

Electronic Visit Verification (EVV) Frequently Asked Questions (FAQs)

Q: What is Electronic Visit Verification (EVV)?

A: EVV is a technology-based system that electronically captures details of services provided by the attendant. It captures six elements including: Name of the member, name of the attendant, date of service, service being provided, time the service started and time the service ended. The information is documented using an approved method to Clock in and clock out. The EVV system also allows attendants to document tasks that were completed during the time worked.

Q: I'm a Legally Responsible Individual (LRI) and IADLs are not a part of the plan of care/plan for supports. Am I required to clock out when I am performing IADLs?

A: Yes. Only services authorized in the approved plan of care/plan for supports are reimbursable. Any task not included on the plan of care/plan for supports should not be performed while the attendant is clocked in.

Q: Do I have to clock in and out after every single task?

A: No. You do not need to clock in and out after each task you complete. You can stay clocked in for your whole shift as long as every task you do is listed in the member's Plan of Care/Plan for Supports.

Q: When do I actually need to clock out?

A: You must clock out if you are doing tasks that are not included in the member's plan of care/plan for supports. Some member's plans do not include activities such as cleaning and meal preparation. You should clock out if any of the activities that you will perform are not in the member's plan.

Q: How do I know which tasks are allowed?

A: Services must be done based on what is identified in the member's Plan of Care/Plan for Supports. The plan should be available in the home. The EOR should review the plan of care with the attendant so they know what tasks are included.

Q: What are the EVV approved methods?

A: Attendant may use the EVV mobile app or Interactive Voice Response system through a landline phone to submit shifts.

Q: Can I use the web portal to submit shifts?

A: No, the web portal is not an approved EVV method. Shifts submitted through the web portal are considered non-compliant.

Q: I live with my member; do I still need to use EVV?

*A: Yes, effective **October 1, 2026**, all attendants regardless of live in status will be required to use an approved Electronic Visit Verification (EVV) method to submit all shifts.*

Q: Will EVV track the location of the member and attendant during a shift?

A: No. EVV will only collect the location at the beginning and ending of a shift.

Q: Does EVV require the attendant to clock in and clock out at the member's home?

A: No. EVV does not require attendants to clock in or clock out at the member's home. If an attendant starts or ends their shift with the member in the community, they may clock in or out from that location.

Q: I am a Legally Responsible Individual (LRI) being paid to provide services, do I still need to use the app or IVR?

*A: Yes, effective **October 1, 2026**, you will need to use the mobile app or IVR.*

Q: Who can assist the attendant with EVV requirements?

A: The Employer of Record (EOR) is responsible for ensuring that their attendants use EVV to clock in and out.

Q: I live in a rural area with no internet connection can I still use the mobile app?

A: Yes. The mobile application has the capability to collect time without internet access. To submit time, you must have internet access. The Interactive Voice Response (IVR) system is also an option.

Q: If I choose to use the IVR instead of the mobile app, how can I document my tasks?

A: The IVR has the capability for attendants to enter task performed.

Q: Is there a cost associated with downloading the EVV application?

A: No, there is no cost for the member or attendant to download the EVV application.

Q: What if the attendant forgets to clock-in when they start the shift or forgets to clock out at the end of the shift; what should they do?

A: The attendant should clock in or out as soon as they realize they missed the required clock in/out and let the EOR know. This shift would be considered as an example of an adjusted shift. The attendant will have to choose an adjustment reason when entering their shift.

Q: What do you mean by making an adjustment to my shift?

A: Any changes made to a shift is considered an adjustment. All adjustment must include a reason. Please see approved adjustments below:

- 1. New Enrollment/Eligibility*
- 2. The Consumer had an emergency*

3. Non-compliant shift

Q: Where can I find additional information on EVV?

A: For more information on how to use the mobile application or IVR please visit:

Consumer Direct Care Network:

<https://www.consumerdirectva.com/training-materials/#careattend-mobile-app>

Public Partnerships, LLC.

<https://pplfirst.com/programs>