

# DDS EVV Program

## Frequently Asked Questions (FAQ)

### For Self-Directed Services

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Updated as of: 2/2/21

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# FAQ Responses:

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## GENERAL

### 1. What is EVV?

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit time worked by staff. Employees will be required to check in and out via a call to a toll-free number, entering into the EVV system or the Sandata Mobile Connect (SMC) app as applicable when they initiate services to the employer and again upon completion.

### 2. Why is DDS implementing EVV?

The federal Cures Act requires states to implement an EVV system for Personal Care Services (PCAs/DSPs). System needs to be in place and active by January 1, 2021. This includes all personal care/supports

### 3. What DDS services will require usage of the EVV system?

Adult companion, Adult Companion/sleep, Blended Supports, Individualized Day Support, Individualized Home Support, Peer Support, Personal Support, Respite In-Home/Hourly, Respite In-Home/Daily, Senior Support In-Home, Shared Living.

After initial rollout DDS intends to add additional services to this list.

### 4. Is there a cost associated with EVV for individuals/families?

DDS is covering the implementation, training and ongoing costs to use the EVV system, however there may be a cost associated with supporting technology, such as a land-line, if needed.

### 5. What information will be collected in The EVV system?

DDS will require that the EVV system collect information:

- the service type
- the individual receiving the service
- date of service
- location of service
- staff person providing the service
- the time the service begins and ends
- tasks completed – based on IP and used as Self Direction Documentation

### 6. What is the Employer of Record's (EOR) responsibility with EVV?

The EOR will be responsible for approving the employee's time recorded in the EVV system. In order to do this the EOR will have to sign on to the Sandata Access Portal, review the employee hours, review the services provided and confirm that all the information is accurate.

### 7. Do I have to use EVV?

Yes. Utilizing EVV for certain Medicaid funded programs is required by the federal government. If you choose not to participate in EVV, DDS be unable to maintain certain services and reimbursement will be denied.

### 8. Will EVV eliminate the need for paper timesheets?

EVV is not required for all DDS services. Employees providing services that are not part of EVV will continue to submit paper timesheets to their employers (EORs). Employees who are utilizing EVV for the required services will continue to submit paper timesheets until everyone is comfortable utilizing the system and the data entered requires minimal edits or fixes. This process is in place to protect employee and ensure accuracy of pay. The Fiscal Intermediaries will monitor the EVV data and compare it to paper timesheets to determine when paper timesheets can be eliminated for a particular EOR.

**9. Who do I contact if I have questions?**

Along with the online trainings, EORs will also have access to a “helpline” for technical EVV related questions. More information to come on this. For general questions, DDS encourages EORs to reach out to their case managers or contact the EVV Support Center telephone number 833.656.1021.

**10. Why is the word “client” used throughout the EVV documents? I thought DDS was a person-first agency?**

DDS is a person-first agency and does not support the use of the word “client” in reference to individuals served by the department or anyone with a disability. However, our EVV partners have system constraints that do not allow us to make the necessary changes to these documents. We apologize and continue to stand firmly with the person-first initiative.

**11. What if I do not want to use EVV? Is there an option to opt-out?**

The federal CURES Act **requires** that certain Medicaid funded services fully operationalize EVV by January 1, 2021. This law means that DDS and the state must follow these requirements in order to continue to receive federal reimbursement for such supports. The federal government and the Centers for Medicare and Medicaid Services (CMS) have made it clear that there is no opt-out option for EVV as it is federal law.

As an Employer of Record (EOR), you are required to use EVV. If you do not want to use EVV your only option is to no longer self-direct your supports. If this is a decision you would like to explore please let your case manager know and they will begin the portability process.

If you would like to continue self-directed services but starting EVV is proving to be a challenge or difficult, please let your case manager know and we will provide you with additional support to help make EVV a success for you.

**12. How is EVV used for people benefitting from Appendix K?**

There are two different ways to look at Appendix K – those self-directing prior to Appendix K and those self-directing through the flexibilities approved in Appendix K.

If the individual had DSPs prior to the implementation of Appendix K, there is an EOR already established. EVV training should be done by the EOR to assure once Appendix K is terminated March 15, 2021, they will be resuming DSP supports.

If the family member was hired to provide direct support in the home during the close of agency programs as a result of the pandemic, the family member is not required to be trained with EVV since this support will be terminated by March 15, 2021.

**13. Where do I get my EVV log in code as an EOR?**

Your FI has provided you with your credentials when you signed up for the EVV Training.

**14. Where do my DSPs get their log in code to use EVV?**

Your DSPs also received information in their email regarding EVV but if they do not have it they should contact EVV Support Center telephone number 833.656.1021

## TECHNOLOGY & UTILIZING THE EVV SYSTEM

### 13. What technology does a Direct Support Professional need to use EVV?

The EVV app can be downloaded on a smartphone.

### 14. What technology do I need to use EVV portal?

You will need a computer with an internet connection or active cellular service to use the EVV Portal. You will access the EVV Portal using a web browser. Microsoft Internet Explorer, Mozilla Firefox, or Google Chrome are the web browsers that you may use to access the web site.

You may use the EVV Portal from a smartphone or a tablet, but it will look different than it does on a computer. It may function differently because you will need to manipulate the device. Keep in mind, the larger the screen the better the experience!

The mobile app in the Sandata system uses SMC and supports IOS 11,12,13 and 14 and Android.

### 15. Does the DSP need to access the EVV system when they do different tasks?

No. The DSP signs in and out based on the service they are providing. A service is one of the following:

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

### 16. What if the DSP does different tasks while they are working?

The DSP can provide different tasks during the time working with the individual. The only time they need to sign in and out of the EVV system is if they provide a different service.

### 17. What is the difference between a service and a task?

A service is the type of support the DSP is providing. A DSP would be providing one of the following service types:

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

A task is what the DSP is providing to support the individual. The tasks will include the following:

Accompany to Appointments	Education or Employment Supports
Transport to Activity	Monitor Diet or Meal Prep
Assist with Ambulation/Mobility	Dressing Undressing

Goal 1	Toileting Bowel and Bladder Care
Goal 2	*Behavioral Clinical Assessment
Goal 3	Assist with Transfer/Positioning
Assist with Errands	*Develop Behavioral Plan
Feeding Eating	Therapy Related Activity
Facilitated Community Inclusion	*Caregiver or Family Behavior Plan Training
Grooming Bathing Hygiene	Activity to Increase Independence
Exercise Activity	*Evaluate Effectiveness of Behavioral Plan
Assist with Housework	Activity to Increase
Self-Advocacy Activity IP	Communication Skills Overnight Support
Medication Reminder Cueing	Activity to Increase Socialization Skills
Assistance with Personal Business	
Staff Training	

*\*Tasks for future documentation*

**18. What does Goal 1, Goal 2, Goal 3 mean in the task list?**

Every person supported has different needs and goals in their lives. It would be a very long list to include every task a DSP provides. To support the individual, the Goal 1, Goal 2, Goal 3 allows the Planning and Support Team to identify the specific goals from the individual's IP they want to focus on. It is best to work with your case manager and make sure the goals line up with what is being done as the task provided.

**19. When does the DSP indicate the tasks they complete in the EVV system?**

DSPs will select from the task list and check off all that were completed during the visit. This needs to be done at the end of the visit either on the landline of the individual/EOR or on the EVV Sandata App.

**20. Does EVV apply if IHS or Personal Support are done solely in the community?**

Yes, all identified EVV services are included in EVV:

- Individualized Day Support
- Individualized Home Support
- Peer Support
- Personal Support
- Hourly Respite
- Daily Respite
- Senior Supports
- Shared Living

The additional services listed below will be required to utilize EVV but will come on board after the initial roll-out:

- Clinical Behavioral Support
- Independent Support Broker
- IDGS (Individual Goods and Services) – Supervisor
- IHS Group 1 staff 2 individuals
- IHS Group 1 staff 3 individuals

**21. Can Cell Phone numbers be used in CAMRIS?**

Yes. Cell numbers are okay in CAMRIS.

**22. Can a Cell Phone number be used for telephony?**

Yes. The individual can use their cell phone as well as landline for telephony.

**TRAINING**

**23. Will EORs receive training?**

Yes, the EOR training rollout plan is as follows:

Employers - Last Name	Training Dates	EVV Training Must be Completed
A-G	Sept 24 - Oct 24	1/1/21
H-Q	Oct 25 - Nov 25	1/1/21
R-Z	Nov 26 - Dec 26	1/1/21

**24. How do DSPs and EORs take training if they do not speak or read English?**

There are several ways to support the EORs and DSP:

- Explore natural supports to take the training with the EOR/DSP
- Access the interpreter services through Language Line
- The Sandata Guides will be in 6 languages –
  - English (US)
  - Spanish
  - Russian
  - Somali
  - Chinese (Mandarin)
  - Arabic (Egyptian)