



As required by Section 12006 of the CURES Act, the NC Department of Health and Human Services (NCDHHS) will implement an Electronic Visit Verification (EVV) system for Personal Care Services (PCS) by January 2019 and for Home Health Care Services (HHS) by January 2023.

## WHAT IS EVV?

Electronic Visit Verification (EVV) is a method used to verify visit activity for services delivered as part of home- and community-based service programs. EVV offers a measure of accountability to help ensure that individuals who are authorized to receive services in fact receive them.

### The EVV system will verify the following information:

- Date of service
- Location of service delivery
- Individual providing service
- Type of service performed
- Individual receiving the service
- Time service begins and ends

### Services to be included in the EVV are:

#### Phase I – Target Jan. 1, 2019

- 1905(a)(24) State Plan Personal Care
- 1915(c) HCBS Waivers
- 1915(i) HCBS State Plan
- 1915(j) Self-directed Personal Attendant Care Services
- 1915(k) Community First Choice State Plan
- 1115 Demonstration Waiver

#### Phase II – Target Jan. 1, 2023

- 1905(a)(7) State Plan Home Health Services
- Home Health Services authorized under a waiver of the plan

### What does EVV mean for program beneficiaries?

- There will be no significant disruption in services to beneficiaries.
- Beneficiaries will be able to keep current providers and caregivers if they comply with the EVV requirement.
- An EVV system does NOT change the services provided, the provider selection, constrain individual's choice of caregiver, or impede the way the care is delivered.
- The DMA vendor will provide/install the necessary equipment to manage the EVV and provide training about usage.
- EVV will be a valuable tool in managing the accuracy and reporting of all services.

### What does EVV mean for program providers?

- Providers will be able to continue using their same EVV service, if the service meets state criteria.

### Questions or comments?

Medicaid.EVV@dhhs.nc.gov

### Additional resources:

[dma.ncdhhs.gov/evv](http://dma.ncdhhs.gov/evv)



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Medical Assistance

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opportunity employer and provider.

# Time Entry & EVV Made Easy!!



Acumen powered by DCI Software



Acumen-Outreach is now required to collect the following data for each employee shift:

- **No more paper timesheets!**
- **Easy to use DCI Mobile App**
- **Real-Time visit verification**
- **Automatic time approval**

1. Who receives the care
2. Who provides the care
3. Date & Time of service
4. Type of service provided
5. Location of service

- **No app? No problem!**
- **Phone EVV is available**
- **Easy to Clock In & Out**
- **Automatic time approval**

**DCI collects this for you!**

Register here to learn more about DCI  
[www.eventbrite.com/o/acumen-fiscal-agent-16861857515](http://www.eventbrite.com/o/acumen-fiscal-agent-16861857515)

# Frequently Asked Questions



- **What does EVV stand for?**
  - EVV stands for Electronic Visit Verification.
- **What is Real Time visit verification?**
  - When the Client or Employer verifies the Employee Clock In & Out.
- **I don't have a smartphone or tablet, but my Employer does. Can I use the Mobile App on their device to clock in/out?**
  - Yes! Employees can use any device that has the DCI Mobile App downloaded. Simply log into your own account.
- **I don't always clock in or out at the Client's home. Can I still use the Mobile App to enter time?**
  - Yes! Some programs allow service to begin in the community. The app simply requires the Client or Employer to be present.
- **I don't have a smartphone or tablet and neither does my Employer. How can I enter time into DCI?**
  - Try Phone EVV! If you have a landline phone, this is an easy way to clock in and out and still be EVV compliant.

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