

Electronic Visit Verification (EVV):

Important Change Effective October 1, 2026

Electronic Visit Verification, or EVV, is a system that keeps track of services an attendant gives to a Medicaid member. It records:

- Member name
- Attendant name
- Date of service
- Service type
- Start time
- End time
- Tasks performed

EVV is a federal rule for Medicaid-funded services. To be paid for approved care, attendants must follow EVV rules. EVV helps protect members and attendants and supports the integrity of the Medicaid program.

Starting October 1, 2026

All attendants must use one of these approved ways to submit shifts:

- Mobile Application – Each Fiscal Employer/Agent (F/EA) has its own mobile app.
- Interactive Voice Response (IVR) system – This is a landline phone system used to clock in and clock out.

The web portal is not an approved EVV method. Shifts entered in the web portal will not meet EVV rules. Attendants may provide approved services in the home or in the community.

We know this change may take time to learn. DMAS will help members, attendants, and families during this process. There will be no compliance penalties before January 1, 2027.

Need Help With EVV?

Training is available! EORs, members, and attendants should attend training before October 1, 2026.

For more information, please visit our website for training dates, EVV resources, and Frequently Asked Questions (FAQs):

- [DMAS Electronic Visit Verification \(EVV\) Information](#)
- [Consumer Direct Care Network VA \(CDCN\) Training Materials](#)
- [Public Partnerships, LLC \(PPL\) Training Materials](#)