

**Member and Caregiver  
Frequently Asked Questions  
Electronic Visit Verification for Children's System of Care Providers**

**What is Electronic Visit Verification?**

Electronic Visit Verification (EVV) is a web-based system that verifies when a provider visit occurs and documents the precise time services begin and end. It ensures that youth and families receive authorized services.

The EVV system allows providers to confirm that services were actually delivered using a variety of electronic methods like a phone call, a smart phone application, or a free EVV device in the home.

**Why is EVV required?**

In 2016, Congress passed the 21<sup>st</sup> Century Cures Act, which required the use of EVV for all Medicaid-funded personal care services by January 1, 2020. DMAHS received approval from the Centers for Medicaid and Medicare Services (CMS) for a good faith effort exemption to the January 1, 2020 implementation mandate. The extension provided by CMS allows for implementation to be effective on January 1, 2021.

NJ Medicaid services, including some provided through the Division of Children's System of Care, are both state and federally funded. If the state does not comply with the 21<sup>st</sup> Century Cures Act, the federal government will reduce federal funding.

**Which CSOC service providers are mandated to use EVV?**

The EVV mandate applies to Intensive In-Home Behavioral (IIH-B), Individual Support Services (ISS) and Agency Hired Respite (AHR) providers.

**Why are caregivers being notified of EVV?**

As a caregiver of a youth that may be receiving IIH-B, ISS and or AHR, you need to be aware of the mandate and informed that the new process requires these providers to electronically check in and check out each visit. This may mean that they will be using their smart phone, your landline or a free fixed device (FOB) to complete this requirement.

**When are these providers required to use EVV?**

EVV for IIH-B, ISS and AHR providers begins on October 1, 2021.

### **How will EVV effect the service delivery for my youth and family?**

There will be no effect on the actual service delivery. All standard practices, treatment modalities, service implementation, units, hours, etc. remain in effect and unchanged. The only change is that the provider is required to check in when they reach your home and check out when they leave.

### **Are there any requirements of the youth or caregiver?**

No direct requirement except that you are aware of EVV and allow the provider to check in and check out during each visit.

### **What kind of technology will my service provider be using to manage EVV?**

Technology needs can be met through the use of an application on the provider's cell phone. If for whatever reason, the provider is not able to access this application, they may ask to use your landline telephone. If neither the provider's cell phone nor a land line can be utilized, the provider can check in and out by using a free fixed device (FOB) that would be placed at your home. The FOB would only be used as a last resort and in the vast majority of situations, it will not be necessary.

### **What type of information will be collected through EVV?**

- Type of Service
- Person(s) Served
- Date of Service
- Location of Service
- Name of Caregiver
- Time of Service

### **Where can I find additional information on EVV?**

Additional information can be located at the following sites.

- Department of Children and Families <https://www.nj.gov/dcf/providers/csc/evv.html>
- NJ Division of Medical Assistance and Health Services <https://www.nj.gov/humanservices/dmahs/info/evv.html>

### **Where can I submit questions?**

Please submit any EVV questions or concerns to the CSOC EVV Mailbox at [DCF.EVVCSOC@dcf.nj.gov](mailto:DCF.EVVCSOC@dcf.nj.gov)