

Electronic Visit Verification (EVV) Overview

Overview: Section 12006 of the 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider. EVV leverages a variety of technological solutions to verify that personal care providers and home health providers delivered or rendered services as billed in order to reduce fraud waste and abuse. Nurses are not required to use EVV -- delayed as a requirement to start using until January 1, 2024. States can apply additional standards beyond Federal Regulation- see applicable specifics below.

6 Required Components

1. **Type** of service performed,
2. The **individual receiving** the service,
3. The **date** of the service,
4. The **location** of service delivery,
5. The **individual providing** the service,
6. The **time** the service begins and ends

Compliant Methods for EVV

1. Mobile Application (Preferred):
 - Service providers check-in and check-out through a mobile application, usually on the provider's personal or agency provided smartphone. The application connects to the Internet and location services with GPS.
 - Used by about 30% of caregivers.
2. Telephony
 - Service providers check in and out by dialing the EVV solution and utilizing interactive voice response (IVR).
 - Must use Client's phone (landline or cell phone) - Federal standard (minimum necessary) - states can apply additional standards or require a landline.
 - VoIP (voice over internet protocol) – is a version of telephony that uses a technology allowing user to make a voice call using broadband internet instead of regular analog phone- *not often used*.
3. In Home Device (FOB)
 - A one-time password (OTP), fixed-object device (e.g., fob), or similar device in the member's home generates unique codes at check-in and check-out. Service providers can then enter the codes into the EVV solution through IVR from another telephone or an online portal. Some EHR systems might offer a portable in-home device, such as a tablet, for verification, which may also connect to GPS.
 - Home care entity pays for FOB (PMP rate) --> not advertised to clients/CGs