

## IMPORTANT NOTICE

Electronic Visit Verification (EVV) is now Mandatory for your Job



It is time for you to begin using EVV! EVV allows you to record your time electronically, so eventually you may not have to submit paper timesheets.

The key to EVV success is using the EVV system for every service visit.

If you provide any of the following identified supports you must begin using EVV by January 1, 2021.

- Adult Companion
- Adult Companion/Sleep Assignment
- Blended Supports
- Individualized Day Support
- Individualized Home Support
- Peer Support, Personal Support
- Respite In Home - Hourly
- Respite In Home - Daily
- Senior Supports – In Home
- Shared Living

Each time you provide one of these supports, it is called a “visit”. Within the EVV system you as the Direct Support Professionals/PCAs/Staff are referred to as “Employees.”

You may be asking, how does the EVV system work?

There are two different methods you as a Direct Support Professional/Employee will use for collecting the required information.

1. Download an App called SMC to your smart phone; OR
2. Use a landline, otherwise called Telephonic Visit Verification (TVV). Please refer to the attached document with the TVV Toolkit for those who want to use the land line. Please note this option is the quickest way to start using EVV.

## How it Works

- The Employee arrives at the Client's home, opens the SMC app, clocks in and begins the Visit.



- SMC uses either Wi-Fi or data to transmit information of the visit.
- SMC does NOT store any information on the employee's phone.
- A visit can be started and/or ended by using the app and/or the telephone method in combination.



- EVV is a web based system, nothing to install on your computer.
- Clients can view, edit and make changes to visits so they can be verified for payment.

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The department recommends you start by first using the telephone to capture your time. As noted above, this process is called Telephonic Visit Verification or TVV. TVV requires no additional training. Instructions for using TVV are attached.

Using EVV offers many benefits:

- Once you and your employer are successfully using EVV, your employer will be notified by the Fiscal Intermediary (FI) to stop submitting paper timesheets for those identified supports.
- Access to an EVV portal using a web browser that allows you to view and correct your time prior to payment.
- Access to prior time records.

If you have an email address on file with the FI that issues your pay, you will receive temporary passwords and login information for the smart phone app and EVV portal. The mobile app and portal trainings are mandatory in order to use the system. Upon completion of these initial trainings you will receive a \$15.00 stipend. If you do not receive these emails within the next 3 months, please check your spam/junk mail or call the EVV Support Center at **833-656-1021**.

If you want to explore other options for using the EVV system, please call the EVV Support Center at **833-656-1021**. The Support Team will explain all EVV options, such as a mobile application or web portal, and the associated training available to you.

It is important that you work with your employer to make sure everyone understands the new EVV system. Together you and your employer will make sure that all the information provided in the EVV system is accurate.

### **Frequently Asked Questions**

- 1. Do I have to use EVV?**  
EVV must be used for the service types noted at the beginning of this letter. It is a federally mandated program and is required for your job.
- 2. What if I can't learn EVV?**  
You will have access to a Support Center with well-trained individuals whose only job is to help you be successful with EVV. You will continue to submit paper timesheets and will be paid as usual by the FI until you and your employer have shown you can be successful with EVV.
- 3. Do I have to take training?**  
Training is mandatory if you plan to use the EVV web-based portal or the SMC mobile app. Both of these trainings are self-paced and can be accessed through the internet by visiting here:  
<https://tinyurl.com/DDSCDSforprovider>.  
DDS encourages all Direct Support Professionals to familiarize yourselves with EVV through training. Training in general will increase the likelihood of a successful EVV transition.
- 4. Will I be paid if I take the training?**  
Yes, you will receive a one-time stipend of \$15.00 once you complete the mandatory EVV web-based portal and SMC mobile app training.
- 5. I heard there was a smart phone application (app) that I can use.**  
There is a smart phone app you can use. To use the smart phone app you must take the mandatory training on using the application at the following website: <https://tinyurl.com/DDSCDSforprovider>. This will greatly improve your chance for success.
- 6. Can I see my visits online?**  
You can see your visits and make corrections online using the Sandata portal. In order to use the EVV portal you must complete the

mandatory training at the following website:

<https://tinyurl.com/DDSCDSforprovider>

**Note:** If you have a valid email on file with the FI that issues your pay, you will receive a temporary password and login information to access the app and portal. If you do not receive it, please check your junk/spam email or call the Support Center at **833-656-1021**.

**7. What if I make a mistake calling in or out?**

You and your employer can view and correct your visits by accessing the Sandata portal on a web browser.

**8. What if I don't have an email or a computer?**

You do not need email or a computer to use EVV. Only a telephone is needed to succeed!

**9. What if I work for more than one employer?**

If you work for more than one employer, you may not be using EVV with all your employers. You and each of your individual employers will be notified when to begin using EVV.

**10. What if I don't know how to begin?**

Please call our trained staff at the Support Center **833-656-1021**. They will help you get started on your path to success with EVV!