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| DSS Consumer Direct EVV ProgramFrequently Asked Questions |

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| FAQ Responses: |

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|  |  | What is EVV? |
|  | **A:** | Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit time worked by your employees. EVV will replace paper timesheets and eliminate the need to fax timesheets to Allied Community Resources. |
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|  |  | What services require EVV? |
|  | **A:** | The list of consumer direct services that are mandated to use EVV are as follows: ChoreCompanionHomemakerIndependent Living Skill TrainingPersonal Care Assistance (PCA)Recovery AssistantRespite CareSupport and Planning CoachSupport Broker |
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|  |  | Does my employee have to use EVV?  |
|  | **A:** | Yes, the Centers for Medicare and Medicaid Services (CMS) has established requirements that all states must use an EVV system. DSS will gradually implement EVV beginning in late 2018 with existing employees who volunteer to participate early. All other employees will begin to implement EVV for visit time recording in 2019 based upon a schedule to be determined by DSS. EVV will become a condition of employment. |
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|  |  | Is this only for the Waiver programs, or all of Medicaid? |
|  | **A:** | DSS' EVV system must be used for the EVV mandated list of consumer direct services provided by the Connecticut Home Care (CHC), Personal Care Assistant (PCA) and Acquired Brain Injury (ABI) Waiver Programs and services provided by Community First Choice.  |
|  |  | Does this cost me anything? |
|  | **A:** | There is no charge to either the employer or employee to use the Department of Social Service’s EVV system.  |
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|  |  | Who do I call if I have a question about EVV? |
|  | **A:** | If the question is related to DSS’ EVV policy, you should direct your concern to DSS at (800) 445-5394 option 7. [*Back to top*](#_Frequently_Asked_Questions:) |
|  |  | When will my employees be required to use EVV?  |
|  | **A:** | The Consumer Direct EVV program will be sending out regular updates on the roll out of EVV, including when your employees will begin to use EVV. The roll out schedule is currently being developed. If your employee(s) would like to begin using EVV now, please contact Allied Community Resources at (877) 722-8833.  |
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|  |  | Will there be training for employers? |
|  | **A:** | Yes. Training will be mandatory for all employers or their designated representatives. Employers will be notified when training will be made available once the training schedule has been established.  |
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|  |  | Will I, as the employer, still be responsible for approving my employee’s time? |
|  | **A:** | Yes. Employers will still be required to approve employee’s time recorded via EVV. Employers, or their designated representative, will be trained on how to approve time via EVV.  |
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