

Janet T. Mills
Governor

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Commissioner



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November 1, 2020

Casehead Name
Casehead Address 1
Casehead Address 2
City, State, Zip

Dear MaineCare Member,

This letter is for MaineCare members who receive Personal Care Services (PCS) or Home Health Care Services (HHCS). If you do not get these services, you may ignore this letter.

Your PCS or HHCS benefits and services are staying the same, but your provider will now ask you or your guardian at your visit to confirm that your PCS or HHCS in-home visit took place. This is because of a new federal requirement called Electronic Visit Verification. You will confirm the visit took place by signing your name on the provider's mobile phone or tablet or by speaking into the provider's mobile phone.

What are Personal Care Services (PCS)?

PCS are services related to activities 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

What are Home Health Care Services (HHCS)?

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

What do I have to do?

Your personal care or home health provider may ask you to sign a mobile phone or tablet or speak into a phone to verify the service took place.

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

Your provider may already be asking you to confirm visits. PCS providers must begin verifying that they provided services to you beginning on January 1, 2021. HHCS providers must verify they provided services to you beginning on January 1, 2023. Some providers have already been doing this.

Why do I have to confirm 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 happened so that your provider can get paid for the services they provided to you.

What if I have more questions about EVV?

See the EVV Member Questions & Answers document posted on MaineCare's Member Resource webpage at: <https://www.maine.gov/dhhs/oms/member-resources>. You can also contact MaineCare Member Services with questions at 1-800-977-6740. TTY users dial 711.

Sincerely,



Michelle Probert
Director
Office of MaineCare Services