



**STATE OF OKLAHOMA**  
**OKLAHOMA HEALTH CARE AUTHORITY**

OHCA 2019-07

July 16, 2019

Dear Living Choice Member,

The use of an Electronic Visit Verification system (EVV) is a federal and state mandate requiring all service providers providing care in your home must use this system. If they do not, the state will lose necessary federal funding, which allows the state to offer in-home services.

**WHAT IS EVV?**

EVV is an electronic scheduling, tracking, reporting and billing system for in-home care providers. It is a paperless, web-based system that also provides real-time access to information needed for member services management. EVV verifies that the worker is present in the member's home, records the service performed and compares it to services authorized.

**HOW DOES EVV WORK?**

The worker can use the member's home phone or a smartphone (app) to complete the following:

1. The type of service performed
2. Confirming the name of the member receiving the services
3. The date of service
4. The location of service delivery
5. The name of the worker performing the service
6. The time the service begins and ends

From that telephone/mobile app interaction, an EVV generates a claim. After the provider reviews and approves it, the claim is submitted electronically for payment.



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**WHY DOES MY PHONE HAVE TO BE USED?**

- The member's phone allows the EVV system to locate where the service is performed to ensure that the service is being provided to the member in their home. In some instances, the worker may use their own phone or a phone provided to them from their home health agency.

**SERVICE TYPES THAT WILL USE EVV:**

- Personal Care
- Case Management
- Transition Services Case Management
- Nursing
- Advanced Supportive / Restorative Assistance
- In-Home Respite
- Self-Direction Personal Care
- Self-Direction Advanced Supportive Restorative
- Durable Medical Equipment (installation of service equipment)

**HOW DOES THE EVV SYSTEM BENEFIT MEMBERS?**

- Use of an EVV system will alert your provider agency and the state when scheduled visits do not occur helping to ensure your health and safety.
- Use of an EVV system helps the state preserve funding necessary for providing in-home services, by reducing inappropriate billing and ensuring provider compliance.

**HOW CAN I FIND OUT MORE INFORMATION OR PARTICIPATE IN TRAINING?**

- Additional information about EVV is available on the OHCA website at [www.okhca.org/evv](http://www.okhca.org/evv)
- Or you may call us at 1-888-287-2443

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_