July 22, 2015

EVV Information for Participants

• What is EVV?
  o Electronic Visit Verification-time clock that will replace the paper timesheets you are currently asked to sign by your workers when they work in your home or take you places in the community.
  o Your worker would use your telephone to call and check in/out for the time they are working with you.
    ▪ OAAS-service logs will be entered in this way.
• When will this system start?
  o Workers will begin using the new system in September 2015.
• What will change for me?
  o Very little. There will be no change at all to your service or to your worker.
  o You will need to let your worker use your telephone to clock in and to clock out.
• What do I need to do?
  o Let your worker use your telephone.
• What if I don’t have a telephone?
  o Get in touch with your support coordinator or assessor or your service provider.
  o Your worker could use a different phone.
  o Your worker could use a paper timesheet.
• What will it cost me?
  o If you have a landline, there is no cost.
  o If you only have a cell phone, the only “cost” is the minutes used on the telephone (about 2 to 3 minutes per call).
• What if I don’t have any minutes on my cell phone?
  o Your worker could use a different phone.
  o Your worker could use a paper timesheet.
• What if my telephone doesn’t work, is lost, or has been borrowed?
  o Your worker could use a different phone.
  o Your worker could use a paper timesheet.
  o What if I get a new telephone? If your telephone number does not change, you do not have to do anything.
  o If you get a new telephone number, you will need to let your support coordinator or assessor or your service provider know as soon as possible.
• How does this work?
  o The services and hours available for you to use are put into your plan of care.
  o Your worker comes to your home and/or takes you places in the community.
  o When your worker arrives to begin work with you, he/she will use your phone to make a free call to report he is there. If you do not have a phone, he/she may have to use his own or a different way to report that they arrived at work.
o At the end of the time that the worker is with you, he/she will again make a free call to report that he/she is done working.

o Your worker(s) will have to make these calls every time he/she visits you. By calling in and out, the time spent working with you is all recorded and you will no longer have to sign paper timesheets. (OAAS-service logs)

- Does your worker have to use your phone?
  o We are encouraging you to let your worker use your phone – this way everything is electronically captured and you do not have to worry about paper timesheets.
  o If you do not have a phone, your support coordinator/assessor and/or service provider will help you find another way for your worker to report their time. Until a telephone is available, your worker may still use paper timesheets.

- Why are we making changes?
  o We are making this change to serve you better by making sure you are getting your services.

- How will EVV affect participants who self-direct their services?
  o Nothing will be changing at this time for participants who self-direct their services.
  o If self-direction participants are required to use EVV in the future, self-direction participants and authorized representatives will receive training materials from DHH and individualized assistance from their support coordinators or assessors.