

Caregiver FAQs

1. General EVV Information

- EVV (Electronic Visit Verification) is a system required by DHS to electronically record caregiver services, ensuring accuracy and compliance with state laws.
- EVV captures the type of service performed, who received the service, date of service, location of service delivered, who provided the service, and when the service begins and ends.
- DHS mandates that all agencies including Hmong Home Health Care use EVV to ensure compliance with Medicaid-funded services.
- EVV helps improve accuracy and efficiency while ensuring caregivers are paid on time.
- Required by State Law: Minnesota Statute 256B.073 mandates use of EVV system for all personal care and home health services.
- By April 27th, 2026, all caregivers will be required to use EVV; paper timecards will no longer be accepted.

2. AlayaCare App Information

- The app can be downloaded from the Apple App Store or Google Play Store.



- Wi-Fi or mobile data is required to clock in and out of the app. If Wi-Fi or data are unavailable at the client's home, contact the office for an alternative solution.
- If the app is not working
 - Close the app and try again
 - If the app continues to not work and you have a visit, fill out a Daily Timesheet to record your time.
 - Contact us if the issue persists.

3. User Access/Login information

- If you are a new caregiver, you will be set up with access to the AlayaCare app to start using EVV at the time of onboarding.
- If you are a current caregiver not yet on EVV, a representative from Hmong Home Health Care will reach out with user information by April 1st, 2026.
- To login
 - i. Enter your email and password.
 - ii. Server name: hh-hc.alayacare.com
- Passwords are provided at time of setup. If it is forgotten, it can be reset through the app or by contacting the office for assistance.

4. Clocking In/Out of a visit using the App

- To clock in/out of a visit, open the app, select the client schedule you are working to populate the visit details, then click "Clock In". If clocking out, select "Clock Out".
Reference the App Guide or video guide for full instructions.
- Clocking in early – once the full duration of the visit is worked, clock out at the appropriate time. Note, your shift cannot be worked during another caregiver's shift for the same client. If your schedule has changed, please contact our office for a schedule update.

5. Missed Clock ins/outs or Visits

- Missed clocking in/out of a visit
 - i. Clock in/out of the visit and leave a note including the time of your visit. Your Timecard Analyst will update your visit with the time noted.
 - ii. Or fill out a Daily Time Sheet and submit via the AlayaCare App. *See Daily Time Sheet Instructions under Frequently Asked Questions.*
- Missed Visits
 - i. If the visit was worked, submit a Daily Time Sheet. *See Daily Time Sheet Instructions under Frequently Asked Questions.*
 - ii. Missed a visit, can the hours be made up?
 1. Contact our office for more information.

6. Schedules

- To check your schedule, after logging in, your current visit will display. Swipe right to see previous schedules and left for future schedules. *Reference the App Guide or video guide for full instructions.*
- To change your schedule, contact our office to adjust your schedule.
- If your schedule is missing, please contact our office.
- If you worked more or less than the approved scheduled duration for the week, contact our office for assistance.
- Overlapping schedules – as of March 2026, we have moved to a single schedule and no longer overlap caregiver schedules.
- Working outside of your schedule is discouraged. If a schedule change is needed, please contact our office.
- If your IADLs are missing from the schedule, please contact our office to assist.

7. Forms

- To submit a form, select a visit, then the care card, select “Forms”, then select the form needed. Once selected, select the blue plus sign, fill out the form, and submit.
- To review forms in draft, select a visit, then the care card, select “Forms”, then select “Form Drafts” to review the forms in draft.
- To review submitted forms, select a visit, then the care card, select “Forms”, then “Form History”.

8. Location Tracking

- Capturing your location during clock in/out is a required state mandate which requires your device to have location on while using the app.
- The app only records your location when you clock in and out. It does not track your movements outside of this.
- To turn on your location settings for your device, please see your device manual to assist with adjusting your location settings.
- If you clock in/out or provide services outside of the client’s location, leave a note with details of the situation when clocking in/out.

9. Required Signatures

- If a client signature or caregiver signature is missing from the visit, please submit a Daily Timesheet. *See Daily Time Sheet Instructions under Frequently Asked Questions.*

10. General Questions/Concerns

- Will I lose hours if there are mistakes in my punches?
 - i. No, if you report any errors promptly. We will work with you to resolve any issues to ensure you are paid accurately. If you find your hours are short, please contact our office.

- What support is available if I struggle with EVV?
 - i. We offer one-on-one assistance, guides, videos, and ongoing office support to help you succeed. Contact our office and speak with any of our Timecard Operations Analysts for assistance.
- What happens if I do not use EVV?
 - i. DHS requires compliance with EVV for all caregivers. It's important to transition to ensure you can continue working with us as a caregiver. Every agency in the state of Minnesota is required to use EVV. Please contact our office with any questions or concerns.
- Will I ever need a paper timecard?
 - i. We encourage you to use a paper timecard as a recording tool for yourself, however we are stepping away from paper timecards with EVV as the replacement.