



Electronic Documentation Policy

Effective 7/15/24

It is an expectation for continued employment that:

1. All time, mileage and service documentation be completed daily (per Medicaid/OPWDD requirements).
2. All submissions be Electronic Visit Verification compliant (per Medicaid/OPWDD requirements).

If you are unable to comply with EVV requirements for any shift, you must contact the Training and Support Specialist department within 24 hours of the shift or report an issue within the eVero system. The Training and Support Specialist department can be contacted by emailing TSS@advocatesincorporated.org. If you do not contact the Training and Support Specialist department or report an issue within the eVero system within 24 hours of the shift, the shift is subject to the Electronic Document Policy regardless of the issue (including internet/technology issues).

All entries submitted for a prior pay period are subject to the Electronic Documentation Policy.

**The following steps will be taken
when time/mileage/service documentation is submitted late
or when submission is not compliant with Electronic Visit Verification requirements
(for each pay period within a calendar year):**

First/Second time requiring TSS to document in eVero on behalf of the employee due to:

Employee submitting late time/mileage/service documentation (non-compliant with Medicaid/OPWDD requirements)

or

Employee submitting without Electronic Visit Verification (non-compliant with Medicaid/OPWDD EVV requirements)

- Employee will need to participate in a retraining with Training and Support Specialist department (TSS).
- Employee will sign off on PandaDoc timesheet/service documentation through email. Once PandaDoc timesheet/service documentation is signed and returned by employee, the employee's time/service documentation will be entered into eVero by TSS.
- Late mileage will not be paid.

Third time requiring TSS to document in eVero on behalf of the employee due to:

Employee submitting late time/mileage/service documentation (non-compliant with Medicaid/OPWDD requirements)

or

Employee submitting without Electronic Visit Verification (non-compliant with Medicaid/OPWDD EVV requirements)

- Employee will be assigned an online retraining on EVV through Relias and will complete a required test.
- Employee will sign off on PandaDoc timesheet/service documentation through email. The employee's time/service documentation will then be entered into eVero by TSS.
- Late mileage will not be paid.
- Employee will receive a written warning

- Each person that the employee supports/designee and their agency supervisor will receive a copy of the written warning.

Fourth time requiring TSS to document in eVero on behalf of the employee due to:

Employee submitting late time/mileage/service documentation (non-compliant with Medicaid requirements)

or

Employee submitting without Electronic Visit Verification (non-compliant with Medicaid EVV requirements)

- Employee will be assigned a final online retraining on EVV through Relias and will complete a required test. Employee will sign off on PandaDoc timesheet/service documentation through email. The employee's time/service documentation will then be entered into eVero by TSS.
- Late mileage will not be paid.
- Each person that the employee supports/designee(s) and their agency supervisor will be notified.

Fifth/Sixth time requiring TSS to document in eVero on behalf of the employee due to:

Employee submitting late time/mileage/service documentation (non-compliant with Medicaid requirements)

or

Employee submitting without Electronic Visit Verification (non-compliant with Medicaid EVV requirements)

- Employee will be suspended for three days without pay and will be required to complete a retraining with Human Resources and/or TSS.
- Mentor will sign off on PandaDoc timesheet/service documentation through email. The employee's time/service documentation will then be entered into eVero. Failure to sign off on the PandaDoc timesheet/service documentation will result in continued suspension without pay.
- Late mileage will not be paid.
- Each person that the employee supports/designee(s) and their agency supervisor will be notified.

Seventh time requiring TSS to document in eVero on behalf of the employee due to:

Employee submitting late time/mileage/service documentation (non-compliant with Medicaid requirements)

or

Employee submitting without Electronic Visit Verification (non-compliant with Medicaid EVV requirements)

- Employee will be terminated from employment with Advocates. Each person that the employee supports/designee(s) and their agency supervisor will be notified.
- Employee will not be eligible for rehire for a minimum period of 6 months.
- Mentor will sign off on PandaDoc timesheet/service documentation through email. The employee's time/service documentation will then be entered into eVero. Failure to sign off on the PandaDoc timesheet/service documentation will result in the employee being ineligible for rehire for an indefinite period.
- Late mileage will not be paid.

Employees must work on and document on a goal for every shift worked during Community Habilitation time. If you do not document on a goal in eVero, the shift will be paid at the agency's indirect pay rate/minimum wage.

Please reach out to TSS with any questions, we are here to help!

TSS@advocatesincorporated.org

315-469-9931