

**Q: As an employee, what do I need to do to be EVV Compliant?**

A: Clock in and out on CareTime with the correct codes, or use Telephony. Be sure your shifts are synced on the App.

**Q. What if I don't have a smart phone or tablet?**

A. The telephony option allows you to call in your clock in and out on a telephone. You must call from the authorized number on the participant's CareTime account.

**Q. What if I do not have internet/mobile data access?**

A. The telephony option allows you to call in your clock in and out on a telephone. You must call from the authorized number on the participant's CareTime account.

**Q. What if I clock in a few minutes early or a few minutes late?**

A. You or your participant can edit the shift. However, editing a shift means it is no longer 100% compliant with the EVV requirement.

**Q. I didn't receive the email verification code to finish my registration. What should I do?**

A. Verify all of your information has been correctly provided including your email address by contacting Premier. Check your spam and junk folders. If all of your information is accurate and you did not receive the email in your spam or junk folders, you can email [Etimesheets@premier-fms.com](mailto:etimesheets@premier-fms.com) and a member of our team will assist.

**Q. Do I need to clock in separately for each service provided?**

A. Yes

**Q. What if I provided services outside of the home?**

A. There is a location exception available if you provided services outside of the home, such as during a doctor's appointment.

**Q. Who do I contact if I have a question about EVV?**

A. Email: [Etimesheets@premier-fms.com](mailto:etimesheets@premier-fms.com)  
Call: 855-224-5810  
Schedule a meeting for one-on-one support at: [premier-fms.com/contact/](https://premier-fms.com/contact/)

**Q. How secure is CareTime and how can I be sure my private information is protected?**

A. EVV systems are secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA).

**Q. Does CareTime GPS monitor my location?**

A. CareTime only uses your GPS location when you clock in and clock out. It does not monitor your GPS location at any other time. To correctly use CareTime and be EVV compliant, you must have location services turned on for the CareTime Mobile App.

**Q. How do I update my contact information for CareTime?**

A. Please contact Premier at 855-224-5810. We will need a change of status form for workers.

**Q. What resources are available to help me with EVV?**

A. Please see our available user guides and videos at: [premier-fms.com/evv-resources/](https://premier-fms.com/evv-resources/).