

# What is EVV?

## EVV is Electronic Visit Verification.



EVV is a telephone and computer-based system that records details about home-based personal care visits. EVV will help ensure Medicaid members receive services when they need them, and that care providers get paid for their time and efforts. **EVV is required by law by January 1st, 2021. EVV is not required when the caregiver lives in the home with the member or when services are provided entirely outside the home.**

## How does EVV work?

Care providers can use a smartphone app to record the time they arrive and leave the home and the type of care that was provided. The smartphone app can be used without a cell or Wi-Fi signal and if a smartphone is not available, a landline can be used to call and record the visit at any time.



## What information does EVV record?



Performed Care  
Details



Person Receiving  
the Visit



Date of the  
Visit



Location of  
Visit Delivery



Person Providing  
the Visit



Time the Visit  
Begins and Ends

## Is the EVV smartphone app free to download and is it safe?

The EVV smartphone app is available for free from the Apple App Store or Google Play. The EVV smartphone app process takes less than a minute and uses the same amount of data as the average text message.

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

## What programs will use EVV?

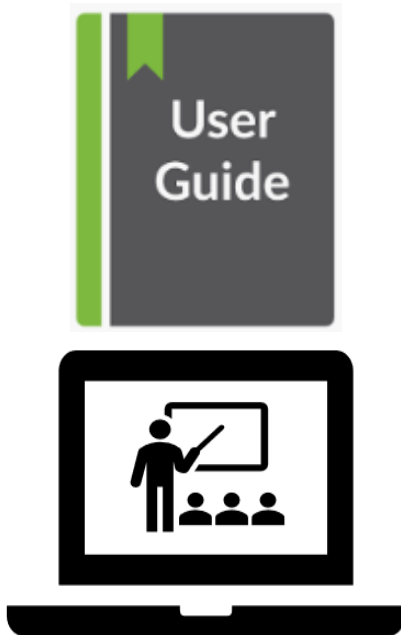
Children's Personal Care  
Choices for Care  
(Flexible Choices & Moderate Needs Group)  
Attendant Services Program  
Traumatic Brain Injury Program



## How will I be trained on EVV?

Online webinars and video training will be available this fall. There will be printed user guides and a call center to answer questions. Limited English Proficiency (LEP) services will also be available.

In the coming months, we will be asking for people to be part of a **Pilot Training Group** to test the training options. EVV is designed to be user-friendly, fast and efficient and not change the way care is provided to Medicaid members.



## Questions?

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