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MEMORANDUM

TO: Executive Directors, DSN Boards of Case Management
CEOs, Contracted Service Providers of Case Management
Case Management Supervisors
Robert Decker, Charles Lee Fiscal Agent

FROM: Lori Manos, Interim State Director-Policy *fm*

DATE: February 14, 2022

SUBJECT: Electronic Visit Verification (EVV) Communication for Participant-Directed Workers

The purpose of this memo is to notify Case Management Providers of communication distributed to all participant-directed workers receiving payroll services from Charles Lea Center, who provide Attendant Care, Respite and/or In-Home Supports through the three (3) DDSN operated waivers. The attached memo and Getting Started with EVV handout were mailed to workers via USPS on February 1, 2022.

As you make your WCM contacts this month, please inform your families about the communication sent to workers and feel free to share copies with your families. For other workers who are employed with a Medicaid enrolled provider with SCDHHS, the Medicaid enrolled provider will provide instructions for their employees on how to use EVV.

As a reminder, EVV is an electronic timekeeping solution that records, validates, and submits in-home visits at the time the service is rendered, making it easier for workers to be paid on time, reducing fraud and abuse, and ensuring workers are providing the consistent care service recipients need.

The anticipated "Go Live" date for EVV is scheduled for May 13, 2022. If you have questions, please contact Janis Moore at Janis.moore@ddsn.sc.gov. Thank you.

Attachments



TO: In-Home Workers

FROM: Lori Manos, Interim Associate Director of Policy

DATE: February 1, 2022

RE: **Important Message - Electronic Visit Verification (EVV)**

You are receiving this memo because you provide in-home services for a SCDDSN participant and Charles Lea Center provides administrative fiscal agent payroll services for you. SCDDSN will implement an electronic visit verification (EVV) system for in-home services delivered through the three SCDDSN-operated waivers. **The anticipated “Go Live” date is scheduled for May 13, 2022.**

EVV is an electronic timekeeping solution that records, validates, and submits in-home visits at the time the service is rendered, making it easier for workers to be paid on time, reducing fraud and abuse, and ensuring workers are providing the consistent care service recipients need.

Workers who provide **Attendant Care, In-Home Supports and/or Respite** services funded by the ID/RD, Community Supports, or HASCI Waivers will be impacted.

Workers will use one of the methods listed below to **“check in”** when service delivery begins and **“check out”** when services delivery ends. Those methods are:

1. **MOBILE APP - AuthentiCare 2.0 Mobile Application:** This is the **preferred method** and allows the worker to record services provided to the waiver participant by checking in and out utilizing an application on the worker’s Android or Apple mobile device.
2. **LANDLINE - Interactive Voice Response System (IVR):** This system lets workers record services provided to the client by dialing from the waiver participant’s landline telephone when service begins, and once again, when service is completed.

Workers may use one or both methods.

Workers utilizing the mobile application will need to download the AuthentiCare 2.0 application on their mobile device. Workers must then retrieve and submit their Device ID to Deviceidevv@ddsn.sc.gov by **March 1, 2022**. Attached are instructions for getting started with EVV.

Prior to implementation of EVV, SCDDSN will provide a series of training opportunities on the EVV system. Dates and times for this training will be provided at a later date. Until then, for more information on EVV, please visit the SCDDSN website at <https://ddsn.sc.gov/>. General questions or comments may be sent to EVVInformation@ddsn.sc.gov.










In summary:

- Electronic Visit Verification (EVV) is an electronic timekeeping solution that will be required for use by participant-directed workers providing attendant care, in-home supports, and respite.
- EVV will replace the use of paper timesheets.
- The participant's landline telephone or a mobile application downloaded on the worker's Android or Apple Device is required for use.
- For those using the mobile application, Device ID's are the first step to getting started.
- To continue providing the services noted above, workers using the mobile application are required to download the application, obtain their Device ID, and forward it to Deviceidevv@ddsn.sc.gov by **March 1, 2022**. **The email must include:**
 - Your full legal name
 - Your mobile number including area code
 - Your Device ID
 - Your email address

Don't delay! Device IDs must be submitted to Deviceidevv@ddsn.sc.gov by March 1, 2022.

Getting Started with Electronic Visit Verification (EVV)

Target Audience: Participant – Directed Workers who receive payment from Charles Lea Center

Step 1:	<p>Determine whether you will use a landline (IVR) and/or the mobile app to access EVV. If you are only using a landline (IVR), there is nothing else you need to do right now.</p> <p>If you plan to use the mobile app, continue with the steps below.</p>					
Step 2:	<p>You will need an Android or Apple mobile device. Check the operating system version of your mobile device.</p> <p>Apple Devices: Go to Settings > General, then tap: About. For an Apple device, you must have an iOS version 13.0 or newer.</p> <p>Android Devices: Go to Settings. Tap <i>About Phone</i> or <i>About Device</i>. Tap <i>Android Version</i>. For an Android device, you must have an android version 6.0 and newer.</p>					
Step 3:	<p>Download the App. On your mobile device, go to the Apple Store or Google Play (Android)</p> <table border="1" data-bbox="318 728 1502 1056"> <tr> <td data-bbox="318 728 571 1056" style="text-align: center;"> <p>Apple Store</p>  </td> <td data-bbox="571 728 824 1056" style="text-align: center;"> <p>Google Play</p>  </td> <td data-bbox="824 728 1502 1056" style="text-align: center;"> <p>Search for the Authenticare 2.0 Mobile Application</p>  <p><u>Then click on Install.</u></p> </td> </tr> </table>			<p>Apple Store</p> 	<p>Google Play</p> 	<p>Search for the Authenticare 2.0 Mobile Application</p>  <p><u>Then click on Install.</u></p>
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Step 4:	<p>Once you download the app, you will need to:</p> <ul style="list-style-type: none"> • Tap ALLOW for the application to make and manage phone calls. • Tap ALLOW for the application to access the mobile device's location. 					
Step 5:	<p>The first screen requires you to enter a Setup Code. Enter the Setup Code "SCDHHSRPD" and tap submit.</p> <p>Note: By entering the setup code and tapping SUBMIT, the user agrees to the End User License Agreement. The End User License Agreement can be viewed by tapping on View End User License Agreement before tapping SUBMIT.</p>					
Step 6:	<p>After entering and submitting the Setup Code, you will be directed to the Login Screen. Tap on settings then See Device Identifier to get the Device ID.</p> <p>Copy the DEVICE ID and email to: Deviceidevv@ddsn.sc.gov The email must include:</p> <ul style="list-style-type: none"> • Your full name • Your mobile number including area code • Your Device ID • Your email address 					

Once you have completed the steps to obtain your Device ID, that is all you need to do at this time. You will receive further instructions and information about training opportunities in the near future.

Please note: After you submit your device ID, if you get a new mobile device, you will need to obtain a new device ID using the above steps.