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 Respite Care Department. We need to make this change as our current vendor, Procura, is ending their program as of January 1, 2024.

Q1: Will Paper timecard 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. This website is accessible via computer, laptop, tablet or smart phone. Your username will be your 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: No, the next step is to download the Kantime Mobile App on your cellular phone. Use your same username and new password to log-in. You will receive further instructions after your clients are assigned to you and visible on the Mobile App.

Q4: Does Libertana provide a stipend for use of my cellular device?
A4: Yes, these are paid once per month.

Q5: When I try to download the App, it says 'Payment Required'. What should I do?
A5: The Kantime Mobile App does not cost anything or require payment. You may be receiving this message because your App Store doesn't find a payment method store on your phone. Most phones require this for buying apps.

Q6: How do I reset my password?
A6: 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

Q7: When will I be trained on Kantime?
A7: Training schedules will be released in late August 2023. Most trainings will take place
in September 2023.

Q8: After I begin using Kantime, what happens if I forget to clock in or out on time?
A8: Mistakes happen, but you should email respitezendesk@libertana.com or call to
notify the staff at 818-902-5000 x1422 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.

Q9: How do I make sure that my phone is properly reporting my clock-in/clock out
location?
A9: On your phone, make sure the 'Location Services' is on. If 'location services' is
turned off, the geolocation requirement of EVV cannot be met.

Q10: What are the timelines for moving to Kantime
A10: 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 Mobile for reporting hours to
comply with EVV requirements in October 2023.

Q11: What if I haven't turned in timecards for services before September yet?
A11: 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.

Do you have additional questions, email kantime@libertana.com