



Electronic Visit Verification (EVV)

Information for Medicaid Members

The Georgia Department of Community Health (DCH) wants to let you know that Electronic Visit Verification (EVV) has started for some services delivered in the home or community.



What is Electronic Visit Verification (EVV)?

EVV is a method for aides or caregivers to report visit information when they provide home or community service visits. Some caregivers will report visit information using an application on a smartphone or tablet, and some will make a phone call.



Why is EVV important and how does it help members?

EVV is important to make sure members are getting the services they need and helps prevent fraud. EVV is required by federal laws. Providers are required to report the type of service you receive, your member ID number, the caregiver providing the service, location of service delivery, and the date and time the service begins and ends.



Who does EVV apply to?

Providers must participate in the EVV Program if they provide Personal Support Services (PSS) / Community Living Supports (CLS) through SOURCE, CCSP, ICWP, NOW, COMP or GAPP. Which means it applies to you as a Medicaid member who receives PSS or CLS through one of these waivers.

What does that mean for me?

Your aide or caregiver will ask you to verify, via a smart device or by other means, the time, location, and services performed at the end of a scheduled visit.



Does this change how I receive services?

No. How, where, and when you receive services should not change. Services received in the community will not be impacted as long as they align with your plan of care according to DCH policy.

When will EVV start?

EVV is required to begin July 1, 2021. Your provider may begin using EVV sooner.



Is DCH tracking me with EVV?

No. EVV does use GPS (location tracking) at clock in and clock out, but there is no ongoing tracking.

What else do I need to know?

While the impacts of EVV are minimal to you, if you have questions, you can ask your aide or contact the DCH EVV Project team at

evv.medicaid@dch.ga.gov, or visit the [DCH EVV website](#).

