



Dear *Services My Way* participant and Participant-directed Worker (PDW):

The purpose of this letter is to let you know beginning on December 7, 2020, you and your PDW will be required to use either your cell phone or house phone to record the start and end of your services. The reason that you have to record the start and end of your services is because the federal law requires it. The official name of this requirement is “Electronic Visit Verification” or EVV for short.

Since this requirement doesn’t start until December 7, 2020, no action is needed from you right now. However, the EVV requirement will be mandatory beginning on December 7, 2020. Also, the EVV system is totally free for you and your PDW. The next letter you receive about EVV will explain the options for how to use the system.

The reason for the EVV requirement is to make sure that participants receive their authorized services. When EVV is used correctly, time will be reported to Consumer Direct DC for payment.

Benefits of the EVV system include:

- Helping participants track PDW activity, reducing the likelihood of timesheet errors
- Increasing efficiency because tracking is automated
- Improving quality of care by making PDW activities transparent and measurable

We look forward to working with you on a successful EVV program. If you have questions about EVV, please contact the EVV Administrator at 202.905.4388 or by email at EVVInfo@dc.gov.

Sincerely,

Department of Health Care Finance



Services My Way

Frequently Asked Questions: Electronic Visit Verification (EVV)

Why is DC Medicaid/DHCF implementing an EVV system?

Congress passed a federal law in December 2016 requiring State Medicaid programs to implement an EVV system for some home and community-based services. The law is commonly referred to as the 21st Century Cures Act. The provisions of the Cures Act that address EVV can be found at section 12006 of the H.R. 34 (114th Congress) (2015-2016).

Do I have to use EVV?

Yes, in order to continue to receive or provide Participant-directed Community Support (PDCS) services and have your Participant-directed Worker (PDW) paid, you must use EVV. If you do not use this system, Consumer Direct DC cannot process time sheets for payment.

What are the benefits of an EVV system?

It captures PDWs' activity (i.e., check-in, check-out and service performed), which reduces the likelihood for error or fraud. It increases efficiency because reporting is automated and timesheet submission is cleaner. It improves quality of care by making PDWs' activities transparent and measurable.

Who is DC Medicaid's contractor for the EVV system?

DC Medicaid/DHCF has contracted with Sandata Technologies LLC for the EVV system.

Who is paying for the EVV system?

There is no cost to any individual for the EVV system. DC Medicaid/DHCF will pay for the EVV system, including EVV system implementation, provider agency EVV training, and ongoing or recurring EVV fees.

Do I have to buy my PDW smartphones?

No, you will not be required to buy your PDW smartphones for EVV. The ability to use Mobile Visit Verification is optional, and up to you and the caregiver.

What browsers does the EVV system support?

Sandata EVV system supports the following web browsers: Microsoft Internet Explorer v9 or higher, Mozilla Firefox v44.0 or higher. Other browsers have not been certified to provide full functionality of the EVV system and are not recommended.



Mobile Visit Verification and Telephony Visit Verification

What happens if the EVV device or Sandata Mobile Connect app cannot connect to the system?

If GPS or cellular coverage do not work for a specific visit, you can use telephony or manual visit verification to capture visit information.

Are the phone numbers used to call in visit verification toll-free?

Yes, and access is available 24/7.

Does the caregiver have to use a phone in the individual's home for telephony?

No, the caregiver can use any phone to record a visit using telephony.