Electronic Visit Verification
EVV Policy Handbook Revisions – January 2022

The following format is used for the tables below:

- Above each table is an EVV policy name. The tables list the following information about the policy:
    - The left column lists the name of the subsection found in the EVV Policy Handbook.
    - The right column lists the subsection number and revisions found in the EVV Policy Handbook.

Clock In and Clock Out Methods Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Manually Entered EVV Visits	7010 • New paragraph to emphasize: "Program providers, FMSAs and CDS employers must complete all required visit maintenance, including entry of manual visits, within the visit maintenance time frame."
Mobile Method	7020 • Clarification was added: "The service provider or CDS employee can select a different service delivery location if necessary."

Home Phone Landline	7030
	• Landline Requirements
	  ○ Clarification was added:
	    ▪ "The landline must be the member's home phone landline number or a landline in another location that the member frequently receives services, such as a family member's home or a neighbor's home. The owner of the landline must give permission to the member and the service provider or CDS employee to use the telephone for EVV."

Policy Subsection Name	Policy Subsection Numbers and Revisions

Home Phone Landline – *Cont.*	• 7030 – *Cont.*
	
	  ▪ "Program Providers and FMSAs are responsible for initial setup and maintenance of the landline in the EVV system."
	
	  ▪ "The program provider or FMSA must:
	
	    • Enter the member's landline number in the EVV system before the service provider or CDS employee can use the landline to clock in and clock out.
	
	    • Enter one or more landline number if the member frequently receives services in an alternate location.
	
	    • Verify the landline number using the EVV Landline Phone Verification Report located in the EVV system.
	
	    • Ensure the landline number(s) listed in the member's profile are current."
	
	• Unallowable Landline Phone Type
	
	  o Clarification was added: "Numbers from phone carriers that provide mobile phone services only (such as Cricket) will always be identified as an unallowable phone type.
	
	• New subsection was added: Identification of an Unallowable Landline Phone Type
	
	  o Includes:
	
	    ▪ Program Provider Required Actions
	
	    ▪ FMSA and CDS Employer Required Actions
	
	• Added new subsection: Documentation
	
	  o Includes examples of documentation

EVV Compliance Reviews Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions

EVV Compliance Reviews	10000
	
	• "Payers must do their due diligence…" was added to:
	   ○ Program Provider and FMSA Enforcement Actions
	   ○ CDS Employer Enforcement Actions

EVV Landline Phone Verification Reviews	10020
	
	• In Failure to Meet the Compliance Standard:
	   ○ "Referral hold" was replaced with "temporarily withhold Medicaid claims payments"
	   ○ Added: "If the FMSA is unable to meet required actions due to the CDS employer not meeting required actions outlined in 7030 Home Phone Landline, the FMSA must notify the payer immediately in writing by email or fax"
	• In Program Provider and FMSA Enforcement Actions:
	   ○ Time frames were added
	• New subsection was added: "CDS Employer Enforcement Actions"

EVV-Required Free Text Reviews	10030 • Clarification was added: "Program providers and FMSAs who fail to ensure required free text is entered into the EVV system prior to submitting an EVV claim may have associated claims recouped."

Visit Maintenance Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance Timeframe	8050 • Clarification was added: "Program providers, FMSAs and CDS employers must complete all required visit maintenance, including entry of manual visits, within 95 days from the date of service delivery."

Visit Maintenance Unlock Request	8060
	
	• Unlock Request Process
	
	    o Lists of fields program providers, FMSAs and CDS employers can request to have changed during a Visit Maintenance Unlock Request was added
	
	• In EVV Vendor and EVV PSO Approval and Denial:
	
	    o Added: "The EVV PSO will determine the timeframe for completing visit maintenance"
	
	• Clarification was added: "The vendor cannot provide specific information regarding what data should be updated. The vendor can only direct the program provider, FMSA or CDS employer as to which visit dates and members are approved within the Visit Maintenance Unlock Request."