon after completing steps 1 – 3, contact Premier:  
 Phone: **(855) 224-5810**      Email: **etimesheets@premier-fms.com**