



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware Division of Medicaid and Medical Assistance Electronic Visit Verification (EVV)

Starting July 1, 2021 Delaware Medicaid providers of Personal Care Services (PCS) and Home Health Services (HHS) are required to use an Electronic Visit Verification (EVV) system to make sure you are receiving your services in your home. EVV is an electronic way of capturing the time a caregiver starts and ends the services they provide to you during a visit. EVV is free to you and your caregiver and will NOT change any of the services that you receive.

How does EVV work?

- Your caregiver will check in on a device (either their cell phone or with your permission your phone (either your cell phone or your home phone/landline) when they arrive at your home
- They will provide services as they normally do
- Your caregiver will check out on a device (either their cell phone or with your permission your phone (either your cell phone or your home phone/landline) when the visit is complete

Why is EVV being implemented?

- It will help Delaware Medicaid make sure you are receiving the services in your care/service plan
- All states are setting up EVV systems because of a new Federal law
- It will help reduce fraud

In the coming months you will receive additional information from your provider and/or your case manager about how EVV will affect you. If you have questions, you can ask your provider or case manager for more information.

