



Client EVV Communication - CarePortal

Greetings,

Beginning on 3/16/23, LKiChoice has adopted the use of CareTime for scheduling and reporting time for the care that you receive instead of Sandata.

With the CareTime CarePortal you will be able to manage the care you receive and view all recorded shifts by your caregivers. CarePortal provides you with the following benefits:

1. Ability to create schedules for your caregivers.
2. Grant access to family members or care managers to view and manage schedules.
3. See any notes or care information recorded by a caregiver during a shift.
4. Ability to chat directly with your agency on any questions.
5. **Edit and approve timecards.**

As we transition to CareTime, see below some common FAQs on how to prepare for this change and how to set up and use CarePortal.

FAQs:

Q: Sounds great! How do I prepare for the 3/16/23 change?

A: It's simple! Go to <https://careportal.caretimeapp.com/> to register for your CarePortal account today. Once you've completed registration you will be able to log in and begin to create schedules and manage your care. Check out the registration and instruction guides on the website lkichoice.com.

Q: Does my caregiver have to do anything different?

A: Yes, your caregiver will have to download and use the CareTime mobile app to view the schedule you created and to clock in and out to record visits. Your caregiver has been sent communication about this.

Q: Who do I call with questions on CarePortal registration?

A: Please follow up with LKiChoice. We will be able to assist with registration. If you have questions on creating schedules or adding family members to view information, please see lkichoice.com website.

Please contact:

Email: evv@lkichoice.com

Phone: 608-326-0434

or

CareTime at support@caretime.net or Phone: 888-400-5048.