

To: «Employer_Name»
«Employer_Address»
«City1_», «state/zip1»

Date: April 27th, 2022

Re: New Timesheet Requirement: Electronic Visit Verification (EVV)

IMPORTANT NOTICE

STARTING JULY 1ST 2022, TIMESHEETS WITHOUT MATCHING EVV DATA CANNOT BE PROCESSED FOR PAYMENT.

This notice applies to all programs that require EVV. There is no change to the EVV exemptions (Live-In/Community Based Services).

TIMESHEETS AND THE EVV PORTAL

Beginning July 1st, 2022, ARIS will contact you if a timesheet has missing or incorrect EVV data. ARIS cannot process your Care Provider's timesheet until the correct EVV data is added. If ARIS does not hear from you within 5 business days, the timesheet will be returned to you. To avoid any delay in paying your Care Provider, you both need to begin using EVV today.

Visits on each timesheet must have matching EVV data in the EVV Portal. If EVV data is missing or incorrect, you will be able to make changes manually. Timesheets without any EVV data can be changed for a short period of time. Your Care Provider must begin using EVV at the time service is provided because adding EVV data after the visit will not be allowed in the future. If you are EVV Exempt, you must start using EVV only if your exemption status changes.

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).

WHO DO I CONTACT WITH QUESTIONS?

ARIS Solutions has a dedicated EVV Support Team available Monday- Friday from 8am-4pm. Call 1-800-798-1658, option 2 or email evv@arissolutions.org

