

## NOTICE TO ALL TOUCH OF CLASS EMPLOYEES USING EVV

To help make notification of EVV Exceptions easier, Touch of CLASS has created a new mobile friendly website to report EVV Exceptions or adjustments to us. Touch of CLASS will no longer be accepting paper Time Adjustment Forms to explain why an EVV Clock In or Clock Out did not occur for a visit to a client. The new website address is:

[www.tocevv.com](http://www.tocevv.com)

This website should be used to report any exception to EVV when it occurs. This includes reporting Respite time, time worked for services provided outside of the client's home, and any EVV Exception that needs to be reported.

Please refer to the "Help" link at the top of the website for more information on how to report exceptions in specific situations. If you have any further questions, please contact your Touch of CLASS Staffing Manager.

### Frequently Asked Questions:

Q) Do I need to report an exception if I was scheduled 5 hours and I clocked 5 hours, but I clocked them earlier or later than scheduled or split it into two visits?

A) **No.** If the CLIENTS allotted time for the day is worked by an approved attendant, it doesn't matter who did it or when

Q) If I am the person scheduled, but another attendant works, and the CLIENTS hours for the day are completed, I don't have to give you a reason I didn't call?

A) **Correct.** Our main concern is that the CLIENT is getting the care they need daily, regardless of which attendant provides it or at what time so long as the last visit ends before midnight. **REMEMBER:** Calls made after midnight will be counted as a missed call since it is on the wrong day and cannot be linked to the correct visit

Q) What happens if I miss a call and I don't tell you why?

A) The visit will not be processed for payroll since we do not have details of the hours worked. Touch of CLASS must be notified of the exception and reason before accurate payroll can be processed.

Q) What if I can't remember when I missed a call?

A) Please report exceptions as soon as possible and at least on the same day so you are less likely to forget. When you report the exception on the website, you will receive a confirmation email telling you what you reported so you can keep track. **REMEMBER: It is not the responsibility of TOC staff to contact you and remind you that a mistake was made.**

Q) Can I use this website on my phone?

A) Yes, absolutely! We have made the website accessible from any computer, tablet, or smart phone that has connection to the internet.

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### Frequently Asked Questions (continued):

Q) What if I clock in late or clock out early?

A) Unless it was a true emergency, your pay will reflect the elapsed time between clock in and clock out. Forgetting to clock in or out on time is not a valid reason. The total time will be adjusted using EVV 7-minute rounding rules, rounding your total time clocked to the nearest 15-minute increment. If you clock a total of 5 hrs 52 min it will be rounded down to 5 hrs 45 min, had you waited one more minute it would be 5 hrs 53 min and round up to 6 hrs. These rounding rules are specified by Texas Health and Human Services.

Q) I often don't clock in or out because I am providing services outside the home. Do I have to report it each time?

A) **Yes**, we don't know how to correct your visit if you don't tell us. You can also use the GPS Mobile App, which allows you to clock in and out away from the home. **REMEMBER:** If you are a GPS Mobile App user, the reason "Services Provided Outside the Home" is NOT valid, since you have a method to clock in or out away from the home using the Mobile App.

Q) Can I just do this instead of using the EVV clock in and out?

A) **No, this website is not to be used in place of the state mandated EVV System.** Going to this site and filling out the form takes more time than it would take for you to just clock in and out using the normal EVV methods. The state is now monitoring anytime a call is missed by an attendant and the reasons you are giving for not using the EVV system correctly. If you continue to not use the EVV system correctly we may need to talk to the Client about a possible schedule change, or a change in the EVV method you are using

Q) I like the idea of the GPS Mobile App, but I don't want to use it all the time, is that possible?

A) **Yes**, there are three methods (Landline, Token and GPS Mobile App) and all three can be used. You can clock in with the landline and out with the App, or any combination needed. **REMEMBER:** The GPS Mobile App pings your location at clock in and clock out ONLY. IT DOES NOT track you before, during or after your visit

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Here is the information provided in the Help link on the website.

## EVV EXCEPTION REASON USAGE

**Note: It is a good idea to provide detailed notes in all situations to make sure the exception is well documented.**

- **Forgot to Clock In / Out at designated time**  
(must explain more detailed reason in notes)  
Use this reason if you forgot to clock in or out at the designated time.  
It is recommended to use the GPS app with reminders to prevent this in the future.  
Federal law requires EVV in an effort to prevent fraudulent claims. Continuous issues related to this reason will result in further investigation possibly affecting payroll or disciplinary action.
- **Services provided outside of home (Valid only if GPS app is not in use)**  
If you are using the GPS app, do not use this reason. This reason should only be used to document PAS/HAB services provided outside of the client home where the client phone or Token are not available for use. For example, if the client is visiting another area such as other relatives. (must be within the state of Texas).
- **Service Suspended (Client Hospitalized, out of area, at camp, etc.)**  
Must provide detailed explanation in notes.
- **Token / EVV System / Phone / GPS app Malfunction**  
Use this code if the EVV system is down or if the Token, Phone, or GPS app is malfunctioning for any reason preventing normal clock in or clock out function.
- **Client / LAR Cancelled / requested change in schedule**  
Use only when schedule change was due to Client or Legally Authorized Representative request.
- **Token Code written down / entered incorrectly**  
Use only when there was an error in writing down or entering the proper Token Code
- **Respite**  
Use only when reporting time for Respite that was unscheduled
- **Emergency (Medial or natural disaster)**  
Use only in the case of a Medical Emergency for the client or in the case of a natural disaster such as tornado, flood, hurricane, etc.
- **Other**  
Use in the case were none of the above reasons apply. Must provide detailed note.