

Interpretation Services

English – Learn about EVV

(Spanish) Español - Infórmese acerca de la EVV

(Somali) Soomaali – Wax ka oggaw EVV

(Chinese Mandarin) 中文（普通话）—了解EVV

(Swahili) Kiswahili – Pata maelezo kuhusu EVV

(Nepali) नेपाली - EVV को बारेमा थाहा पाउनुहोस्

Electronic Visit Verification (EVV) is a telephone and computer-based system that records visit information about certain home-based care for those on Medicaid. The Agency of Human Services and ARIS Solutions has services to help Vermonters with Limited English Proficiency or those that require interpretation services to use EVV.

Please look at the following list to see what training material is available for translation.

Employees

- How to Use the SMC App to Start & End a Visit
- How to Use TVV (Landline) to Start & End a Visit
- Do I Need to Use EVV?
- EVV Glossary of Terms

Employers/Participants

- How to Acknowledge an Exception in the EVV Portal
- How to Acknowledge a Service Exception in the EVV Portal
- How to Acknowledge a Visit Exception in the EVV Portal
- Do I Need to Use EVV?
- EVV Glossary of Terms

To request interpretation services, call ARIS Solutions.

1. Dial (800) 798-1658, option #2 from your telephone.
2. Tell the person who answers the phone in English,
“I want an interpreter who speaks (your language or dialect).”
3. Wait on the telephone for a few minutes while ARIS Solutions makes a connection with an interpreter.
4. The interpreter will talk with you and the person at ARIS Solutions over the phone.
5. The person at ARIS Solutions will ask you about what help you need.
6. The person at ARIS Solutions will tell you how to receive your EVV training material and other organizations that may be able to help you and how to contact them.