



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware Division of Medicaid and Medical Assistance

Electronic Visit Verification (EVV)

How Providers Should Talk with Members/Families about EVV

Providers should begin having conversations with members they provide services to regarding EVV. During these conversations, providers should reassure members/families that EVV does not change a member's services. Below are some facts that should be emphasized when talking with members/families.

1. Electronic Visit Verification (EVV) is an electronic system that records the time personal care, nursing and home health services begin and end.
2. EVV is required by the federal government due to legislation Congress passed in 2016. All states must participate or lose some federal funding for services.
 - a. EVV helps make sure members receive the services that are authorized for them.
3. All providers of services subject to EVV must participate in EVV.
4. Begin and end times are recorded by the Direct Service Worker (DSW) either by entering information into an application on their phone or tablet or by entering information via the member's home or cell phone.
 - a. DSW must receive permission from the member/family prior to using the home or cell phone to record begin and end times.
 - b. Members/families may choose not to allow DSWs to use their home phones or cell phones for logging begin and end times. In this case, providers must find alternate means to validate visits.
5. EVV does not change:
 - a. The members' choice of providers;
 - b. The members' choice of individual DSWs;
 - c. The way members receive services.
6. Members will be asked at the end of the DSW's visit to confirm that they were there. Members are not required to do this, but are strongly encouraged to do so. This confirms to the State that services were received.
7. There is no cost to members/families for EVV and there does not have to be internet in the home in order for EVV to work.
8. Not all DSWs must enter their time into EVV. If the member lives with someone who is paid to help them, then the DSW does not have to enter their time into EVV.