



EVV FREQUENTLY ASKED QUESTIONS

**A Quick Guide to Understanding
Electronic Visit Verification in Vermont**

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What Is EVV?

"Electronic Visit Verification" (EVV for short) is a telephone and computer-based system that verifies when services are provided to Medicaid members who get certain Home & Community Based Services (HCBS).

Why is Vermont implementing EVV?

This is a requirement of a federal law called the 21st Century CURES Act. All states must have EVV systems for workers who provide certain in-home Medicaid services.

What is the purpose of EVV?

The purpose of EVV is to ensure:

- The correct services are provided at the right location.
- The services are recorded accurately.
- Services that are not provided are not submitted for payment.
- Compliance with the 21st Century Cures Act.

When will we have to start using EVV?

Personal care services must use EVV by January 1, 2021. Home Health Services will have to use EVV by 2023.

What programs will require EVV?

The programs managed by ARIS Solutions that must use EVV for personal care are:

- Children's Personal Care.
- Choices for Care (including Flexible Choices & Moderate Needs Group).
- Attendant Services Program.
- Traumatic Brain Injury Program.

What programs will not require EVV?

EVV is not required for durable medical equipment, or other programs and services provided by home health agencies such as high-tech nursing, hospice, or palliative care services. The Support and Services at Home (SASH) program does not require EVV.

What if my care provider lives in the home with me?

Even if you are in a program that requires EVV, EVV is not required when the care provider lives in the home with the care recipient.

Are there times when EVV is not required?

Even if you are in a program that requires EVV, EVV is not required when services are provided entirely outside the home.

Is EVV required when care occurs outside the care recipient's home?

EVV is not required for care that occurs entirely outside the care recipient's home such as the community. Care provided outside of the care recipient's home, such as your residence, would represent a community-based visit and not require EVV.

Is EVV required when care occurs both in the care recipient's home and in the community?

It is recognized that care might start or end in the community, such as picking up a prescription at a pharmacy. EVV is required if care services are provided in the care recipient's home but start or end in the community.

What Home Health Services will require EVV?

The CURES Act mandate of EVV will apply to the following home health services provided by a home health agency in 2023:

- Nursing services provided on a part-time or intermittent basis.
- Home health aide services.
- Physical therapy, occupational therapy, and speech pathology and audiology services.

How does EVV work?

Electronic Visit Verification (EVV) is a telephone and computer-based system that records information about services provided. In accordance with the Cures Act, the Vermont Medicaid EVV system will collect the following information:

- the person receiving the service.
- the person providing the service.
- the date of the service.
- the time the service starts and ends.
- the location of the service.
- the type of service.

What do they mean by “electronic?”

When talking about EVV, “electronic” means using an electronic device to record the date, time and place the care provider provides services to a care recipient. The most common devices are smartphones, tablets, and computers.

What do they mean by “verification”?

When talking about EVV, “verification” means using technology to record specific visit information when a service begins and ends. This information includes the date, time, location, and type of service provided as well as the person providing and receiving service.

What about my privacy?

EVV systems are designed to protect your privacy and only verifies the care provider’s location at check in and check out only.

Who uses EVV?

Both the care provider and care recipient use EVV, however they will each use it differently. The care provider uses a Mobile Application (Mobile Connect) or Touch-Tone Telephone (TVV) to record the services they provide to the care recipient. Both the care provider, care recipient or their representative will use an online EVV Portal to review and correct EVV data.

How is EVV data transferred?

The EVV mobile app transfers visit information by a data or wi-fi connection. EVV can still be used if there is no data or wi-fi connection, visit information is transmitted from the device later once a data or wi-fi connection is available.

What is TVV?

Telephonic Visit Verification (TVV) is when a care provider uses the care recipient's home landline telephone to call at the beginning and end of each individual visit. Toll-free numbers will be provided and made available 24/7. A regular cell phone, such as a flip phone, will not work with TVV.

Information for Care Providers/Employees

Care Providers will use a Mobile Application (Mobile Connect) or Touch-Tone Telephone (TVV) to record visit information. They will also access an EVV Portal to review their visit details and make corrections as needed. The way in which you provide care will not change.

How do I get the EVV Mobile Connect App?

The EVV Mobile Connect App is available free of charge for iOS and Android and can be downloaded onto any smart device such as a smartphone or tablet.

How do I use the EVV Mobile App?

The care provider selects the care recipient and selects a service from a drop-down list. Start and end time are verified with GPS to the care recipients addresses at check in and check out only. Visit notes can be added prior to visit end. The EVV mobile app works even when there is no cell or Wi-Fi connection.

Is EVV Mobile Connect ADA Accessible?

Yes – the EVV Mobile Connect app is ADA 508 and HIPAA compliant. Languages other than English are also available.

How much data does the EVV Mobile Connect use?

The amount of data used by the app is like that of an average text message.

How do I use EVV when I do not have a smart device?

EVV does not require a smart device. Telephonic Visit Verification (TVV) is when a care provider uses the care recipient's home telephone to call at the beginning and end of each individual visit. Toll-free numbers will be provided and made available 24/7.

What if there is no data or wi-fi service during the visit?

The EVV mobile app will work even when there is no data or wi-fi connection. Visit information is transmitted from the device later once a data or wi-fi connection is available. The care provider can also use the care recipient's home telephone to log the visit with TVV.

What is the difference between a "smartphone" and "cell phone"?

A smartphone is a mobile phone that performs many of the functions of a computer, typically having a touch screen, internet access and can download applications. A cell phone has at least the same functions as a wired landline but is smaller and more mobile. A cell phone will not work with TVV. A smart phone is required to use EVV Mobile Connect.

My smartphone and a landline are not available during the visit?

EVV cannot be performed when a care provider's smartphone is not available (lost/broken/dead battery/no cell service) and when there is no landline in the care recipient's home. Care services will need to be manually documented.

Can I use both EVV Mobile Connect and TVV during a visit?

Yes – you can start a visit with the app and end a visit with TVV. It also works the other round too.

What if I do not have a data plan on my phone?

The EVV app will still work even if your smartphone is in airplane mode or does not have data plan. Later when your device is connected to Wi-Fi, the visit information will upload next time you log into the app. You can also use TVV to record your visit if needed.

What if I forget to clock in or out, or make a mistake?

An online EVV Portal can be used by care provider to review and correct EVV data. Notes can also be added to a visit if an explanation is required.

Who can see my visit notes?

Visit notes made by a care provider are visible only to the care provider that wrote them and the care recipient. These notes are not be visible to other care providers even if they care for the same care recipient. It is recommended not to include medically sensitive information in the visit notes.

What if there are two care recipients in the same home needing services?

The programs using EVV does not allow a care provider to provide care to multiple care recipients at the same time. The care provider would use EVV to record each visit separately.

What if I spend more time than what a care recipient is approved for?

The purpose of EVV is to only record details of a visit. If you spend more time with a care recipient and exceed their budgeted allowance you will need to contact ARIS Solutions just as you do now.

Does the care recipient ever need to touch my smart device?

There is an option when completing a visit to have the care recipient verify and confirm the details of the visit. This verification can be done with a signature or by a voice recording. A voice recording would not require the care recipient to touch your device, however a signature would require the care recipient to touch your device.

What happens if my care recipient is unable to verify my visit?

There is an option when completing a visit to have the care recipient verify and confirm the details of the visit. We recognize some care recipients are unable to do this due to a disability. The verification step can be skipped, or a voice verification can be used for either the SMC app or TVV.

My demographic information in the EVV Portal or App are wrong?

If you see any demographic information in the EVV Portal or Mobile Connect App that you need or want to have updated, contact ARIS to have the update made.

Will I still need to use E-Timesheet Portal?

Yes. EVV data will automatically go into the E-TimeSheet Portal but EVV and E-TimeSheet Portal are not the same. EVV records the time a care provider starts and ends services in the home whereas E-TimeSheet Portal is used for payroll. Using EVV will save care providers and care recipients time when completing and approving timesheets. You can still use EVV with paper timesheets if you prefer.

Please contact ARIS Solutions to enroll in E-Timesheet Portal by calling (800) 798-1658.

How does EVV manage “minutes” when I clock in or out?

EVV records the actual time a visit starts and ends but ARIS requires time sheets are be submitted in 15minute increments. If you use E-Timesheets, the two systems will be integrated and use the Medicaid "midpoint rule" to round up or down based on the minutes work between the 15-minute increment. If you use manual time sheets, ARIS will do this manually for you using the same standard.

Information for Care Recipients/Employers

Care recipients or the employer of record (designee) will use the online EVV Portal to review and correct EVV data. Information from a visit is uploaded automatically to the EVV Portal when the care provider uses the SMC app or TVV to record the visit. The way in which you receive care will not change.

What if my care provider does not have a smart phone?

EVV does not require a smart device. Telephonic Visit Verification (TVV) is when a care provider uses the care recipients home telephone to call at the beginning and end of each individual visit. Toll-free numbers will be provided and made available 24/7.

What if there are two care recipients in the same home requiring service?

The programs using EVV does not allow a care provider to provide care to multiple care recipients at the same time. The care provider would use EVV to record each visit separately.

How does EVV differentiate between personal care and companion care?

A care recipient’s service plan indicates to the care provider’s EVV device what services are authorized. If both are authorized, the care provider would select what service was being provided using either the app or TVV. If both services are provided during visit, the care provider would complete two separate visits in EVV or TVV.

What happens if I receive overnight care?

The care provider would use EVV to start and end their visit normally, it does not matter that the care occurs overnight. If the EVV system does not receive a clock out within 24hours of the start time, the visit is automatically ended, and a visit exception is logged in the EVV Portal.

Can I see my budget in the EVV Portal?

The purpose of EVV is to only record details of a visit and manage visit information in the EVV Portal. Your care budget and spend will be reported as it is now by ARIS Solutions through bi-weekly spending reports.

What if my care provider forgets to clock in or out, or makes a mistake?

An online EVV Portal can be used by care recipient to review and correct EVV data. Any missing information from a visit will be identified as a visit exception which is either acknowledged or corrected. ARIS Solutions EVV Customer Service Team will also be reviewing your visits for these exceptions and help you resolve them.

Will I still need to use E-Timesheet Portal?

Yes. EVV data will automatically go into the E-TimeSheet Portal but EVV and E-TimeSheet Portal are not the same. EVV records the time a care provider starts and ends services in the home whereas E-TimeSheet Portal is used for payroll. Using EVV will save care providers and care recipients time when completing and approving timesheets. You can still use EVV with paper timesheets if you prefer.

My demographic information in the EVV Portal are wrong?

If you see any demographic information in the EVV Portal that you need or want to have updated, you will need to contact ARIS to have the update made.

How will I be trained to use EVV?

All training material is available at www.arissolutions.org. Care Providers and Care Recipients have access to an Online Library, downloadable manuals and quick reference guides and a series of instructor-led live webinars.

When will I start training and use EVV?

EVV Takes Two - a care provider (employee) and a care recipient (employer). Employer groups (last name A-Z) and their associated employees will be invited to use EVV starting November 2nd, 2020. This approach will span training through the middle of 2021.

What support is available to help me use EVV

ARIS Solutions has an EVV Customer Service team, please call (800) 798-1658 or email EVV@arissolutions.org if you need assistance. You can also view the EVV training material by visiting www.arissolutions.org and clicking the EVV icon.

