

July 22, 2015

EVV Information for Participants

- What is EVV?
 - 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.
 - 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?
 - Workers will begin using the new system in September 2015.
- What will change for me?
 - Very little. There will be no change at all to your service or to your worker.
 - You will need to let your worker use your telephone to clock in and to clock out.
- What do I need to do?
 - Let your worker use your telephone.
- What if I don't have a telephone?
 - Get in touch with your support coordinator or assessor or your service provider.
 - Your worker could use a different phone.
 - Your worker could use a paper timesheet.
- What will it cost me?
 - If you have a landline, there is no cost.
 - 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?
 - Your worker could use a different phone.
 - Your worker could use a paper timesheet.
- What if my telephone doesn't work, is lost, or has been borrowed?
 - Your worker could use a different phone.
 - Your worker could use a paper timesheet.
 - What if I get a new telephone? If your telephone number does not change, you do not have to do anything.
 - 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?
 - The services and hours available for you to use are put into your plan of care.
 - Your worker comes to your home and/or takes you places in the community.
 - 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.

- 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.
 - 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?
 - 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.
 - 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?
 - 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?
 - Nothing will be changing at this time for participants who self-direct their services.
 - 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.