

Q: As a participant, what do I need to do to be EVV Compliant?

A: Ensure your worker is using CareTime correctly. Verify Timesheets are correct and are approved.

Q. I am a participant and am not able to use CareTime portal. How can I approve my employee's timesheets?

A. You can submit a paper timesheet verifying your employee's hours and activity codes. You can submit the timesheet to etimesheets@premier-fms.com. Be sure to write 'CareTime' on top of the paper timesheet. Your paper timesheet should match the hours and activity codes submitted by your employee in the CareTime Mobile App. You should review each shift before signing it in the App and make any corrections before it is submitted. Premier will not be able to edit your employee's hours based on your paper timesheet.

Your employee is still required to use EVV via the mobile app or telephony option.

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 and a member of our team will assist.

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

A. Email: etimesheets@premier-fms.com

Call: 855-224-5810

Schedule a meeting for one-on-one support at: premier-fms.com/contact/

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

A. You need to update your contact information with your IRIS Consultant.

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/.