

Electronic visit verification (EVV) verification methods policy

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Legal authority	Public Law 114-255 (PDF)	
Definition	<p>Electronic visit verification (EVV): An electronic system used to record data about the delivery of in-home or community-based services where people receive support with activities of daily living (ADLs) and/or instrumental activities of daily living (IADLs).</p>	
Overview	<p>Provider agencies and caregivers can complete EVV using different methods, including, but not limited to:</p> <ul style="list-style-type: none"> • Mobile application. • Telephony. • Fixed object device (FOB). <p>Electronically verified visits must capture the required EVV data points listed on CBSM – EVV, regardless of the method used.</p> <p>People receiving services, caregivers and provider agencies may choose the verification method that works best for their individual needs.</p> <p>The state-selected EVV system, HHAeXchange (HHAX), offers two verification methods: the mobile application and telephony (interactive voice response [IVR]).</p> <p>Provider agencies using a third-party system may explore other methods to verify EVV that capture the required data points.</p>	
DHS device liability	<p>DHS is not liable for:</p> <ul style="list-style-type: none"> • Costs incurred to obtain or use devices. • Viruses on devices. • Hacked, broken, damaged, lost or stolen devices. • Non-working devices. 	
Mobile application	<p>DHS recommends caregivers use the HHAX mobile application to verify EVV whenever possible.</p> <p>The mobile application is the fastest and easiest way to complete EVV. It offers the most flexibility by going wherever the person receives services, and it allows the caregiver to enter time and activity documentation.</p> <p>The mobile application:</p> <ul style="list-style-type: none"> • Can be downloaded to a smartphone or device with internet connectivity. • Uses a secure login function for each user. • Records the specific location at the exact time of clocking in and clocking out. <p>Note: GPS does not track location before clocking in, during service delivery or after clocking out.</p> <ul style="list-style-type: none"> • Does not use mobile device plan minutes. • Uses minimal data. • Does not store protected health information (PHI) on the mobile device. • Can be used when an internet connection or cellular network is not available. <p>Caregiver requirements</p> <p>Caregivers must:</p> <ul style="list-style-type: none"> • Follow instructions from their provider agency to download and 	

- activate the mobile application.
- Obtain their own unique login credentials from their provider agency, financial management services (FMS) provider or person who self-directs their services.
- Only access the mobile application using their own login credentials.
- Not share their login credentials.
- Use their personal smart devices to access the mobile application.
- Not use a smart device owned by the person receiving services to access the mobile application.

Caregivers may contact their provider agency for a full list of mobile application specifications, including supported mobile devices.

Clocking in and clocking out

Caregivers may use the mobile application method to clock in and out of the EVV system in the home or in the community. The mobile application is the only clock-in and clock-out method the caregiver may use when delivering EVV services in the community or when traveling out of state.

To clock in and clock out, the mobile device must be operational (e.g., phone must be working, battery must be charged).

Sharing mobile devices

Caregivers may share a mobile device with other caregivers to clock in and clock out of the EVV system for the same person receiving services if:

- Each caregiver uses their own mobile application login credentials.
- The shared device is provided by the provider agency or person who self-directs their services for the sole purpose to verify EVV visits.

Geofence information

A geofence is a virtual perimeter around a specific point. For EVV, the specific point is the home address of the person receiving services in the EVV system. DHS intends to reduce the approved EVV geofence from 500 miles to 500 feet, or approximately the size of 1.5 football fields, from the person's home address. DHS will provide an update on the timeline for the geofence reduction at a later date.

The geofence is not a barrier to receiving services and does not prevent the person from receiving services wherever they go.

Provider agencies cannot expand the DHS-established geofence. They can restrict it to less than 500 feet to meet their business needs.

HHAX user requirements for geofence

When a caregiver clocks in or clocks out within 500 feet of the person's home, the default service delivery location is the person's home.

When the caregiver clocks in or clocks out more than 500 feet from the person's home, the caregiver must check the "community" box in the mobile application.

This distinction allows DHS to know the extent to which the caregiver provides services in the home or in the community.

Third-party system user requirements for geofence

Provider agencies using third party EVV systems must work with their

	EVV vendors to configure their geofence and actions for visits outside the geofence.
Telephony (IVR) method	<p>The telephony (IVR) method:</p> <ul style="list-style-type: none"> • Requires a caregiver to call a toll-free number and enter a series of codes into the phone to clock in and clock out. • Can only be used when services begin and end in the home and the caregiver does not have access to the mobile application. • Does not prevent people receiving services from going into the community during service visits, but it does require that the visit start and end in the person's home. • Does not allow caregivers to complete time and activity documentation. <p>Provider agency requirements</p> <p>The provider agency must follow instructions from the EVV vendor to set up telephony. The provider agency is responsible for initial setup and maintenance of the registered phone numbers in the EVV system. The provider agency must:</p> <ul style="list-style-type: none"> • Enter at least one phone number for the person receiving services in the EVV system before the caregiver can use telephony to clock in and clock out. <p>Note: The provider agency should enter more than one phone number if the person frequently receives services in an alternate location.</p> <ul style="list-style-type: none"> • Ensure the phone number(s) listed in the person's profile are current. • Ensure the phone number(s) are registered to the person's profile with a location associated to the phone number(s). • Update the person's profile in the EVV system if the phone number used for clocking in and clocking out does not match. <p>Phased implementation</p> <p>DHS will begin a phased implementation to make IVR lines available to providers using the HHAX EVV system:</p> <ul style="list-style-type: none"> • Phase 1: DHS will make English IVR lines available in late summer/fall 2023. • Phase 2: DHS will begin to make additional approved language lines available later winter/spring 2024. IVR will be available in the most commonly used languages in Minnesota, including Spanish, Hmong, Russian, Somali, Vietnamese and English.
Third-party EVV verification methods	<p>Provider agencies using third-party EVV systems must work with their EVV vendor to determine appropriate verification methods. Provider agencies may use the EVV verification method(s) that work best for their organization, as long as the method(s) capture the required EVV data on CBSM – EVV.</p>
Process and procedure	<p>For information about using devices to verify EVV, refer to CBSM – EVV device usage policy.</p> <p>Provider agencies are responsible to train caregivers and people who receive services on the methods to verify the EVV services delivered.</p>
Additional resources	<p>DHS – EVV CBSM – EVV CBSM – EVV compliance policy</p>

	<u>CBSM – EVV device usage policy</u> <u>CBSM – EVV live-in caregiver policy</u> <u>CBSM – EVV Safe at Home process</u> <u>Minnesota Commerce Department – Phone and internet discounts</u>
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