

ACES\$ Illinois

EVV Shifts: What's Valid and What's an Exception



How Shifts Are Valid

- Clock in and out in real time (live) using the CareAttend app. Do not make edits while clocking out.
- If not using the CareAttend app, clock in and out in real time (live) using the IVR phone system from the Consumer's landline phone (a home phone, not a mobile phone).

How Shifts Become Exceptions

- Editing a shift in the CareAttend app while clocking out.
- Editing or entering shifts in the ACES\$ Online Portal.
- Using a mobile phone to call the IVR system.

Quick Tips

What Is a Valid Shift?

A valid shift contains:

- Consumer name
- Employee name
- Service type
- Service location
- Date of service
- Shift start and end time

What Is an Exception Shift?

An exception shift is when any of the details listed above are missing or edited. These shifts don't follow EVV rules.



DO

To ensure there are no EVV exceptions:

- Do use valid ways to enter time (CareAttend app or IVR).
- Do use a landline (home phone) if using IVR.
- Do in real time (live) clock in when starting a shift and clock out when ending a shift.
- If GPS struggles to send due to device connectivity, do open the app 5 minutes before clock in and wait 10 minutes after clock out before quitting the app.



DON'T

To prevent EVV exceptions:

- Don't edit shifts unless necessary.
- Don't call the EVV IVR system from a mobile phone.
- Don't forget to clock in or clock out, because forgetting causes a need for edits.
- Don't enter shifts directly into the ACES\$ Online portal.

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EVV: Exception Outreach Process



Strike 1:

Initial Violation
6+ exceptions
between days 1–30



Reminder Sent

ACES\$ emails
Employer, PSW and SDA (if applicable).
If email fails, ACES\$ will call.

ACES\$ suggests retraining
and
explains the exception rules.

Strike 2:

Continued Noncompliance
6+ exceptions
between days 31–60

Strike 3:

Extended Noncompliance
Have 6+ exceptions
between days 1–30,
6+ exceptions
between days 31–60
and 6+ exceptions
between days 61–90



Mandatory Action Required

ACES\$ emails Employer, PSW and SDA
(if applicable) mandatory training notice.
Employer/PSW must complete quiz
within one month.

Pass: ACES\$ emails/calls confirming.
Fail: Payment holds begin.
See “DDD Intervention.”
Not completed: Payment holds begin.
See “DDD Intervention.”

Not Completed / Failed Quiz

**Non-compliance
over 1 year**



DDD Intervention

ACES\$ sends outreach history to DDD.

ISC and DDD work to
transition the Consumer
out of self-direction, if needed.

