

# What is EVV?

## EVV is Electronic Visit Verification.

EVV is a telephone and computer-based system that will help make sure that home-based personal care services are delivered correctly to Medicaid members.

EVV is used to document the time a home-based personal care visit begins and ends. It also makes sure that caregivers are paid for their time and efforts. EVV will be required by law beginning January 2021.



## How does EVV work?

Caregivers can use a smart phone app or a telephone to record the start and end time of a visit. The smart phone app can be used during a visit without a cell or wi-fi signal. If a smartphone is not available, a landline can also be used to call record the visit.

## What programs will use EVV?

- Children's Personal Care
- Choices for Care
- Attendant Services Program
- Traumatic Brain Injury Program



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

## What information does EVV capture?



Personal Care Details  
Performed



Person Receiving  
the Visit



Date of the  
Visit



Location of  
Visit Delivery



Person Providing  
the Visit



Time the Visit  
Begins and Ends

## What about my privacy?

EVV systems are designed to protect your privacy and only capture information at the start and end of a visit.



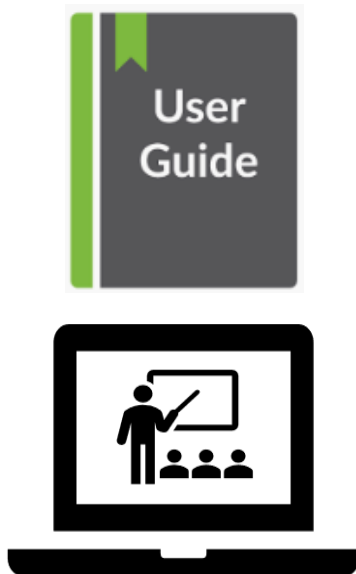
## How will I be trained on EVV?

Training includes online training, online videos, and classroom training. There will be printed user guides and a call center to answer questions.

Training is scheduled to start soon.

Limited English Proficiency (LEP) services will be available.

EVV is designed to be user-friendly, fast and efficient. EVV will not change the way care is provided to you.



## Questions?

E-mail [ahs.dvhaevv@vermont.gov](mailto:ahs.dvhaevv@vermont.gov) or call ARIS Solutions (800) 798-1658.