



# Electronic Visit Verification Frequently Asked Questions

## Questions About the Change to CareAttend

### **Why are you changing from CellTrak to CareAttend?**

Starting January 1, 2025, the Centers for Medicare and Medicaid Services (CMS) is requiring Attendants to record tasks performed during their shift to ensure they align with the Participant's care plan. CellTrak does not have this feature available, which resulted in the upgrade to CareAttend.

### **What is the difference between CellTrak and CareAttend?**

CareAttend is the new EVV application that allows you to select tasks. CareAttend will replace CellTrak on January 1, 2025. December 31, 2024, is the last day we will accept time through CellTrak.

### **When will CareAttend be required to be used?**

CareAttend will replace CellTrak on January 1, 2025. All non-live-in Attendants must use CareAttend to clock in and out starting January 1, 2024. You can start using the app on October 15, 2024.

### **Can I use to CareAttend prior to January 1, 2025?**

Yes. You can download CareAttend and start submitting time on October 15, 2024.

### **Do I need to use CareAttend?**

All non-live-in Attendants must use CareAttend to clock in and out starting January 1, 2025. You can start using the app on October 15, 2024. To be compliant with the 21<sup>st</sup> Century Cures Act EVV requirements, time must be logged in real time. Time must be entered by the Attendant at the beginning and end of each shift. The Participant or their Employer of Record must use the app to approve time. Live-in Attendants are encouraged to use CareAttend, but are not required to.

### **Is tasking now required to submit time?**

It will be required starting January 1, 2025. You must select all tasks that apply to the services you provided during your shift.

### **Can I go back to using CellTrak if I don't like CareAttend?**

No. Once you submit a shift in CareAttend, you cannot use CellTrak. December 31, 2024, is the last day we will accept time through CellTrak.

### **Will there be training?**

Yes. Starting September 16, 2024, we will host weekly training on Mondays at 12pm.

**What if I am unable to make the training?**

We will have the training available on our website for you to review at your earliest convenience.

**Will there be training materials?**

Yes, all training materials are available on our [website](#).

## **Questions About Setup and Using CareAttend**

**How do I download the CareAttend app?**

We have two guides posted on the [training materials page](#) of our website. The guides walk you through the download process for both Android and iPhone.

**How do I get started with CareAttend?**

The first step is activating your DirectMyCare web portal account. Once you have completed the DirectMyCare web portal activation, you will be able to log into your CareAttend account and begin submitting time. Training materials on how to activate your DirectMyCare account on our web portal, download CareAttend, and submit time, are all available on our [website](#).

**Is my login the same with CareAttend as it was with CellTrak?**

No. Your login credentials will be different from CellTrak. You will now only have one set of login credentials for CDVA's DirectMyCare web portal and CareAttend. You will also be able to create a six-digit PIN during the registration process.

**How do I create a passcode in CareAttend?**

If you have validated your portal account, please see the CareAttend Creating a Passcode document available on the [training materials page](#) of our website.

If you haven't validated your portal account, please see the Portal Activation document available on the [training materials page](#) of our website.

**How do I select a task?**

When you are ready to clock out of your shift, you will select all the tasks performed before submitting time to your employer. Training materials on our [website](#) show you how to do this.

**If I work on December 31, 2024, and log my time in CellTrak, will my shift carry over to CareAttend?**

No. If you do not end your shift in CellTrak on December 31, 2024, it will automatically end at 11:59pm EST. Starting January 1, 2025, CellTrak will no longer be available to use. New shifts will need to be entered in CareAttend.



**Do I really have to enter my time at the start and stop of each shift?**

Yes. To be compliant with the 21st century Cures Act EVV requirements, time must be captured in real time at the beginning and end of each shift.

**Can I start my shift in the community?**

Yes, you can start the shift in the community when you are using the mobile app, which is the preferred and most flexible EVV method. Services can begin in the home or community just like they are started in the community now. Again, the mobile app must be used in these situations.

**What do I do if I am not able to get the Attendant or EOR's signature on the mobile app at the end of the shift?**

You will need to push 'no' on the mobile app that you are not able to get the Attendant/EOR signature. The time will then be sent to CDVA's DirectMyCare web portal and the EOR will need to review and approve the time on the web portal.

**I don't have internet, or a smart phone/tablet. How do I submit time?**

Time can be submitted using the CareAttend IVR using the consumer's landline phone. The CareAttend IVR is considered the alternative method for EVV. Shifts will need to be approved by the EOR through the IVR or CDVA's DirectMyCare web portal. If you are unable to use the CareAttend IVR, you need to enter the shift on the web portal and submit it to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the web portal by the Attendant is NOT EVV compliant. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the program.

**The Attendant forgot to clock in/clock out on the mobile app or the IVR. What should the Attendant do?**

The Attendant needs to make an adjustment to the shift on the CDVA DirectMyCare web portal and submit it to the EOR. The EOR will need to review and approve the time on the web portal. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

**The mobile app was not working when I started or ended the shift. What should I do?**

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**The Attendant clocked in/out at the wrong time. How do I correct it?**

The Attendant needs to start/stop the shift like normal when they are able. The Attendant needs to make an adjustment to the shift on the CDVA DirectMyCare web portal and submit it to the EOR. The EOR will need to review and approve the time on the web portal . This type of time submission must go through an exception process. Time submitted manually on the eeb portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the program.