

Alpine Homecare, LLC – NEW EVV SYSTEM

IMPORTANT! – PLEASE READ CAREFULLY! – SERIOUSLY – DON'T IGNORE THIS MESSAGE!

Dear Alpine Caregivers,

We have some exciting news! **On Saturday, April 4, 2026**, Alpine will be switching to a new and improved EVV (Electronic Visit Verification) system called **AlayaCare**. We believe this upgrade will make your work easier and more streamlined. Please read the information below carefully so you know exactly what to expect.

What does that mean for Caregivers:

1. **If you are a Live-in caregiver:** **No changes.** Just continue to do what you are doing. However, at a later stage you might notice a different look of our timesheets and you will also be able to fill out these new timesheets online (optional) and get them signed later by the client and yourself.
2. **If you are a telephony user:** Starting **Saturday, April 4th, 2026** you will start dialing Alpine's **new telephony number: 720 223 1375** to clock in/out. During the clock-out process for telephony you will now be able to check off the service tasks you performed during the visit and they will automatically fill out a timesheet that can later be signed by the client and yourself (**Option 1**). If you do not want to check off service tasks during the clock out process (**Option 2**), you can simply hang up after your clock out has been recorded and continue to fill out a paper timesheet by hand as before.
3. **If you are a mobile app user:** Go to the Apple App Store or Google Play Store, depending on your phone, or scan the QR-code below and download the AlayaCare App:

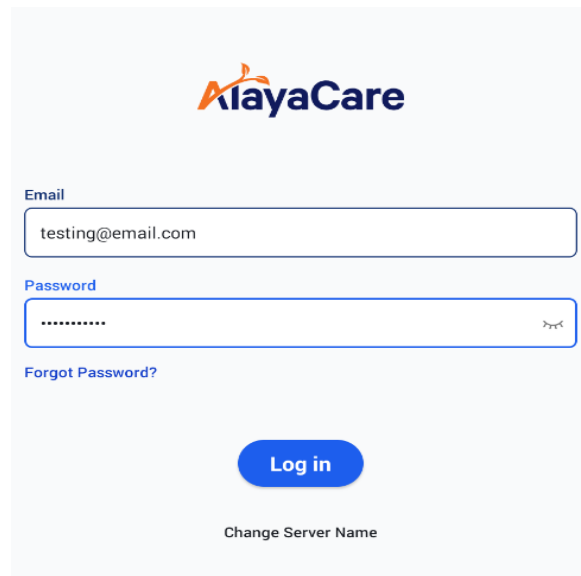
To download the app, search with the keywords "AlayaCare", or scan the QR codes below.

Android

iOS



- a) Once downloaded, you will be prompted to enter your Server name:
alpine.alayacare.com (You will only need to enter this once upon your first initial login)
- b) Enter your email address (as on record with Alpine) and click Forgot Password, to set up a new password. If you are not sure what these details are, please reach out to Alpine at 303 309 6202.



- c) Once you are logged in, you will be able to clock in/out and check off service tasks and collect a client's signature with the mobile app. You will not need to fill out a separate paper timesheet.

Please note that if you use the OLD telephony number or the OLD mobile app after April 3, 2026, your clock-in/out will NOT BE RECORDED, even if you receive system confirmation.

Additionally, Alpine strongly recommends that all caregivers download the AlayaCare App, even if they are not using it for Clocking in/out, since Alpine is going to be using the app for caregiver communications, shift offers and the signing and filling out of caregiver-related forms.

Questions? We Are Here to Help!

If you have any questions or run into trouble downloading or setting up the app, please do not hesitate to reach out. We want to make this transition as smooth as possible for everyone!

Call Alpine Homecare: 303-309-6202

Thank you for all that you do. We appreciate each and every one of you!

The Alpine Homecare Team