



Andy Beshear
GOVERNOR

CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

275 East Main Street, 6-WA
Frankfort, Kentucky 406 21
chfs.ky.gov

Eric Friedlander
SECRETARY

Lisa Lee
COMMISSIONER

To: 1915(c) Home and Community Based Services Waiver Participants

From: Leslie Hoffmann, Acting Director *Leslie Hoffmann*
Division of Long-Term Services and Supports

Date: February 10, 2025

Re: Electronic Visit Verification Signatures

The Department for Medicaid Services recently received questions about our electronic visit verification system. Kentucky began using electronic visit verification in 2021. Electronic visit verification is part of a federal law and Kentucky must use it to continue offering waiver services.

For electronic visit verification, your traditional service provider or your participant directed services employee uses a tablet or smartphone to enter information about providing your Medicaid waiver services. This information is used to confirm you received the services your provider or employee agreed to deliver. If you are able, you should review the information that your provider or employee entered and sign it if it is correct. Reviewing visits and providing a signature has been a requirement since electronic visit verification started.

Some participants cannot sign due to their disability. Others cannot sign because they are not an adult. In these cases, your guardian can sign for you. If your guardian is also your employee, you must have someone else sign. Others who can sign for you are another guardian who is not your employee, your participant directed services representative, or another authorized representative. If no one can sign, your provider or employee should have the option to enter the information without getting a signature.

Please review the attached information sheet to learn more about electronic visit verification. If you have additional questions, please contact the correct agency outlined below.

I use traditional services and want to know how I can sign off on my service visits.	Contact the agency that you use for services.
I use participant directed services and want to know how I can sign off on my service visits.	Contact the financial management agency that processes your employee's employment records and pay.
I have questions about Medicaid's electronic visit verification policy.	Contact the 1915(c) Waiver Help Desk using the information below. (844) 784-5614 1915cWaiverHelpDesk@ky.gov

What Does This Mean To Me? Electronic Visit Verification

What is Electronic Visit Verification?

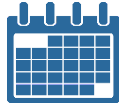
Electronic Visit Verification is an electronic system paid caregivers use to let Medicaid know they delivered the services you are supposed to receive. We call it EVV.

How does EVV work?

Your paid caregiver uses a tablet or smartphone app to document six pieces of information about the services they provide.



The **type** of service.



The **date** of service.



The **start and end time** of service.



Location at the **start** of the service and again at the **end** of the service. EVV **does not record** location at any other time.



Name of the person providing the service and name of the person receiving the service.

Does EVV apply to all of my services? No, paid caregivers only use EVV for some of your services. Here is a list of services by waiver that use EVV.

ABI
Companion
Personal Care
Respite

ABI LTC
Community Living Supports
Respite

HCB
Attendant Care
Non-Specialized Respite
Specialized Respite

MPW
Attendant Care
Community Living
Supports
Homemaker
Personal Care
Respite

SCL
Personal Assistance
Respite





Do I need to do anything with EVV? If you are able, your paid caregiver will ask you to look at the information they entered into the EVV app to make sure it is correct. If it is, you should sign it to show you agree. Some EVV systems will let you sign with your voice.


If you are a minor (younger than 18), and your paid caregiver is legally responsible for you, such as a parent or guardian, **or** if you cannot review and give a signature for any reason, a representative can sign on your behalf. If a representative is not available, your paid caregiver can still submit the information.


What Does This Mean To Me? Electronic Visit Verification

Your paid caregiver may need to enter a code or note when submitting a visit without a signature. If you have **traditional services**, you can **check with your paid caregiver's agency** to see what steps they need to take to submit without a signature. If you have **participant directed services**, you can **check with the agency that processes your paid caregiver's paychecks** to see what steps they need to take to submit without a signature.

 **Is EVV used to track me?** No. EVV only documents the location when the service begins and again when it ends. It does not keep a record of your location at any other time.


 **Can EVV cause me to lose services?** EVV will help Kentucky Medicaid make sure you are getting all the services you need and that your providers are paid for delivering those services.

 **Why does Kentucky Medicaid use EVV?** The federal government requires us to use EVV to improve the quality of the services you receive and to make sure you receive the services your provider agreed to deliver.

 **What system is used for EVV?** Kentucky Medicaid has an EVV system that provider agencies can use. Provider agencies can also decide to choose a different system. If you have traditional services, you can check with your paid caregiver's agency to see which EVV system they use.

If you have participant directed services, you can check with the agency that processes your paid caregiver's paychecks to see which EVV system they use.

If your paid caregiver uses the EVV system Kentucky Medicaid offers, you may notice it looks different than before. Beginning in February 2025, the company Kentucky Medicaid uses for EVV is changing. This will not affect your services. If you have questions about which system your paid caregivers use, contact the agency they work for or that processes their paycheck.

 **What if I have questions?** You can call Kentucky Medicaid at (844) 784-5614 between the hours of 8:00 a.m. and 4:30 p.m. Eastern Monday through Friday or email us anytime at.

Kentucky also has an [EVV website](https://bit.ly/kywaiverEVVinfo) you can visit for more information at <https://bit.ly/kywaiverEVVinfo>. If you want to receive a paper copy of this information, please call (844) 784-5614 or email 1915cWaiverHelpDesk@ky.gov and Kentucky Medicaid will be happy to send it to you via U.S. mail.