



ELECTRONIC VISIT VERIFICATION: BEST PRACTICES

Participant Responsibilities - Maryland Department of Health DDA Self-Directed Services
Financial Management Counseling Service
January 1, 2023

EVV STANDARDS OF COMPLIANCE

- 1. EMPLOYEES USE THE EVV SYSTEM**
Use of the EVV system will ensure Personal Supports/Respite services are authorized; timesheets are submitted timely to the employer for approval.
- 2. CLOCK-IN AND OUT (EVEN SHIFTS)**
Clock-in and clock-out shifts will be simplified by regularly clocking in and out during shifts **with the participant**, for example, an eight-hour shift, clock-in 9:00am, clock-out at 5:00 pm.
- 3. VERIFY LOCATION OF SERVICE**
Most EVV systems require location services to be turned on. Verification is attained by turning on location services on your smart phone when using the app.
- 4. SET REMINDERS IF NECESSARY**
Set a reminder to clock-in and clock-out if you need an alert. It is critical to record your start and departure times from work in the EVV system.
- 5. REVIEW YOUR ENTRIES**
Make sure timesheet entries are accurate “hours worked” time an employee must be on duty. Accuracy helps employers avoid “**Service Modifications**” in the FMCS billing system.
- 6. EXPECTATIONS**
If Personal Support Services or Respite Care Services, are provided, employees are expected to use the EVV system to records shifts.
- 7. RESOLVING ISSUES**
If you or your employees experience any issues whatsoever with the EVV system or have trouble understanding how to navigate the system, contact your FMCS immediately.
- 8. FMCS AGENCY SUPPORT**
Your designated Financial Management Counseling Service will assist you and your employee to resolve any issues and to stay in compliance with the EVV Rules.
- 9. TRAINING**
Learn more about the tools and technology to further understand the requirements and/or contact your Support Broker for assistance.
- 10. FOLLOW-UP**
Make sure that time shifts are being recorded correctly when using the EVV system. This will help to avoid a Service Modification that requires a manual edit.

EVV NON-COMPLIANCE (FAILURE TO CLOCK-IN AND OUT CORRECTLY)

1. **SERVICE MODIFICATION**
This occurs when timesheet entries are loaded into the system manually. **Edits to time shifts will create a “Missing Time Request (MTR).”**
2. **MISSING TIME REQUEST (MTR)**
Manual entries **do not** meet the EVV requirements and are considered non-compliant. Make sure the employee clocks-in and out correctly and in even shifts.
3. **MANUAL EDITS (MTR)**
Note: MDH allows up to 6 unexcused MTR manual timesheet edits per month. Exceeding six MTRs in a month will prompt the participant/employer and the team to take corrective action.
4. **EXCEEDING (7) MTR REQUESTS**
Corrective action may ultimately lead to dismissal from Self-Directed services. if the participant has four occurrences.¹
5. **OCCURENCES**
After the first occurrence MDH/FMCS will move to take corrective action with additional training.
6. **CORRECTIVE ACTION**
Additional action will be taken after the third occurrence. This may include emails, letters, a call from your FMCS, or CCS and a written Plan of Correction (POC).
7. **FMCS ACTIONS**
Your FMCS may schedule web-based training or in-person training. The team will convene to create a written POC to include the steps that will be taken to ensure compliance.
8. **POC (FOLLOW-UP)**
After retraining and implementation of the POC, follow-up to make sure employees are recording time shifts correctly. Take the initiative to learn more about tools and technology to ensure work shifts are being recorded in compliance with EVV.
9. **FOURTH OCCURRENCE**
After the 4th occurrence. The participant and the team will be notified by email or letter that they will be transitioned to **Traditional Services.**
10. **RIGHT TO APPEAL**
The participant will have the right to appeal the decision. MDH will make exceptions based on certain situations.²

¹ **During the transition period January 1, 2023 - June 30, 2023, corrective actions for non-compliance will not be assessed.** During this period, participants and employees will learn the EVV systems of their FMCS agencies.

² Maryland Department of Health DDA