

Electronic Visit Verification (EVV) through Mains'!

What is it?

This is an electronic system that will be used to notify Medicaid that services have been delivered **in real time**. It is an app that can be used on any tablet or smartphone, if they are GPS capable. **We will be using this new application through Mains'! which will go live on November 30, 2020.**

How does it work?

Employees will enter visits in the EVV app and then document their notes later through the Mains'! website; just as is done currently. PDS employees only need to open the app to start the service then open the app again once the service is complete. PDS employees do not need to remain logged into the app nor keep it open while providing services. Shifts are "signed" by the employee automatically through their unique login at each point of sign in and sign out.

The PDS Representative should review the visit information, including start and end time of service, entered by the PDS employee before approving the visit ("shift"), on the Mains'! website after the shift has occurred; just as it is done currently. **The review and approval process remain the same for Reps.**

Need to know the facts:

- Use of EVV is required under the 21st Century Cures Act which includes services that help with ADLs or IADLs; this means that providers are federally mandated to use this system.
- **The Mains'! app requires use of either a GPS enabled smart phone or tablet or pre-verified landline at the participants home.**
- The app only records the GPS location at the start and end of a visit but does not record individual's movements during the shift.
- Training will take place throughout October and November 2020. **Go live will be November 30, 2020.**
- **Visits can be logged in the Mains'! mobile app when you do not have an internet connection (offline)** and your visit or shift will remain in encrypted storage on the mobile device until it connects to WIFI or cellular data again.
- The app does not capture where an employee took the participant during a visit. There is no requirement to provide this information.
- **The app will NOT automatically end a visit.** If an employee forgets to end a visit, they will be able to correct the error via the website. However, it will be considered a "non-verified visit".
- **Visits cannot be entered on the app after they occurred; employees must start and end each visit or shift in real time on the app.**
- Visits can ONLY be entered with the mobile app on a smart phone, tablet or a verified land line and not through a computer.

EVV will NOT:

- Track the location of the participant or employee while providing care.
- Allow you to document notes via "check boxes". Service documentation has not changed at this time.
- Require you to pre-schedule your visits or shifts ahead of time.
- Make entering your visits/shifts harder.
- Limit participants' services within the community.
- Be used to find ways to reduce the services you receive.
- Gather data or have control of camera of the smart device in which the app is installed.