

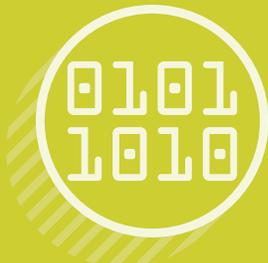
# EVV

## Frequently Asked Questions

*A quick guide to understanding Electronic Visit Verification*

### What is EVV?

This stands for “Electronic Visit Verification.”



It's a new electronic system that verifies when your provider visits begin and end. This will help Indiana Medicaid know that your provider has delivered services so that they can get paid! With EVV, we will be able to confirm the who, what, where and when of your personal care services.

### Why is Indiana Medicaid implementing Electronic Visit Verification?

This is a federal requirement to improve the quality of personal care services provided.



### Do I have to pay for Electronic Visit Verification?

Members and their families will not be charged for anything related to EVV.

### How do I know if Electronic Visit Verification applies to me?



Electronic visit verification currently applies to members who utilize certain home- and community-based services. Your care manager will be able to tell you and your family if EVV applies to you.

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### What do I have to do for Electronic Visit Verification?

If you are able to do so, your provider will ask you to sign something or give a voice recording when you are provided personal care services.

This will be used to verify the date, time and location of services that you have received.



### Am I being tracked?

No, the EVV solution is only collecting information at the beginning and end of your services each day. Indiana Medicaid will continue to respect your privacy.

### When does this start?

Providers will begin using EVV by January 1, 2020, but your provider may begin to start using EVV earlier. If you have any questions or concerns, please feel free to reach out to Indiana Medicaid at **800-457-4584**.



**Office of Medicaid  
Policy & Planning**

**Family & Social Services Administration  
Office of Medicaid Policy & Planning**  
402 W. Washington St., Room W374  
Indianapolis, IN 46204