

## 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.

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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](mailto:1915cWaiverHelpDesk@ky.gov) and Kentucky Medicaid will be happy to send it to you via U.S. mail.