

Electronic Visit Verification (EVV)

Frequently Asked Questions – Individuals

What is EVV?

Electronic Visit Verification is a computer or telephone-based technology that helps document that individuals receive authorized services. The 21st Century Cures Act passed by Congress requires State Medicaid programs to implement EVV for some home and community-based services.

What are the benefits?

EVV will electronically verify that a caregiver is physically present for a visit. The system will promote quality of care outcomes for individuals and improve billing and payment accuracy. EVV will help reduce the likelihood of errors, fraud, waste and abuse.

How will this system affect the care I am receiving?

The EVV device does not affect care or the provision of services.

How does EVV work?

You or your authorized representative (AR) will verify the service provided and your worker's start and end times by using a digital signature or voice recording. A digital signature is just a way to secure information rather than having to sign a form.

Do I need training to use EVV?

You do not need training to use EVV. Case managers will be able to answer questions or direct individuals to the EVV vendor if they are unable to address the questions.

Will I have to pay for this device?

There is no cost to you for using the EVV system.

How will I get a device?

Individuals who receive Medicaid State Plan Home Health or Waiver Personal Care services (such as PASSPORT) will use EVV. The service provider will order the EVV device

or use a phone app to record service verification. If the service provider requests a device, it will be delivered to your home.

Am I responsible for charging the device?

The device should be charged as soon as it is delivered. Instructions will be included with the device. Your case manager and service provider will also be available to assist you if needed.

Why does my device have a camera or microphone?

Cameras are only used for setup/configuration of devices, then disabled before devices go out to individuals.

Microphones are only enabled while capturing voice verification. They are not turned on when app is not in use.

Is the device tracking my movements?

We assure you that the EVV device is not a tracking device and does not track an individual's movements. Rather, the EVV device records certain elements that are required by the Cures Act, including the location where the provider starts and ends a visit. The location where the services are provided has always been required to be documented by your provider under the previous rules. Therefore, the only change in this regard is the way in which the information is being transmitted to the Ohio Department of Medicaid. Again, the device is not tracking individuals but merely recording where a provider starts and ends the visit.

What will my providers do if I am not receiving services at home?

The provider can take the EVV device with them to start the visit as usual.

What if I move?

You should take the EVV device to your new home.

What happens when I no longer receive a qualifying service?

You will receive an envelope in the mail that can be used to return the device at no cost. No action is needed if the service provider uses an app.