

DDS EVV Program

Frequently Asked Questions (FAQ)

For Self-Directed Services

Updated as of: 10/6/20

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FAQ Responses:

1. What is EVV?

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit time worked by staff. Employees will be required to check in and out via a call to a toll-free number, entering into the EVV system or the Sandata Mobile Connect (SMC) app as applicable when they initiate services to the employer and again upon completion.

2. Why is DDS implementing EVV?

The federal Cures Act requires states to implement an EVV system for Personal Care Services (PCAs/DSPs). System needs to be in place and active by January 1, 2021. This includes all personal care/supports

3. What DDS services will require usage of the EVV system?

Adult companion, Adult Companion/sleep, Blended Supports, Individualized Day Support, Individualized Home Support, Peer Support, Personal Support, Respite In-Home/Hourly, Respite In-Home/Daily, Senior Support In-Home, Shared Living.

After initial rollout DDS intends to add additional services to this list.

4. Is there a cost associated with EVV for individuals/families?

DDS is covering the implementation, training and ongoing costs to use the EVV system, however there may be a cost associated with supporting technology, such as a land-line, if needed.

5. What information will be collected in The EVV system?

DDS will require that the EVV system collect information:

- the service type
- the individual receiving the service
- date of service
- location of service
- staff person providing the service
- the time the service begins and ends
- tasks completed – based on IP and used as Self Direction Documentation

6. What is the Employer of Record's (EOR) responsibility with EVV?

The EOR will be responsible for approving the employee's time recorded in the EVV system. In order to do this the EOR will have to sign on to the Sandata Access Portal, review the employee hours, review the services provided and confirm that all the information is accurate.

7. Will EORs receive training?

Yes, the EOR training rollout plan is as follows:

Employers - Last Name	Training Dates	EVV Training Must be Completed
A-G	Sept 24 - Oct 24	1/1/21
H-Q	Oct 25 - Nov 25	1/1/21
R-Z	Nov 26 - Dec 26	1/1/21

8. Do I have to use EVV?

Yes. Utilizing EVV for certain Medicaid funded programs is required by the federal government. If you choose not to participate in EVV, DDS be unable to maintain certain services and reimbursement will be denied.

9. Will EVV eliminate the need for paper timesheets?

EVV is not required for all DDS services. Employees providing services that are not part of EVV will continue to submit paper timesheets to their employers (EORs). Employees who are utilizing EVV for the required services will continue to submit paper timesheets until everyone is comfortable utilizing the system and the data entered requires minimal edits or fixes. This process is in place to protect employee and ensure accuracy of pay. The Fiscal Intermediaries will monitor the EVV data and compare it to paper timesheets to determine when paper timesheets can be eliminated for a particular EOR.

10. Who do I contact if I have questions?

Along with the online trainings, EORs will also have access to a “helpline” for technical EVV related questions. More information to come on this. For general questions, DDS encourages EORs to reach out to their case managers.

11. Why is the word “client” used throughout the EVV documents? I thought DDS was a person-first agency?

DDS is a person-first agency and does not support the use of the word “client” in reference to individuals served by the department or anyone with a disability. However, our EVV partners have system constraints that do not allow us to make the necessary changes to these documents. We apologize and continue to stand firmly with the person-first initiative.