

MyTimesheet—Electronic Visit Verification

*Personal Care Attendant Program:
Consumers & Personal Care Attendants*

Frequently Asked Questions



May 2017

**MassHealth MyTimesheet
PCA Program: Consumer & PCA
Frequently Asked Questions**

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BACKGROUND

1. *What is MyTimesheet?*

MyTimesheet is an easy-to-use electronic clock-in and clock-out system that will allow MassHealth members receiving PCA services (“Consumers”) and their PCAs to track their PCA hours at home and on the go, using a mobile web-based application. The use of *MyTimesheet* will replace the need for paper timesheets.

2. *Why is MassHealth implementing MyTimesheet?*

MassHealth is implementing *MyTimesheet* to achieve the following goals:

- Streamline and improve the administration of the program by eliminating paper timesheets and allowing for real time notifications and reminders;
- Enhance consumer control and self-direction of services through real-time notifications regarding their services;
- Strengthen program integrity; and
- Adhere to the requirements of the federal [21st Century Cures Act](#), which requires state Medicaid programs to implement *MyTimesheet* for personal care services.

3. *Who in the PCA program will be required to use MyTimesheet?*

Consumers receiving PCA services and PCAs serving consumers will be required to use *MyTimesheet*. MassHealth will stage the implementation to ensure as smooth a transition as possible.

4. *Where can the latest updates or information on MyTimesheet be found?*

For updates and the latest information, consumers and PCAs can access the [MassHealth Personal Care Attendant \(PCA\) Program](#) web page on the Mass.gov website. MassHealth will regularly update the web page with additional FAQs and information.

MASSHEALTH MyTimesheet SYSTEM

5. *How will MassHealth’s MyTimesheet work?*

While many of the details regarding the system are still being defined, here are a few basics about the system and how it will work.

- The MassHealth MyTimesheet is a real-time clock-in and -out mobile and web-based application accessible with any computer, phone, tablet, or similar device.
- PCAs download the *MyTimesheet* application on their phones.
 - *Note: If the PCA does not have a smartphone, MassHealth will provide an MyTimesheet device.*
- Every PCA and every consumer will have a unique personal identification number, or “PIN”.

- At the beginning and end of a service the PCA and the consumer will each enter their PIN.
 - *The system records the service start and end time.*
 - *The system verifies the PCA and consumer identity.*
 - *The system verifies the service location.*
 - *The system verifies that the PCA and consumer are together.*
 - *If the PCA and consumer are not together, but the PCA was performing a service (e.g., picking up a prescription), the consumer will have the ability to identify the reason.*
- The system connects the hours worked to the consumers' prior-authorized hours.
- The system proactively notifies consumers and their surrogates when they are approaching their approved hours (including any approved overtime).
- Consumers and surrogates can access a mobile application or web-based portal to make updates (if needed) and to approve their timesheets.
- Approved timesheets will automatically be submitted to the consumer's existing fiscal intermediary (FI) for billing and payment.
- PCAs, consumers, and surrogates can call the MassHealth Customer Service center for *MyTimesheet* support, as needed.

6. *How does MyTimesheet verify service location?*

MassHealth is committed to making *MyTimesheet* as flexible as possible so that it can meet the everyday needs of consumers. In other words,

- Consumers can receive services many places in the community (e.g., home, work, relative's home, gym, etc.);
- Consumers will be asked to register as many service location addresses as they use; and
- Consumers will be able to receive services in other non-registered locations.

MyTimesheet is GPS-enabled. The system records the location at the beginning and end of the service when the PCA clocks in and clocks out. The locations are then compared to a list of pre-registered locations selected by and associated with the consumer. Consumers can receive services in registered or non-registered locations. When services are provided in non-registered locations, consumers will be asked simply to select the reason that the service was delivered in a non-registered location during their timesheet-approval process.

7. *How do I access or download the MyTimesheet application?*

PCAs with **Apple** devices will be able to download the *MyTimesheet* application from the Apple App Store free of charge. PCAs with **Android** devices will be able to download the *MyTimesheet* application from the Google Play Store free of charge. More details on how to do this will be provided soon as a part of our consumer, surrogate, and PCA training program.

For PCAs who do not have a smartphone, MassHealth will provide a *MyTimesheet* device. More details on how to do this will be provided soon as a part of our consumer, surrogate, and PCA training program.

8. How will PCAs get paid?

PCAs will use *MyTimesheet* to clock in and clock out for each service. *MyTimesheet* will send service information to the appropriate consumer’s fiscal intermediary (FI). PCAs will receive payments in the same way that they do today.

9. How will consumers approve timesheets?

Consumers will have a website and application that they can access online or through a smartphone. The website and application will allow consumers to review any service alerts and approve the times that their providers worked. The system will also automatically calculate the number of personal care hours consumers have received on both a weekly and annual basis.

10. How will MyTimesheet make things easier for me?

The benefits of *MyTimesheet* include the following.

Consumer	PCA
<ul style="list-style-type: none"> • Reduced paperwork because timesheets will be automatically submitted • Increased control because it will be easier to track hours both used and remaining, which enables consumers to better direct PCA services • Real-time alerts to prevent overusing prior-authorization hours and overtime hours • Proactive notifications to better help consumers self-direct • Transparency of whether service was received 	<ul style="list-style-type: none"> • Greater transparency about the appropriate reporting of time worked • Reduced paperwork because timesheets will be automatically submitted • Improved planning because PCA can track overtime compliance across all consumers served

COMMUNICATION & IMPLEMENTATION

11. How will I get trained?

MassHealth will provide multiple hands-on training sessions across Massachusetts for consumers, their surrogates, and PCAs. MassHealth will also provide videos, manuals, and other tools to make this as smooth a transition as possible. MassHealth will provide more details about training opportunities before implementation. For updates and the latest information, please regularly visit the [MassHealth Personal Care Attendant \(PCA\) Program](#) web page on the Mass.gov

website. MassHealth will frequently update the web page with additional FAQs and information.

12. *How will MassHealth communicate with PCAs and consumers about MyTimesheet implementation?*

MassHealth will mail notices to consumers, their surrogates, and PCAs when appropriate. MassHealth will also regularly update the [MassHealth Personal Care Attendant \(PCA\) Program](#) web page on the Mass.gov website. PCAs and consumers should visit the *MyTimesheet* webpage frequently for the most up-to-date information. Additionally, MassHealth will organize listening sessions throughout the state to provide information and coordinate trainings across the state.

13. *What is MassHealth’s implementation plan?*

The following table outlines the steps that MassHealth will take to implement *MyTimesheet* in the **PCA Program**.

Activity	Timeframe	Details
Initial Testing	Summer/Fall 2017	MassHealth will coordinate a small group of future users (consumers, surrogates, PCAs) and allow them to interact with the system and provide feedback.
Pilot	Fall/Winter 2017	<p>MassHealth will pilot <i>MyTimesheet</i> with roughly 700 consumers, surrogates, and PCAs.</p> <p>Consumers, surrogates, and PCAs participating in the pilot will continue using the paper timesheets currently used. Payment will be based on the current timesheet process; however, they will also use the <i>MyTimesheet</i> to clock in and out during each service.</p> <p>Consumers, surrogates and PCAs will be able to practice, and MassHealth will be able to determine if there are any problems with the system and how training needs to be improved.</p>
Implementation Begins	Begins January 2018	Implementation will occur in stages throughout calendar year 2018. This means MassHealth will gradually roll in new groups of trained users throughout the year until all PCA Program consumers and PCAs are using <i>MyTimesheet</i> by December 31, 2018.

14. *When will MyTimesheet be operational?*

MyTimesheet will become operational in two phases:

In November 2017, MassHealth will pilot the *MyTimesheet* technology to approximately 700 consumers, surrogates, and PCAs. MassHealth will work with the stakeholder community to determine who should be included in the pilot.

Starting in January 2018, MassHealth will begin rolling out *MyTimesheet* to consumers, surrogates, and PCAs. MassHealth will work with the stakeholder community to determine the best way to phase in the implementation of *MyTimesheet* throughout 2018. More detailed information about the implementation and timeline will be provided at a later date.

COMMON QUESTIONS

15. Flexibility: Does *MyTimesheet* limit when a consumer can receive PCA services?

No, introduction of *MyTimesheet* does not limit when a consumer can receive PCA services. EVV will provide the consumer with additional tools to monitor their services but will not prevent or restrict the consumer's ability to PCA services for which they are eligible. These tools include real-time access to a website and application where they can view how many hours they have used and how many hours remain, based on their approved prior authorization. Consumers can also choose to receive e-mail alerts.

16. Flexibility: Does *MyTimesheet* limit where consumers can receive services?

No, the introduction of *MyTimesheet* does not change where a consumer may receive their PCA services. Within the *MyTimesheet* website and application, consumers or surrogates can identify where they typically receive PCA services. There is no limit to the number of service locations a consumer can add.

Consumers can still receive services even if they are not at one of the registered service locations. When this happens, consumers will be asked to select the reason why the service was in a non-registered location during their timesheet approval process. *MyTimesheet* will not prevent PCAs from clocking in or out from a non-registered location.

17. Flexibility: What if the PCA performs a service for the consumer before seeing the consumer (e.g., picks up prescriptions)?

Consumers have the flexibility to direct **when** and **where** they receive their services. If the consumer instructs a PCA to pick up a prescription, PCAs can still provide this assistance even if the pharmacy is not one of the registered service locations. When this happens, consumers will be asked to select the reason for why the service was in a non-registered service location during their timesheet- approval process. The timesheet will then be processed by the FI for payment. *MyTimesheet* will not prevent PCAs from clocking in or out from a non-registered service location.

18. Flexibility: What if the PCA forgets to clock in or out?

It is the responsibility of the consumer (as the employer) and PCA (as the employee) to remember to clock in and out for each service. Personal Care Management (PCM) agencies will provide skills training to consumers about the use of *MyTimesheet*, just as they currently do about timesheets. MassHealth recognizes that there will be a transition period as consumers and PCAs get used to the *MyTimesheet* system. MassHealth will ensure that procedures are in place to handle issues during the transition.

19. Flexibility: What if an emergency situation arises and the PCA can't clock in or out?

MassHealth recognizes that there will be events that will prevent PCAs from clocking in and out. Consumers and surrogates will have the ability to retroactively add or adjust logged visits via the website or application. This process would apply in the case of emergency situations.

20. Flexibility: What if the PCA doesn't have access to a smartphone?

If the PCA does not have a smartphone, MassHealth will provide a *MyTimesheet*-enabled device to the PCA.

21. Technology: What if the consumer lives in a location with poor phone service?

Consumers will have the ability to retroactively add or adjust logged visits via the website and application. This process would apply in the case of poor service or equipment issues. Additionally, MassHealth is working with stakeholders to consider other alternatives.

22. Technology: How can I trust that personal information is safe?

Protecting personal information is a top priority for MassHealth. *MyTimesheet* will follow strict Protected Health Information (PHI) and Personally Identifiable Information (PII) standards. Additionally, PCAs will have access only to limited consumer information and they will see only consumers to whom they actively provide services.

23. Technology: How easy, and how much time, will it be to clock in and out?

MassHealth purposefully chose *MyTimesheet* that is simple and easy-to-use. The clock-in and -out process should take only a few seconds. However, MassHealth recognizes that even the most user-friendly system requires education and training. We will provide extensive training and hands-on materials to all users.

24. *Technology: What prevents someone from entering the consumer's PIN and misusing the system?*

MyTimesheet will validate every clock-in and clock-out by running them through various criteria or “checks.” If someone other than the consumer or the consumer’s surrogate somehow learns the consumer’s PIN and enters it falsely, the system will still check other criteria, such as the service location. These services will be flagged for the consumer’s review. Consumers and surrogates will be able to review and validate PCAs’ clock-ins and -outs.

25. *Consumer: What if consumers can't remember their PIN?*

MyTimesheet will validate the consumer’s PIN for every clock-in and clock-out. If the consumer mistypes the PIN, the system will allow the consumer to retry. If the consumer cannot remember the PIN after several attempts, the system will record the clock-in and -out time, but the system will flag the service for the consumer’s or surrogate’s review during the timesheet-approval process. Additionally, consumers will have the ability to update their PIN via the website and application.

26. *Surrogates: What if consumers can't physically enter their PIN?*

MyTimesheet is being designed to be compatible with most built-in phone features, such as voiceover for the blind, hearing aids, switch control for sip/puff/joystick compatibility, TTY technology for the deaf, and others. MassHealth is also working with stakeholders to think of additional ways *MyTimesheet* could be more user-friendly.

Consumers may need to rely on surrogates to help with validating PCA services. If surrogates are physically with the consumer, they can enter the consumer’s PIN on the consumer’s behalf. If surrogates are not with the consumer during the service, they will have the ability to review and verify the *MyTimesheet* clock-in and -out information online. *MyTimesheet* will identify that the consumer was unable to enter a PIN. The surrogate should know the physical abilities of the consumer well enough to determine if this is usual or unusual.

27. *Surrogates: What if the surrogate isn't present during the service? How will the surrogate know if a service was provided?*

If the consumer has a surrogate, and the surrogate is not with the consumer during the service, the surrogate will have the ability to review and verify the *MyTimesheet* clock-in and -out information online. The surrogate should work with the consumer to determine the best way to validate these services.

28. *Co-resident PCAs: Does the PCA need to clock in and out for every task?*

Yes, Consumers and PCAs should continue scheduling services the same way they do today.

The clock-in and -out process should take less than 30 seconds, and the *MyTimesheet* system will have the capability to record a clock-in and clock-out multiple times throughout the day, depending on the service schedule.

29. Training: How will training be provided?

MassHealth will offer a wide variety of training opportunities for consumers, surrogates, and PCAs. These opportunities will include in-person, web-based, video, and paper training materials. MassHealth is working with stakeholders to develop a comprehensive communication and training plan that will serve all people affected by the change. Currently PCM agencies provide functional skills training to review service and timesheet management with consumers. Once *MyTimesheet* is implemented, paper and electronic timesheet training will be replaced with *MyTimesheet* training. Additionally, there will be a call center available to provide immediate assistance to consumers, surrogates, and PCAs.