



Electronic Visit Verification (EVV) Member Questions and Answers (Q&A)

What is EVV?

EVV allows MaineCare to electronically verify that a personal care or home health service was provided to the member who is supposed to receive the services.

What is changing?

If you have a Personal Care Service (PCS) or Home Health Care Service (HHCS) in-home visit with your provider, they may ask you or your guardian to verify that the service took place. You can verify this by signing a mobile phone or tablet or by speaking into a phone. This is called Electronic Visit Verification (EVV). Your benefits and services will not be changed by EVV.

What do I have to do?

If your service requires EVV, you or your guardian will be asked to sign your name on a mobile phone or tablet or speak into a phone to verify the service took place. It's important that you verify the service took place so that your provider can get paid for the services they provided to you.

What am I verifying?

You will be asked to verify that you have received a service.

What services will I need to verify if I received them?

You may be asked to verify that you received Personal Care Services (PCS), such as:

- Getting in and out of a bed, wheelchair, or vehicle
- Using the toilet
- Bathing and other personal hygiene like combing hair or brushing teeth
- Dressing
- Eating
- Taking medicine
- Grocery shopping and shopping for medicines and other supplies

- Housework and laundry
- Managing money
- Preparing food and clean up

You may be asked to verify if you received Home Health Care Services (HHCS), such as:

- Skilled nursing services
- Home health aid
- Physical therapy services
- Occupational therapy services
- Speech language pathology services
- Medical social work services

How does EVV work?

The provider must use a mobile phone, tablet, or landline telephone to verify they provided you with a service.

When will my provider ask me to verify that I received a service?

Your provider may have already asked you to verify a visit. PCS providers must verify they provided services to you beginning on January 1, 2021. HHCS providers must verify they provided services to you beginning on January 1, 2023.

Why do I have to verify I received an in-home service?

Verifying a PCS or HHCS is required by the federal government. MaineCare and the federal government want to make sure you are getting the services you need. It's important that you verify the service took place so that your provider can get paid for the services they provided to you.

How do I verify the services I've received if I can't speak?

You can sign your name to verify you received services.

How do I verify the services I've received if I can't read or write?

You can verify you've received services by speaking your name, instead of writing it.

When will my provider ask me to verify the visit?

After you have received the service, your provider will ask you to verify you received it.

What if I am not able to verify that I received a service?

If you are unable to verify a visit verbally or in writing, your provider will use an exception process to confirm the services you received.

If I don't like the service that I received, can I refuse to verify I receive it?

Please verify you have received the service. If you are unhappy with the services you have received, you may speak with your case manager or care coordinator to see if there are other service providers who can meet your needs.

How can I be sure my information is safe?

It is our priority to keep your information safe and secure. The system is password protected. Each MaineCare provider has a user ID and password they use to get into the system.

There are security measures in place such as:

- Your information is encrypted in the system which means a MaineCare provider needs special permission to see your information.
- We make sure that only MaineCare providers who serve you can see your information.
- All emails to providers are encrypted which means MaineCare providers have to have a username and password to be able to open and read an email from us
- The computer systems have firewalls and virus protections in place to protect your information.

What information is being stored and where?

The following information is stored in the Sandata system:

- The type of service you receive
- Your name
- The date of the service
- The location where you receive the service
- The name of the provider giving the service
- The time that the service begins and ends

What if I don't want to share my information?

MaineCare protects your personal information by following HIPAA privacy and security rules. You can find out more about HIPAA guidelines at:

<https://www.hhs.gov/hipaa/index.html>. Information such as what service was provided, the date the service was provided, where the service was provided, when the service started and ended, and who provided the service is required for MaineCare to pay for the service.

Who verifies what services I've received if I am a minor?

If you are under 18 years old, your parent or guardian will verify that you received services .

What if the client is a teenager and home alone? Can the child verify a service?

The child can only sign off if they are an emancipated minor. Otherwise, the provider will have to follow the exception process referenced above.

If a provider drops a child off somewhere other than home, such as a grandparent's home, who verifies the service was provided?

A grandparent or other adult responsible for the child can sign for the minor child client.

Who do I call if I have questions?

Please contact MaineCare Member Services with questions at 1-800-977-6740; TTY users dial 711.