

Case Management Quick Reference

A case manager guide to EVV and their role

All information was current at the time of publication but is subject to change

What is EVV?

- EVV is an electronic-based system that documents the precise time services begin and end.
- It ensures that individuals received their medically necessary services that will be billed to Medicaid.

What methods are used for visit verification?

- Sandata Mobile Device or Approved Alternative Vendor Device.
- Telephony – call in and call out system from land line or cell phone.
- Manual Entry (this method will result in exceptions/errors that will need to be cleared by the provider).
- Beginning August 1, 2018, a mobile application can be loaded onto a smart device owned by the provider or the caregiver. It works the exact same way as the mobile device.

Who chooses the method to be used by the provider?

- EVV is a requirement for providers. If an individual prefers a specific method of data collection, he or she should talk to his or her providers and choose providers who will use the preferred method.
- A provider may choose to discontinue services to an individual if an alternate method is chosen.

What if the individual cannot sign or voice verify for EVV?

- The case manager needs to note this in the individual's person-centered services plan.
- The case manager needs to note the reason an individual cannot voice verify and/or provide a digital signature.
- The case manager needs to note who, if anyone, is allowed to verify the service for the individual if they are unable to do so.

What is my role as a case manager?

- Update the person-centered services plan to document specific considerations related to EVV.
- Update the person-centered services plan timely to ensure provider documentation accuracy and to help prevent improper payments.