

What Caregivers Should Know About:

Electronic Visit Verification (EVV)



The main things you should know:

EVV data is required for all personal care or consumer directed personal assistance services that you provide in a Medicaid beneficiary's home.

EVV does not change the care you provide.

- The **services** you provide do not change.
- The **amount of care** you provide does not change.
- The **location** where you provide services does not change.

What is EVV?

EVV is a way to use technology to ensure Medicaid beneficiaries get the services they are approved to receive in their home. As a caregiver providing services in a Medicaid beneficiary's home, you will use EVV during each visit to report the following:

- the date of the visit
- the times when the visit starts and ends
- the type of service given during the visit
- your name, as the caregiver providing the services
- the name of the Medicaid beneficiary receiving the services
- the location of the visit

Only you can complete EVV. Medicaid beneficiaries should not complete EVV during a visit.

How do I use EVV?

Your provider agency or fiscal intermediary chooses how you report information. Their method could be:

- a mobile app on a smart phone or tablet
- a fixed object (called a fob) placed in the Medicaid beneficiary's home
- a telephone (usually a landline) if the Medicaid beneficiary allows you to use their telephone

How do I get trained on an EVV system?

Your provider agency or fiscal intermediary will train you on how to use their EVV system, how to collect EVV data in different situations, and how to send your EVV data to their EVV system.

Your provider agency or fiscal intermediary will also help you if you experience technical issues, including problems with the EVV system and with the device you use to capture EVV data.

Do I have to use an EVV system?

Yes, EVV data collection is required from caregivers that provide personal care or consumer directed personal assistance services in a Medicaid beneficiary's home.

Your provider agency or fiscal intermediary must ensure that EVV data is captured in a compliant manner. Your provider agency or fiscal intermediary will tell you how to capture EVV data in the event your device is unable to be used during a visit.

Who can I talk with if I have questions or concerns?

If you have questions or concerns about EVV or how you should collect or report information, please contact your provider agency or fiscal intermediary.

Where can I 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 .