

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

Frequently Asked Questions (FAQ)

Member Device FAQs | December 2020

What does an EVV device record?

The device must record the following information each time a service is provided:

- Name of caregiver
- Name of member
- Date
- Start and End time
- Location

Will EVV keep me from doing things in the community?

No. You can still receive services outside of your home or anywhere you need/choose to go when you get services. Some devices are more flexible than others for individuals who receive services in the community. For example some devices require your caregiver to log in at your home when they start to provide a service and log out at your home when they finish that service, but you can still go out into the community after the caregiver logs in. If another device is used, your caregiver can log in and out of a device from anywhere.

Can my services begin in one location (i.e. community) and end in another (i.e. home)?

Yes. Some devices are more flexible than others for individuals who receive services that start in one place and end in another. For example if your caregiver is using a smartphone for EVV, you can start services in one place and end in another place.

Do I have to pay for the device?

You do not have to pay for the smartphone device or the fixed verification device. There are some options for EVV that require caregivers to use your landline or cellphone, but they have to get your permission.

How do I know what devices my provider uses?

We encourage you to talk with your provider agency about the devices they plan for caregivers to use. The smartphone is the most popular device because it offers the most flexibility for both members and

caregivers. DCWs can use their own smartphone with an EVV app, if the provider agency allows them to use their own phone. Provider agencies will have another option, if for some reason that doesn't work for you and your situation.

How will EVV work for me if I live in an area with no telephone, cell phone or internet access?

The smartphone is the most popular device. Some smartphones can still work for EVV in areas without cell phone or internet access. If you live in an area with no cell phone or internet access but your caregiver does, sometimes they can still use a smartphone for EVV. Some smartphones collect the data at your house and send the data once your caregiver is in a place with cell or internet service. If for some reason a smartphone won't work, there are options for EVV that don't require a landline, cell or internet service.

Can we still use paper timesheets?

No. Paper timesheets are not allowed once EVV has started unless one of the situations below applies to you. If you are allowed to use a paper timesheet, the caregiver is still required to use a device that stays in your home that gives a number which records the date and time they started and ended the service (FOB or token device). The use of paper timesheets without this device or for other reasons than what is listed below is not allowed.

You are only allowed to use a paper timesheet if you have a FOB/token device that stays in your home AND:

1. The caregiver and I live in places with no phone in the home, no cell phone service or no internet service.
2. I use an electronic device and it would make me sick, nervous, or scared.
3. My church or beliefs will not let me use an electronic device.
4. My caregiver lives with me.
5. I can get services from my caregiver whenever I want because my caregiver is always around to help me when I need it.

Will my caregiver have to use my telephone or smart phone?

The only time a caregiver would need to use your phone for EVV is if the smartphone device was not working for your situation. There are some options for EVV that require caregivers to use your landline or cellphone, but they have to get your permission.

What choices do I have in determining which device is used for EVV? Who will help me make those choices?

We encourage you to talk with your provider agency about the devices they plan for caregivers to use. The smartphone is the most popular device because it offers the most flexibility for both members and caregivers. However, your agency will have another option if for some reason that doesn't work for you and your situation.

My caregiver is not good with technology; do we still have to do EVV?

Yes.

Provider agencies will help both you and your caregiver learn how to use the device. There will be time to learn and get used to the device. While still learning how to use the device, if things don't work exactly right at first, the provider agency has ways to fix it so that the agency and the caregiver can still get paid. After some training and a period of time to try it out, the provider agency can discuss some other "low-tech" options for EVV.

Does the EVV system track me?

The SmartPhone device does use GPS to identify the location of service delivery. Recording the location is required for EVV. Different devices have different ways of recording this information. Some of those ways include tracking and some do not. For example, one system only records the location when the DCW logs into the system when they start and when they stop providing services. Other systems may allow for tracking the DCW whereabouts. If the device your provider agency uses allows for tracking the DCW, they are required to share that information with you and explain what it tracks and when it tracks. If you don't like that, they must give you another device for your DCW to use for EVV.

What happens if the device is lost, stolen or destroyed?

The devices are paid for by the provider agency or by AHCCCS so it is important to take good care of them and know where they are at all times. We do understand that accidents happen. If a device is no longer working or gets lost, contact your provider agency who can help with getting a replacement.

Who is responsible to train me?

Provider agencies will help both you and your caregiver learn how to use the device. There will be time to learn and get used to the device. While still learning how to use the device, if things don't work exactly right at first, the provider agency has ways to fix it so that the agency and the caregiver can still get paid.