

## FREQUENTLY ASKED QUESTIONS - KANTIME IMPLEMENTATION

Libertana has partnered with Kantime to help meet the Federal and State requirements for Electronic Visit Verification (EVV). Additionally, Kantime is a more robust software system to support our Extended Care Department. We need to make this change as our current vendor, MyUnity, does not offer EVV.

Q1: Will Paper timecards be eliminated?

A1: YES. The federal and state governments mandate all agencies and care providers to use EVV to capture time-in, time-out and geolocation. The mandate is meant to ensure all services can be validated to exact timing and location.

Q2: How do I register?

A2: Previously, we sent out multiple communications to help establish your Kantime account. First, go to <https://hh.kantimehealth.net/Z1/UI/Common/Login.aspx>. Your username will be your [firstname.lastname@libertana](mailto:firstname.lastname@libertana) (no .com). Your password is welcome123. The system will ask you to create a new password upon registration. Please keep track of your new password.

Q3: Will I use this website to track my time?

A3: Yes, you will use the website daily to capture your clock-in/clock-out and complete your required daily notes. All notes must be entered and completed before you clock-out daily. Uncompleted notes will result in errors that may impact payroll and require more effort from you to complete the note after the fact.

Q4: What is Kantime Ice?

A4: Kantime Ice is a tablet/laptop application that can be used when there isn't an internet connection. Documentation, clock-in, clock-out will still work but the App will need to be synced when the tablet/laptop is connected to Wi-Fi once again. It is rare you will use Kantime ICE as you can rely on the company issued laptop to complete your daily time records and notes.

Q5: How do I reset my password?

A5: Passwords need to be reset on the website - <https://hh.kantimehealth.net/Z1/UI/Common/Login.aspx>. There is a 'Forgot Password' link in the Login section of this page. For further assistance, email [kantime@libertana.com](mailto:kantime@libertana.com)

Q6: When will I be trained on Kantime?

A6: Training schedules will be released in late August 2023. Most trainings will take place in September 2023. You will be provided to access on Kantime University – the training platform. Additionally, we will schedule online (and in-person meetings if necessary) to help you learn Kantime. Total training time may take 30-40 minutes as the system is easy to use.

Q7: After I begin using Kantime, what happens if I forget to clock in or out on time?

A7: Mistakes happen, but you should email [extended@libertana.com](mailto:extended@libertana.com) to notify the staff immediately. If clock-in/clock-out errors continue, it may cause problems for both the employee and the agency with the federal and state compliance standards. And, it could lead to payroll problems. Our goal is to ensure proper payroll and compliance for all employees.

Q8: What are the timelines for moving to Kantime

A8: We expect all employees to be registered and trained on Kantime by the end of September. So, the plan is for all employees to use Kantime for reporting hours to comply with EVV requirements in October 2023.

Q9: What if I haven't turned in timecards for services before September yet?

A9: You should use paper timecards and submit all old hours as soon as possible. With EVV and paper timecards going away, there cannot be old hours submitted. Everything will need to be documented on the day services are provided in Kantime Mobile.

Q10: What if I qualify as exempt from EVV?

A10: California has yet to release a list of approved individuals who are EVV exempt, so we need to ensure compliance. Furthermore, moving to Kantime offers many advantages for employees and the agency. So, using Kantime daily to clock-in, clock-out and complete notes will be required as it helps achieve many additional goals.

Do you have additional questions, email [kantime@libertana.com](mailto:kantime@libertana.com)