



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 will need to comply with EVV.

Current Cherish services requiring EVV are; PCA, Homemaker with TG Modifier, ICLS, Night Supervision, Respite, Individualized Home Supports with Training, Individualized Home Supports without Training,

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.

Procedures:

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

Mobile App - the Mobile App can be used even if there is no data or Wi-Fi connection. The information will automatically transfer from the device later when there is a data or Wi-Fi connection.

- At the start of the visit, the caregiver will clock in per the instructions of Mobile App.
- At the end of the visit, the caregiver will enter the Plan of Care (POC) to record the tasks performed during a visit for the person they are providing services for and clock out per the instructions.
- You will be required to get a daily electronic signature on the Mobile App from the participant, responsible party or their designee. Staff are not allowed to sign for the hours that they have personally provided. If a responsible party is required, they will be required to create a login in to HHAExchange every two weeks and sign the time card.



Telephony - Direct care workers who do not have a smart phone or GPS enabled tablet will call a designated phone number from the program participant's landline phone.

- At the start of the visit, the caregiver will call the telephony phone number provided and clock in per the telephony instructions.
- At the end of the visit, the caregiver will call the telephony phone number provided and clock out per the telephony instructions.
- 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.

Fixed Object (FOB) - Some members may be eligible for a device called a FOB if there is no smart phone or no landline.

- At the start of the visit, the caregiver will press the button on the FOB provided and receive a clock in number that they write down per the instructions.
- At the end of the visit, the caregiver will press the button on the FOB provided and receive a clock out number that they write down per the instructions.
- At a later time an employee may use either the Mobile App or "other phone" to record their time per the instructions.
- 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.**

Staff are not required to use EVV if they live in the same home as the program participant. In this instance they may use a paper timecard. They must sign an attestation that they share a home with the program participant to use the paper timecard method.

Cherish is required to monitor staff performance, manual edits for correction, location discrepancies, etc...

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 arise such that services cannot be verified electronically. An example of this is a staff person who forgot to clock out of the service. If this happens the staff person should clock out when they remember and then immediately



contact the Cherish office to inform office staff of the time their shift actually ended, which will be verified with the program participant or their responsible party. Reasons for edits will be documented in the HHAeXchange program.

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

Last policy review: 10/19/2022

See Electric Visit Verification Exclusion Attestation

See Responsible Party Attestation