



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware Division of Medicaid and Medical Assistance

Electronic Visit Verification (EVV)

What Members and Families Need to Know

1. Electronic Visit Verification (EVV) is an electronic system that records the time your 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 you receive the services that are authorized for you.
3. All providers of services subject to EVV must participate in EVV.
4. Begin and end times are recorded by your Direct Service Worker (DSW) either by entering information into an application on their phone or tablet or by entering information via your home phone or cell phone.
 - a. If a DSW wants to use your home phone or cell phone to record the begin and end times of their visits, they must receive your permission first.
 - b. If you don't want your DSW to use your home phone or cell phone to enter their begin/end times, your provider must find alternate means to do this.
5. EVV does not change:
 - a. Your choice of providers;
 - b. Your choice of individual DSWs;
 - c. The way you receive your services.
6. You or someone you choose will be asked at the end of the DSW's visit to confirm that they were there. Please note that you are not required to do this, but are strongly encouraged to do so. This confirms to the State that you received your services.
7. There is no cost to you for EVV and you do not have to have the internet for EVV to work.
8. Not all DSWs must enter their time into EVV. If you live with someone who is paid to help you, they do not have to enter their time into EVV.
9. If you have questions about EVV ask your provider or case manager.