

A Message from DMAS: We Heard Your Concerns

The Department of Medical Assistance Services (DMAS) recognizes and understands the concerns that many individuals, families, and caregivers may have regarding the changes taking effect October 1, 2026, with Electronic Visit Verification (EVV) requirements.

We understand that changing the way shifts are submitted may take some time to get used to, and we are committed to supporting you through this transition.

EVV is a federal requirement for Medicaid-funded services. For Medicaid to reimburse attendants for providing authorized care, EVV requirements must be followed. EVV helps protect members and attendants while supporting the integrity of the Medicaid program.

A Few Important Reminders:

- **Occasional mistakes happen.** Forgetting to clock in or out, or needing to make a shift adjustment, will not automatically result in an attendant being removed from the program. EORs and attendants should work together to ensure shifts are recorded accurately and adjustments are made only when needed.
- **EVV does not require care to take place only in the member's home.** When authorized services are provided in the community, attendants may clock in and out while in the community.
- **Training will be available.** We encourage EORs, members, and attendants to participate in the training and become familiar with the EVV process before October 1, 2026. Please see training schedule below:

Organization	Training Dates & Times
Department of Medical Assistance Services (DMAS)	Sept. 1 – 10:00 a.m. Sept. 3 – 2:00 p.m.
Consumer Direct Care Network (CDCN)	Aug. 24 – 10:00 a.m. Aug. 31 – 10:00 a.m. Sept. 14 – 10:00 a.m. Sept. 21 – 10:00 a.m. Sept. 28 – 10:00 a.m.
Public Partnerships, LLC (PPL)	Aug. 25 – 1:00 p.m. Aug. 27 – 9:00 a.m. Sept. 9 – 9:00 a.m. Sept. 10 – 1:00 p.m.

Training session links will be sent soon. Thank you for your patience and continued commitment to providing and receiving quality care.