

# EVV Personal Care Services FAQs for Beneficiaries

## General Questions

### **What is EVV and why is it being implemented?**

Centers for Medicare and Medicaid Services (CMS) mandated that all states implement Electronic Visit Verification (EVV) for agencies or caregivers providing in home Personal Care, Attendant Care and Respite Services. This federal requirement is the result of the [21<sup>st</sup> Century Cures Act](#). EVV protects you as clients and ensures you get the care you need.

Your caregiver will use EVV, and their visits with you will be electronically verified with the following information:

- Type of care
- Date of service
- Location of service
- Name of caregiver
- Your name
- Begin and end time of service

This electronic reporting will either be done using an application on your caregiver's mobile device or by using your own home landline telephone to call into the system.

### **What is required of me?**

We ask for your understanding and patience as your caregiver works to learn a new system. It will likely be an easy transition, but there could be bit of a learning curve early on.

We are also asking that if your caregiver does not have their own mobile device, that you make your home landline telephone available for them to call in to the system. The call from your phone must only occur if you have a landline.

### **If I do not want to have my caregiver use my phone, will I still receive services?**

Yes. Electronic Visit Verification will never impact the services you are provided. If you do not wish to allow your caregiver to use your landline phone to call into the EVV system, there are multiple other options for your caregiver to capture their time that do not require your phone.

### **Will I need to have anything installed in my house for EVV to work?**

No. Your caregiver will use their mobile phone to capture their visit information. If they do not have a mobile phone, they will use your landline to call in to the system.

**If I move, or change care providers, will I need to do anything to keep EVV going?**

No. Electronic Visit Verification does not require any actions on your part. If you change your caregiver, or move to a new residence, the EVV system will continue at your new location and will be performed in the same way by your new caregiver.

**Am I being recorded or tracked with this system?**

No. GPS is only tracked on the caregiver's mobile phone at the time of check-in and check-out.

**How will I receive information about EVV?**

You can continue to check this webpage for updated information about EVV. Your caregiver and/or provider agency will also communicate with you regarding their EVV implementation.

**How can I ask questions and offer feedback?**

If you have any questions about EVV, or wish to provide feedback, please contact your caregiver and/or provider agency.

**Where can I get more information?**

You can read about EVV and the 21<sup>st</sup> Century Cures Act by visiting this website:

<https://www.fda.gov/regulatory-information/selected-amendments-fdc-act/21st-century-cures-act>