

# 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.

## **What if I don't have a smartphone or I live in a rural area with no cell service?**

You don't need a smartphone to use EVV, you can use a landline or a cell phone to call and record a visit. The smartphone EVV mobile app works even when there is no cell signal or internet connection.



## **Questions, Comments or Feedback?**

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

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