

Electronic Visit Verification

Frequently Asked Questions



What is EVV? “EVV” stands for Electronic Visit Verification. EVV is a way to record the date, time, and place your workers provide services to you. In most cases, workers will record the time they work using EVV instead of timesheets.

1. I’ve never heard of EVV before. When did this start?

Congress passed a law in 2016 that requires all states to use EVV or pay a penalty. The name of the law is the 21st Century Cures Act. The law requires every state to use EVV by January 1, 2020. Some states have already begun using EVV. Other states have asked the federal government for an extension until January 1, 2021.

2. Can Texas or Superior HealthPlan opt out of EVV?

Federal law requires EVV. Texas and Superior must use EVV or they will receive a financial penalty from the federal government.

3. What do they mean by “electronic”?

With EVV, “electronic” means using a device to record the date, time, and place your worker provides services to you. The most common devices to record EVV information are cell phones with GPS, computers, tablets and landline phones.

4. What do they mean by “verification”?

Verification” means using a device to prove that both you and your worker are at the same place at the same time. For example, your worker might call the EVV system from a landline phone at your home to verify that he or she has arrived and is starting a new shift. Your workers will verify when their shift starts and when it ends.

5. Do I have to use EVV?

If workers are paid to come to your home to provide Personal Care Services, you and your workers will use EVV. Personal Care Services include help with Activities of Daily Living (ADLs), such as eating, bathing and dressing. Personal Care Services also include help with Instrumental Activities of Daily Living (IADLs), such as shopping, making meals and managing medications.

6. How does EVV help me?

- EVV is an important protection against fraud.
- EVV helps make sure you get the services you are supposed to receive.
- EVV may let Superior know if a worker does not show up to help you.
- EVV helps make sure workers are paid for the time they work.
- EVV figures out the number of hours worked so you won't have to.
- Because EVV is electronic, there is less paper and timesheets can't be lost.

7. What information does the EVV system track?

EVV tracks just a few pieces of information each time your worker works a shift, including:

- The type of service the worker performed.
- The name of the person who received the service.
- The name of the person who provided the service.
- The date the service was provided.
- The location where services were provided.
- The time the service began and the time the service ended.

8. What about my privacy?

Your privacy is protected by federal law. The EVV system tracks information when the worker clocks in and clocks out. Information is not tracked at other times. EVV should not limit where you receive your services.

9. What if I don't want to use EVV? Are there exceptions?

Federal law requires EVV for Personal Care Services provided in the home. However, if your worker lives with you, federal law does not require EVV for services he or she provides. If you have services provided out in the community, not in your home, federal law does not require EVV. In both cases, Texas and Superior may still require EVV for all your workers.

10. What will EVV change for me?

If your worker used paper or electronic timesheets before, in most cases they will now use EVV instead. EVV training will be available for everyone who needs it.



How can I learn more about EVV?

The Centers for Medicare and Medicaid Services (CMS) has an EVV website:

<https://www.medicare.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>