

Electronic Visit Verification (EVV)

Self-Directed Members and Families Frequently Asked Questions (FAQs) & Answers

The Department of Community Health (DCH) Self-Directed Members and Families EVV FAQs are a collection of questions specific to the Georgia Medicaid self-directed member and family member community. To also review general member FAQs, please click [here](#) or visit the [DCH EVV website](#).

FAQs were last updated in November 2020. New questions are identified with “NEW” preceding the question.

GENERAL QUESTIONS

1. What are the benefits to self-directed members of an EVV system?

Benefits to self-directed members include:

- ❖ Reduced paperwork associated with administrative processes.
- ❖ Increased flexibility to review and approve timesheets “on the go”.
- ❖ Access to the EVV system’s reporting features.
- ❖ Increased communication and alignment across the care coordination team.

2. Can self-directed members receive services in the community with EVV?

Yes. The use of EVV does not change the way or location in which services are delivered. Members will still receive services according to their service plan and existing program rules.

3. Self-directed members receive services outside of their homes, such as at doctors’ appointments, grocery stores, etc. How will these addresses and locations be stored and how do they impact billing for services?

The EVV system will have an option to add locations to each member’s profile. As the EVV deadline gets closer, DCH will provide more detail on this process.

4. Can a self-directed member supply their caregiver(s) with a phone or a tablet versus the caregiver using his/her own phone?

It is up to the self-directed member to decide if they would like to supply their caregiver with a phone or tablet for EVV use. DCH will not supply or reimburse for equipment provided to caregivers. Additionally, Medicaid cannot be used to purchase the devices.

5. NEW: Can the employer provide one designated iPad, tablet, or smartphone in the home to be used by multiple employees for EVV?

Yes. If using the State EVV system’s mobile app from the shared device, each worker will need to log in to their individual account to clock-in and clock-out, including providing their signature. The shared device can be used for EVV from the member’s home as well as locations outside of the home. DCH will not supply or reimburse for equipment provided to caregivers. Additionally, Medicaid cannot be used to purchase the devices.



FISCAL INTERMEDIARIES

6. NEW: How are Fiscal Intermediaries (FIs) impacted by EVV?

If an FI already has a third-party EVV system, the EVV vendor must be able to (a) meet federal EVV requirements (b) sign and submit the State-required Georgia DCH Third-Party Attestation and (c) send the required EVV data to the State EVV system.

If an FI does not already have an EVV system, the FI can use the State EVV system or procure their own EVV system, as long as the vendor (a) meets federal EVV requirements (b) signs and submits the State-required Georgia DCH Third-Party Attestation and (c) sends the required EVV data to the State EVV system.

Third-party EVV vendors should contact the State's EVV vendor, Tellus, as soon as possible at Integrations@4tellus.com for further instructions and next steps.

7. NEW: What if an FI's third-party EVV vendor is not compliant with the 21st Century Cures Act?

DCH is currently working with FIs and providers to ensure their third-party EVV systems are compliant with federal and state EVV requirements.

Third-party vendors will need to contact Tellus at Integrations@4tellus.com for further instructions and next steps.

8. NEW: As a self-directed member, I use an FI. My FI uses a third-party EVV vendor. Is there a change to my current situation?

If the FI's third-party EVV vendor is able to (a) meet federal EVV requirements (b) sign and submit the State-required Georgia DCH Third-Party Attestation and (c) send the required EVV data to the State EVV system, there should be no change to your current situation. The FI should integrate their system with EVV and for the member everything would remain the same.

9. NEW: Will self-directed members and their families have a choice to use the State's EVV system or will we be required to use the FI's third-party EVV system?

Self-directed members and families will be required to use their chosen FI's EVV system. FIs have the option of the State solution or a third-party EVV vendor.

10. NEW: Will self-directed members and their families receive any type of individual training on how to use the features of the State EVV system or the FI's existing system that are specific to self-direction?

Yes. The State's EVV vendor will provide training for the State EVV system, including training specific to self-directed members and families. For training on FI third-party EVV systems, you will need to contact your FI.

11. NEW: Will self-directed members and families have access to the Administrator portal of the State's EVV system?

Self-directed members and families who are employers of caregivers and who have chosen to use an FI using the State EVV system will have access to the Administrator portal of the State EVV system.



12. NEW: Will a code or facial recognition be required for employees to clock in and clock out using the State's EVV system?

If accessing the State EVV system using the mobile app on a smartphone or tablet, a username and password are always required. A personal identification number (PIN), thumbprint, or facial recognition can be used but are not required. If accessing the State EVV system administrative portal from a desktop or laptop computer, users will be required to log in with an email address and PIN.

The FAQs include the most common EVV questions received by DCH that are related to self-directed members and their families. DCH monitors all questions received and frequently updates the FAQs, so please check the DCH EVV website regularly for new information!