

DC Department of Health Care Finance
Long Term Care Administration
441 4th Street NW, Suite 900S
Washington DC 20001

John Doe
123 H Street NE
WASHINGTON, DC 20002

If you do not speak and/or read English, please call (866) 243-3065 between 9:00 a.m. and 4:45 p.m. A representative will assist you.

Si usted no habla o lee inglés, por favor llame al (866) 243-3065 de 9:00 a.m. a 4:45 p.m. Un representante le ayudará. SPANISH

如果您不会说或阅读英语，请于早上9点至下午4点45分之间致电(866) 243-3065。我们将为您提供帮助。CHINESE

한국어로 상담하시려면 오전 9:00 - 오후 4:45 시간대에 전화 (866) 243-3065번으로 연락주십시오. 고객 지원 담당자의 서비스를 받으실 수 있습니다.

KOREAN

እንግሊዝኛ የማይናገሩ እና/ወይም የማያገቡ ከሆኑ፣ እባክዎ ወደ ስልክ ቁጥር (866) 243-3065 ከጠዋቱ 9:00 a.m. እስከ ቀኑ 4:45 p.m. ድረስ ይደውሉ። ተወካይ ያግዘታል። AMHARIC

Nu quý v không nói và/hoc c ting Anh, vui lòng gi (866) 243-3065 gia 9 gi sáng và 4:45 chiu. Mt nhân viên s giúp quý v. VIETNAMESE

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



IMPORTANT COMMUNICATION: Electronic Visit Verification Compliance Requirements

Notice Date: 1/11/2022
Medicaid Number #70123456

Dear Beneficiary:

You are receiving this letter as a participant in the Services My Way program, the District of Columbia's Participant-directed Services (PDS) program. This letter describes important requirements of the program and Electronic Visit Verification (EVV).

In accordance with federal law at Section 12006 of the 21st Century Cures Act, 42 U.S.C. § 1396b(l), the District is required to use an EVV system for Medicaid-funded personal care services. As a participant receiving personal care services under the Services My Way program, you are required to use the District's EVV system for electronic verification of visits by participant-directed workers (PDW). EVV is a system that is used to verify that your home health care visits are being received for the time they are authorized as well as to ensure prompt and accurate PDW payment.

You must use EVV because your participation in Services My Way requires that you comply with any applicable District and federal laws and requirements about the program, which is described in the Representative-Employer Consent Form you signed when you joined the program. You received a welcome letter about EVV, issued September 28, 2020. Since then, the DC Department of Health Care Finance (DHCF) and its vendors, including Consumer Direct DC and Sandata®, have provided additional welcome materials, training and information about EVV to help you learn how to use the program.

Effective February 13, 2022, all Services My Way program participants must use EVV to submit all PDW timesheets. There are no exceptions.

If you do not participate in EVV for time submissions on or after February 13, 2022, you will be referred to the Services My Way Remediation, Training, and Termination Protocol. Chapter 101, Section 10112.2 of Title 29 of the District of Columbia Municipal Regulations (DCMR) states that non-compliance with program rules or the terms of the Participant/Representative-Employer Agreement or Participant/ Representative-Employer Consent Form shall result in referral of the participant to the Remediation, Training and Termination Protocol.

You are encouraged to direct questions regarding your Participant/Representative-Employer Agreement and the Services My Way program rules to your Support Broker. Your Support Broker can also provide you with additional training and/or EVV compliance. For technical assistance questions, participants may contact DHCF's EVV partner, Sandata®, directly by phone or e-mail at (855) 962-1322, or WDCCustomerCare@Sandata.com.

You can locate additional resources on EVV and how to register by accessing the following websites:

<https://dhcf.dc.gov/page/electronic-visit-verification-evt>

<https://www.consumerdirectdc.com/evt-resources/>

As a reminder, Section 10112 of Title 29 of the DCMR and the Services My Way Remediation, Training and Termination Protocol allow a maximum of two (2) episodes of non-compliance in a given area of employer-related responsibility. The third episode of non-compliance will necessitate termination from the Services My Way Program and a transition to traditional Personal Care Aide (PCA) services to be provided by a Home Health Agency. If you are terminated from the Services My Way program after three (3) episodes of non-compliance, the termination notice will include information on your rights to appeal the termination decision.

Sincerely,

Katherine Rogers
Director, Long Term Care Administration