

AIM Electronic Visit Verification (EVV) Information

Electronic Visit Verification is an OPWDD requirement; this is a resource for teams to use to ensure EVV mandates outlined by NYS OPWDD are being met

What is 'Electronic Visit Verification (EVV)'?

- The use of technology to deliver Medicaid services as required by NYS
- Approved services will be documented using EVV during shifts to report information related to each shift
- Information is reported using the mobile app eVeroMobile (for staff)

Why is 'Electronic Visit Verification (EVV)' needed?

- Due to updates in how Medicaid services are delivered, NYS has required all approved supports (including but not limited to) be documented via EVV:
 - o Self-Hired Community Habilitation
 - o Self-Hired Supported Employment (SEMP)
 - o Self-Hired Respite
 - o Telehealth Supports
- EVV software allows precision service delivery with GPS verification to capture billing information in order to report accurate data to necessary parties

How does 'Electronic Visit Verification (EVV)' work?

- Delivery Methods are captured via Android or Apple devices
 - o Location Services must be enabled while using the app to guarantee proper GPS verification upon service delivery
- Information captured includes:
 - o Date/Times
 - o Type of support being provided
 - o Who is receiving/providing services
 - o Where supports were provided (Home or Community)
 - o Total Duration of supports provided
- Staff are required to punch in and out via service delivery on the eVeroMobile app (please see additional resources for eVeroMobile app)

What if 'Electronic Visit Verification (EVV)' is not used?

In the event a service is not captured via EVV staff are expected to provide manual corrections within 24 hours of the scheduled shift

- Staff will submit manual corrections using the Manual Payroll Template directly to AIM eVero Payroll team at everopayroll@aimservicesinc.org
- Payroll Corrections can also be submitted by staff at: <https://www.aimservicesinc.org/self-direction/>
- If multiple shifts are not captured via EVV a retraining may be required

Staff agree to the 'Bring Your Own Device' policy which requires devices to be utilized during service delivery; staff sign off on this during the onboarding process (a copy of this policy can be provided upon request)

Staff Note-

Please see the below app and widget staff will use when providing supports via Electronic Visit Verification (EVV):



eVeroMobile



Service Delivery

- Using the mobile app eVeroMobile meets the requirements as outlined in this resource
- Please see page two of this resource for NYS Infographic on Electronic Visit Verification rules:



What You Should Know About:

Electronic Visit Verification (EVV)



The main thing you should know:
your care will not change due to EVV.

- The **services** you receive will not change.
- The **amount** of care you receive will not change.
- The **location** where you receive services will not change.

Where can you learn more?

If you would like to learn more about EVV, please visit:

https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm.

If you have general questions about New York State's EVV rules, you can send them to:

EVVHelp@health.ny.gov.

Who can you talk with if you have concerns?

If you have concerns or questions about EVV or the way your caregiver reports information, please contact your **Personal Care Services** or **Home Health** provider. If you receive service through the **Consumer Directed Personal Assistance Program**, please contact your **Fiscal Intermediary**.

You can also contact your managed care plan or **Local Department of Social Services** if you have questions about your approved **Medicaid services**.

What is EVV?

EVV is a way to use technology to ensure you get the Medicaid services you are approved to receive. Your caregiver will use EVV during your visits to report information related to each visit.

Your caregiver will report this information:

- the date of the visit
- the times when the visit starts and ends
- the type of service you receive during the visit
- the name of the caregiver who provides services during the visit
- your name as the person receiving the services
- the location of the visit

The visit location will be reported as either the word "home" or the word "community." The Medicaid program will not collect the address where you receive the services. **Your private information will always be protected, as federal and state laws require.**

How will caregivers use EVV?

Your provider will choose how your caregiver reports information. Reporting tools may include these options:

- a mobile app on a smart phone or tablet
- a fixed object (called a fob) placed in your home
- a telephone (usually a landline), but only if you allow your telephone to be used by your caregiver

Only your caregiver can complete EVV. You should not complete EVV for your caregiver.

Which service programs will use EVV?

EVV applies to the following services you receive in your home:

- **Personal Care Services** from a Licensed Home Health Care Agency starting on January 1, 2021;
- **Consumer Directed Personal Assistance Services** starting on January 1, 2021; and
- **Home Health Services** from a Certified Home Health Care Agency starting on January 1, 2023.