

What You Should Know About:

Electronic Visit Verification (EVV)



The main thing you should know: **your care will not change due to EVV.**

- The **services** you receive will not change.
- The **amount** of care you receive will not change.
- The **location** where you receive services will not change.

Where can you learn more?

If you would like to learn more about EVV, please visit:

https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm.

If you have general questions about New York State's EVV rules, you can send them to:

EVVHelp@health.ny.gov.

Who can you talk with if you have concerns?

If you have concerns or questions about EVV or the way your caregiver reports information, please contact your Personal Care Services or Home Health provider. If you receive service through the Consumer Directed Personal Assistance Program, please contact your Fiscal Intermediary.

You can also contact your managed care plan or Local Department of Social Services if you have questions about your approved Medicaid services.

What is EVV?

EVV is a way to use technology to ensure you get the Medicaid services you are approved to receive. Your caregiver will use EVV during your visits to report information related to each visit.

Your caregiver will report this information:

- the date of the visit
- the times when the visit starts and ends
- the type of service you receive during the visit
- the name of the caregiver who provides services during the visit
- your name as the person receiving the services
- the location of the visit

The visit location will be reported as either the word "home" or the word "community." The Medicaid program will not collect the address where you receive the services. **Your private information will always be protected, as federal and state laws require.**

How will caregivers use EVV?

Your provider will choose how your caregiver reports information. Reporting tools may include these options:

- a mobile app on a smart phone or tablet
- a fixed object (called a fob) placed in your home
- a telephone (usually a landline), but only if you allow your telephone to be used by your caregiver

Only your caregiver can complete EVV. You should not complete EVV for your caregiver.

Which service programs will use EVV?

EVV applies to the following services you receive in your home:

- **Personal Care Services** from a Licensed Home Health Care Agency starting on January 1, 2021;
- **Consumer Directed Personal Assistance Services** starting on January 1, 2021; and
- **Home Health Services** from a Certified Home Health Care Agency starting on January 1, 2023.