



Policy Concerning Electronic Visit Verification (EVV)

Policy:

The 21st Century Cures Act, [Public Law 114–255 \(PDF\)](#), requires providers of personal care, including personal care assistance (PCA), some waiver services, and home health care providers to use electronic visit verification to be eligible for full federal Medicaid matching dollars. If a participant receives Medicaid-funded services in their home or community, their direct care provider must comply with EVV.

MN DHS requires the use of the EVV system with minimal error. MN DHS enforces EVV compliance for all providers. Cherish follows the direction of MNDHS in regard to EVV.

The Minnesota EVV system will verify: Type of Service Performed; Who Received the Service; Date of Service; Location of Service Delivery; Who Provided the Service; When the Service Begins and Ends.

The EVV process utilizes an “electronic signature”. An electronic signature means an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record. It is a crime to provide false information on PCA billings for Medical Assistance payment. Your electronic signature verifies the time and service entered are accurate and that the services performed are as specified in the plan of care.

Procedures:

All staff are encouraged to check their time worked and their total time in the APP daily to ensure they are correct and do not violate service limitations (see Policy #14).

Note: The HHAeXchange system is designed to operate on military time. If you do not know how to enter military time please look on Cherish website www.cherished1.co under payroll, or contact the Cherish office.

Types of EVV: All staff are required to use the mobile app, telephony or the FOB. The program participant chooses the type of EVV that is used. In rare cases a missed time form may be used. **3 missed time forms per pay period will require a written improvement plan, and a formal written warning will be placed in the employee file for non-compliance. Cherish may terminate an employee based on frequency of noncompliance.**

In addition to EVV, Quarterly Written Verification – at quarterly visits Cherish LLC’s Qualified Professional (QP) will print the hours worked and the Participant will sign stating that the visits were valid.



Services may be provided in the home and the community. **EVV DOES NOT track locations throughout a visit. A single location is collected at the start and the end on a visit only.**

Cherish is required to monitor staff performance, manual edits for correction, location discrepancies, etc... MN DHS also receives this compliance information

Cherish prohibits the sharing of passwords and/or log in information. It is fraud to log in under another staff person's credentials. Logging into the system represents the user's signature, therefore logging in under another users' credentials is like signing another person's name to a form.

Edits and exceptions from Electronic Visit Verification: Circumstances may infrequently arise such that services cannot be verified electronically at the start or end of the visit. Cherish employees may correct their time in the app/services portal within the pay period. If you have difficulty with this please contact the Cherish office.

If there is a very rare exception error, in accordance with PCA statute Cherish may accept edits up to 30 days for pay. Extreme circumstances will be addressed by Cherish individually.

Electronic Visit Verification is turned off for the Program participant that does not have an active service authorization/active insurance. In this insurance discontinuation, occasionally staff might continue to work, in hope that the service authorization may go back retroactively. This decision is at the staff person's own risk and Cherish bears no responsibility for this decision. If the staff person in this unique situation keeps accurate timecards which are signed by the Program Participant or Responsible Party for a maximum of 30 days. Cherish will consider paying the staff person retroactively providing all requirements are met and Cherish is able to invoice for the service. Cherish believes this is an exception supported by the DHS policy to promote continuity of care and service coordination for persons receiving services.

ACKNOWLEDGEMENTS: The Direct Care Staff understands and agrees that Cherish must abide by Policy A14 Wages and Conditions of Employment including hour limitations and Federal EVV requirements.

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 7/16/2024

See Responsible Party Attestation