



SWEET HOMES HEALTHCARE LLC

EVV FAQs

Question: What system will we be using?

You will want to either use telephony or download our AxisCare app. Both options are GPS tracked to your designated work location. You must be at the designated work location when clocking in/out.

Question: If I forget to clock in/out, will I get paid?

No. Since this is replacing your physical timesheets, the basis of your payroll will be on the hours you are assigned to work and how you clock in, clock out, complete ADLs and collect the caregiver and client signatures in the EVV system (AxisCare).

Question: What if my client won't let me use their phone?

We recommend logging into AxisCare with your mobile phone's web browser.

If your only option is to clock in and out with a telephone call, the caregiver can use their mobile phone to call our EVV system (AxisCare) to clock in and out. Instructions for this process can be provided to caregivers upon request.

Question: What happens if AxisCare is down?

Call Sweet Homes Healthcare LLC so that we can verify the problem. Once the problem is verified, we will be sure to document it and offer alternate solutions for our caregivers to remain in compliance with our EVV system (AxisCare).

Question: What if I remember to clock-in but forgot to clock-out?

Caregivers should complete the clock-in/out process on a regular and consistent basis to remain in compliance with our EVV regulations. Call Sweet Homes Healthcare LLC immediately so that we can offer alternate solutions.

Question: Why can't physical timesheets be used anymore?

The state will be pulling our EVV data as the basis of billing and payroll, which is why timesheets are being replaced. It also reduces fraud and ensures services are being rendered and completed within the program.

Question: What if I clock-in and clock-out but not for the times I have scheduled?

Caregivers are permitted to clock in up to 15 minutes before or after the scheduled time.

Caregivers are also permitted to clock out up to 15 minutes before or after the scheduled time.

Caregivers cannot clock in and/or out for scheduled visits that are outside of the times permitted.

Question: What is the purpose of EVV?

EVV systems are designed to help home care agencies improve the accuracy and efficiency of their record-keeping, reducing fraud and abuse, and ensure that clients receive the care they need in a timely and consistent manner.

Question: Will I be trained to use it?

Yes. In fact, our EVV system provides guided tutorials and hands on help directly in the app—Just follow the guided tutorial that pops up in the AxisCare app. Our company also provides a physical form that explains the basics of our AxisCare app and how to use it.

Question: Who do I contact if I have any questions on my clock in and clock out?

Field Supervisor – Shakira Carwell

Field Supervisor – Karlyne Hammett

Operations Supervisor – Ms. Mariah