State of Vermont   *Agency of Human Services*
Department of Vermont Health Access
280 State Drive, NOB 1 South. Waterbury, VT, 05671

To: «Employee_Name»
              «Employee_Address»
              «City1_», «state/zip1»

Date: May 15th, 2022

Re: Electronic Visit Verification Compliance

IMPORTANT NOTICE

Our records show that you are not using Electronic Visit Verification (EVV) to record the home-based personal care services you provide for «Employer_Name». Starting July 1st, 2022, timesheets without matching EVV data cannot be processed for payment.

TIMESHEETS AND THE EVV PORTAL

Beginning July 1st, 2022, ARIS will contact your employer if your timesheet has missing or incorrect EVV data.   ARIS cannot process your timesheet until the correct EVV data is added. To avoid any delay in payment begin using EVV today.

Visits on your timesheet must have matching EVV data in the EVV Portal. If EVV data is missing or incorrect, your employer will be able to make changes manually. Timesheets without any EVV data can be changed for a short period of time. You must use EVV at the time a service is provided because adding EVV data after the visit will not be allowed in the future.

WHERE CAN I GET MORE INFORMATION AND TRAINING?

Click the "Electronic Visit Verification" icon at www.arissolutions.org to find training resources for Care Providers and Employers. Resources include an online video library, user manuals, and quick reference guides. A smart device with an EVV app can be used to record visit start and end times. Another option is using a landline telephone, this is called Telephone Visit Verification (TVV).

You can start using EVV today with the TVV Quick Reference Guide that is included with this notice and the following Employee and Client Santrax Numbers.

        Employee Santrax Number: «employee_internal_number»
        Client Santrax Number: «consumer_internal_number»

WHO DO I CONTACT WITH QUESTIONS?

ARIS Solutions has a dedicated EVV Support Team available Monday- Friday from 9am-5pm.
Call 1-800-798-1658, option 2 or email evv@arissolutions.org