

## CDC+ EVV Frequently Asked Questions

*(also see our [Having Trouble Logging In?](#) link for additional information)*

### **I didn't get an EVV credential letter from Mains'l. Or, I lost my letter. How can I get my EVV log in information?**

Mains'l sends letters via USPS using the addresses we have on file for providers, representatives and consultants. Please ensure CDC+ has correct address information for all providers and representatives.

While we can email copies of the letters to your consultant, we do not send them through USPS again. Please contact [cdc.evv@apdcares.org](mailto:cdc.evv@apdcares.org) with details about what credentials are still needed. We will email necessary information to your consultant to pass along to you.

Note: we do not provide usernames or passwords over the phone. All EVV information besides the initial letters will be sent to the consultant.

### **My provider forgot their password or IVR PIN. What do I do?**

Representatives can reset provider passwords and PINs when they log in to [apd.mainsl.com](http://apd.mainsl.com). Click on Open to the left of the provider's name to access options to change to password or PIN.

Note: Representatives will need to contact [cdc.evv@apdcares.org](mailto:cdc.evv@apdcares.org) for assistance with resetting their passwords.

### **My provider hasn't received their EVV information yet even though they're approved on the Purchasing Plan. Can they start working?**

Absolutely. Providers may begin working as soon as they are approved to provide services on the consumer's CDC+ Purchasing Plan.

There's no need for them to wait until they have their EVV credentials before starting services. But they should start using EVV as soon as possible. The representative may add visits manually until the provider receives their credentials.

### **My provider can log in OK but can't start a shift. What do I do?**

You'll need to send an email to [cdc.evv@apdcares.org](mailto:cdc.evv@apdcares.org) with a full description of the problem, including the consumer ID # and the initials or provider ID of the provider having the problem. When possible, a screenshot of the error should be included. Be sure to encrypt your emails.

They can still begin providing services for their shift. You can add the shift manually though [apd.mainsl.com](http://apd.mainsl.com).

**I forgot to approve shifts this week on the web application, [apd.mainsl.com](http://apd.mainsl.com). Will my providers be paid?**

Yes. EVV is not a payroll system. Representatives continue to submit payroll claims business as usual. They will see a Visit Log in the payroll system where exported visits will appear.

NOTE: Representatives should continue with online timesheet or invoice payroll submissions even though the Visit Log may not appear up to date.

**After my provider downloads the EVV application, do they need to select “Register as a new user?”**

No. There’s no need for the provider to select this. Their EVV profile has already been created by Mains’l. They will proceed with the username we sent them and their password that we sent to you.

**My provider starts their shift when they pick up the consumer at ADT and not at the consumer’s home. Is that OK?**

Yes. Providers will start and finish their shifts wherever they normally begin and end their shifts even if that is not at the consumer’s home.

EVV is not meant to restrict where or when services are being performed. It simply captures the time and GPS location of the start and end of the shift.

**Will the application work over wi-fi? My provider is afraid EVV will use a lot of their mobile data.**

Definitely. We encourage providers to use wi-fi as much as possible for EVV purposes.

However, if wi-fi is not available, EVV will need to use the provider’s mobile data only for log in, when the shift is started and when the provider logs in again to finish their shift. Mobile data is **not** being used between the beginning of the shift and when the provider logs in to finish their shift.

**Will the EVV application track my provider throughout their shift using their devices GPS location services?**

No. The EVV application captures the provider's GPS location when a shift begins but not again until the provider logs in to finish their shift. No location information is taken in between start and finish.

**One of my providers forgot to start their shift until they had been working for an hour. What do I do?**

It's OK. Accidents happen. The representative can adjustment shift information at [apd.mainsl.com](http://apd.mainsl.com).

**What's the Company code?**

The Company code is Apd (capital A, lower case pd) for the downloaded provider application. For the IVR the code is 273.

**My provider got a letter, but he's a live-in provider so doesn't need to use EVV. What do I do?**

Live-in status is based on the information you provided to CDC+ in the employee's provider packet when they were hired. The live-in selection is on the Employee Information Form for DHEs and on the Vendor Information Form for ICs.

Please see page 56 of the How-to Guide for helping you choose live-in status based on Department of Labor criteria. CDC+ staff cannot provide advice on choosing this status.

If you need to change this status, please complete and have your consultant send the appropriate corrected form (Employee Information form for DHEs or Vendor Information form for ICs) to [apd.cdc.documents@apdcares.com](mailto:apd.cdc.documents@apdcares.com).

If the employee's address has changed, you will need to use the Change of Address form which also includes a place to indicate live-in status. Remember, we'll need a new tax forms included with address changes.

**What's the difference between Approve and Verify?**

A *verified* visit is one for which the service type, begin time and end time are all correct and no modifications are needed and thus can be verified by the representative as being true and correct. Once verified, a shift may be "unverified" for adjustments to be made if necessary.

An *approved* visit is one where changes are needed to reflect the shift more accurately than the information captured by the application. The start time or end time or even the service type can be

changed to correct mistakes. Because alternations were made the shift can't be verified but can be approved.

**What does Exported mean?**

In relation the EVV, Exported means that approved shift information was retrieved by. Or that the approved or verified shift information was "exported" from the web application and placed in the Visit Log.