

What is EVV?

EVV is Electronic Visit Verification.

EVV is a telephone and computer-based system that records certain information about the services provided to Medicaid members who get personal care services. EVV does not change the way care is provided. EVV will be required by law beginning January 2021.

What programs will use EVV?

Children's Personal Care

Choices for Care (including Flexible Choices & Moderate Needs Group)

Attendant Services Program

Traumatic Brain Injury Program



Are there situations when EVV is not required?

EVV is not required when the caregiver lives in the home with the client or when services are provided entirely outside the home.

How does EVV work?

Visit information can be recorded with smart phone mobile app or a telephone. The smart phone app works even when there is no cell or wi-fi signal. You can also use a landline to call and log a visit.



Questions, Comments or Feedback?

E-mail ahs.dvhaevv@vermont.gov , call ARIS Solutions at (800) 798-1658, or complete the EVV survey at www.surveymonkey.com/r/VermontEVV

(Please call ARIS Solutions to request the survey by mail)