**UCP EVV5: Process Changes – 11/26/19**

The Federal 21st Century Cares Act requires Electronic Visit Verification (EVV) to be fully operational by January 1st, 2020. PA aims to be fully compliant and therefore requires ALL providers in PA to be compliant by that time.

MatrixCare Mobile app is the tool we will be using as the electronic method to collect the GPS location, clock-in and clock-out times, and documentation of all tasks provided by each and every SSP. It is HIPAA compliant.

There will be two four-week roll-outs:

1. Starting December 1, 2019: Lancaster, Northumberland, Centre, Lycoming, Clinton 2. Starting December 15, 2019: Dauphin, Cumberland, Perry, Lebanon, Columbia, Montour, Snyder, Union

We understand that this change will impact you. We have tested the roll-out of MatrixCare Mobile app across earlier groups to help us improve this process. (We can always improve, and welcome input.)

This is the fifth email that we have sent out regarding this change. There will be a total of 7 as there is a lot of information to convey; coming up:

• UCP EVV: 6. Privacy and security concerns addressed • UCP EVV: 7. Tips, tricks, and traps

This email is about the process changes you will encounter. Training videos and resources can be found here:

1. No paper timesheets

a. THERE WILL NO LONGER BE ANY PAPER TIMESHEETS b. The mobile app is replacing the paper timesheet c. If an SSP is unable to use the mobile app during an emergency, please see 5. Telephony Usage, below 2. Communicating about schedule changes a. Contact the Instructor to have the schedule changed AS SOON AS POSSIBLE b. A schedule change not communicated to the Instructor will create a problem for the SSP at Check-In 3. Mobile App a. Checking-in (Clocking-in) and Checking-out (Clocking-out) i. If you are directly replacing another SSP, make sure they have checked-out before you check-in b. Document the services you provided in the Mobile App c. <http://training.ucptechcentral.org/agency-with-choice/training-agency-with-choice/>

4. Emergency Changes

a. Notify the Instructor ASAP so that the mobile app can be updated b. If your Instructor cannot be reached during business hours, press 0 when in the voice mail system and ask to speak with another Instructor c. If it is after 4:30 pm or during the weekend, contact the emergency on-call number 5. Telephony Usage a. Only use if the schedule in the mobile app is not available i. In other words, if you are unable to clock-in using the mobile app b. Use the participant's phone to call for the Check-In and Check-Out i. Use your Telephony ID provided on the paper letter ii. DO NOT USE YOUR PHONE c. Document the services provided newly created paper Task-sheet to document services provided i. DO NOT USE THE PREVIOUS TIMESHEET d. Get the ME's signature on the Task-Sheet e. Submit Task-Sheet ON THE DAY OF SERVICE or the following day via the AWC Mailbox f. <http://training.ucptechcentral.org/agency-with-choice/training-agency-with-choice/>

Thank you.