



EVV Instructions

As per the Federal law: *21st Century Cures Act Public Law 114-255, Section 12006(a)(4)(B) Electronic Visit Verification system*, all Personal Assistants working under the CDPAP program are required to use Electronic Visit Verification (EVV.)

EVV is a tracking system that verifies that a patient is receiving Medicaid-funded personal care or home health services. EVV includes tracking the PA's location at the start and end of each visit. While our consumer's direct their own schedules, it is our responsibility to verify that the Personal Assistant (PA) really was there at the designated time. The most reliable way to do this is by using an EVV system. EVV also eliminates the need for timesheets and enables the agency to easily pay all PAs for services provided.

EVV verifies on a real-time basis the occurrence of home care service visits, identifying

- A) the consumer receiving services,
- B) the location service is provided,
- C) the caregiver providing service,
- D) the date services are provided, and
- E) the time that service provision begins and ends.

This will ensure accurate claims disbursement and it will be a safeguard that consumers who are authorized to receive services get the expected care.

PA's should use one of the following options to confirm their arrival and departure when arriving and departing from their client's home:

- Consumer's Landline
- FOB Device Located in the Consumer's home
- Mobile App

If you are experiencing problems with calling in or calling out, please notify the agency immediately.



LIST OF NUMBERS FOR CLOCK IN/OUT

Community Home Health Care

Toll Free #: 1-877-833-4935

English: 845-533-9033, 718-705-8486, 855-533-9033, 914-401-0021

Spanish: 914-401-0025

Chinese: 914-401-0022

French: 914-401-0023

Russian: 914-401-0024

Hungarian: 914-401-0026

Polish: 914-401-0027

Creole: 717-619-9578

Yiddish: 914-401-0028

NOTE: Your Assignment ID is unique to you. Do not share your PIN with anyone.

Using Consumer's Landline:

CLOCK IN:

1. Call the number in your language from the list.
2. Press 1 to CALL IN.
3. Enter Your Assignment ID/clock in PIN number
4. The system will repeat the assignment you entered. Press 1 to confirm or 0 to re-enter & call is complete.

CLOCK OUT:

1. Call the number in your language from the list.
 2. Press 2 for CALL OUT
 3. Enter Your Assignment ID/clock in PIN number
 4. The system will repeat the assignment you entered. Press 1 to confirm or 0 to re-enter & call is complete.
 5. Press 000 to complete the call
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Using the FOB Device:

CLOCK IN:

1. Click the power button on the FOB device. Write down the Passcode generated.
2. Call the number in your language from the list.
3. Press 3 for FOB Verification.
4. Press 1 for call in.
5. Enter Your Assignment ID/clock in PIN number
6. Enter the FOB Device ID.
7. Follow the system prompts and Call-In is Complete

CLOCK OUT:

1. Click the power button on the FOB device. Write down the Passcode generated.
 2. Call the number in your language from the list.
 3. Press 3 for FOB Verification.
 4. Press 2 for call in.
 5. Enter Your Assignment ID/clock in PIN number
 6. Enter the FOB Device ID.
 7. The system will repeat the code entered. Follow the prompts and enter 1 to confirm and 0 to reenter.
 8. When system asks to enter the duty ID – Press 000 and your call is complete.
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Using the HHA Mobile App:

Request the HHA Mobile App instructions from your Case Manager, in the event that you use the mobile app.