



DDSN Executive Memo

**TO: EXECUTIVE DIRECTORS, DSN BOARDS
CEOS, CONTRACTED SERVICE PROVIDERS
CASE MANAGEMENT SUPERVISORS**

FROM: LORI MANOS, INTERIM ASSOCIATE STATE DIRECTOR-POLICY *fm*

DATE: OCTOBER 28, 2021

RE: Electronic Visit Verification (EVV)

In February 2022, SCDDSN is implementing an electronic visit verification (EVV) system for in-home services delivered through the three SCDDSN-operated waivers, in accordance with regulations established in the 21st Century Cures Act. 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 home care agency staff to be paid on time, reducing fraud and abuse, and ensuring home care workers are providing the consistent care service recipients need. SCDHHS has utilized EVV since 2002 for the waivers the agency operates and manages.

Providers, participant-directed employers and workers of the following services funded by the ID/RD, Community Supports, and HASCI Waivers will be impacted:

| Services impacted | Funding Source |
|------------------------|-------------------------|
| Adult Companion | ID/RD Waiver |
| Attendant Care | IR/RD; HASCI Waiver |
| In-Home Supports | CS Waiver |
| Personal Care I and II | ID/RD; CS Waiver |
| Respite | ID/RD; CS; HASCI Waiver |
| RN; LPN Adults | ID/RD; HASCI Waiver |
| | |

In order for the system to work properly, Waiver Case Managers must ensure the address of residence and phone number (1), are accurate in CDSS under Basic Consumer Information. This information will be migrated to Therap and will directly affect a caregiver/worker's ability to successfully report services. This information must be kept current in CDSS.

Beginning in November 2021, Waiver Case Managers must inform participants and their families who receive the services listed above about EVV implementation. An informational flyer is attached for Waiver Case Managers to use as a tool to notify participants and their families.

SCDHHS and SCDDSN will provide a series of training opportunities on the EVV system, which will include an overview of the AuthentiCare mobile application. SCDDSN will disseminate information about upcoming trainings in the coming weeks.

For more information on EVV, visit the SCDHHS website at <https://msp.scdhhs.gov/rmmis/site-page/evv> and the SCDDSN website at <https://ddsn.sc.gov/news/2021-10/important-announcement-electronic-visit-verification-coming-february-2022>. Questions or comments may be sent to EVVInformation@ddsn.sc.gov.

Attachment



Electronic Visit Verification (EVV)

What is Electronic Visit Verification (EVV)?

In Feb. 2022, a new system called Electronic Visit Verification (EVV) will be implemented for workers who provide services in the home to clock in and out by using a landline phone or a mobile application.

EVV is a program mandated by the federal government. It makes it easy for in-home workers to document service delivery.

Which services are impacted?

Any person who receives the services listed below funded by the ID/RD, Community Supports, or HASCI Waiver will require workers to use Electronic Visit Verification:

Adult Companion

Adult Attendant Care

In-Home Supports

Personal Care I, II

Respite

RN/LPN Adults

What are the benefits of Electronic Visit Verification (EVV)?

- Provides quicker payments to providers/workers
- Workers will no longer have to turn in timesheets
- Ensures participants receive services as authorized
- Allows case managers and providers to run reports to verify service was delivered

What you need to know?

If you receive one of the services listed, your paid caregiver will be given information on using EVV to document the times when services are provided. The use of Electronic Visit Verification is required and must be used for caregivers to be paid for services rendered.

Stay tuned for information about upcoming training opportunities.