

**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 PremierFMS. 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 [IRIS@Premier-FMS.com](mailto:IRIS@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:** [IRIS@Premier-FMS.com](mailto:IRIS@Premier-FMS.com)

**Call:** 855.224.5810

**Meet:** Schedule a meeting for one-on-one support at: [Premier-FMS.com/contact/](https://Premier-FMS.com/contact/)