

Electronic Visit Verification (EVV) FAQ Handout

General Questions:

1. What is EVV?
 - a. EVV, Electronic Visit Verification, uses a technology-based system to electronically record information regarding service, individual receiving services, staff providing services, geolocation of service delivery, begin time and end time of service.
 - b. EVV is a Federal mandate for Medicaid personal care services. This data is required in order to receive payment for services provided.
2. What are the approved EVV options I can use to submit my time?
 - a. There are several ways to submit EVV data
 - i. Therap mobile application - requires a smartphone or other smart device with location services
 - ii. Mobile Offline Application - requires a smart device but can be used without connection
 - iii. Fixed Visit Verification - physical device (fob) secured at the service location
 - iv. Interactive Voice Response (IVR) - accessed via telephone
 - v. Check-in on the Dashboard (Schedule View/Check-in) when logged into Therap from a computer
 - b. Please check with your agency or state for acceptable forms of check-in where you are.
3. How much data is used by the mobile app?
 - a. Up to 100 MBs per month. The mobile app does not need to run continuously. Data will only be needed for check in and check out.
4. How much does it cost to download the mobile app?
 - a. The mobile app is free to download and available on Android or iOS devices.
5. I'm concerned about using my personal device for PHI.
 - a. Therap's mobile application does not store any information on your device. Access to the mobile app requires secure login and the session automatically times out to limit access to PHI.
 - b. If you are on the Therap mobile application, then please note that the session timeout for the Therap iOS mobile application is 10 minutes, and for the Android mobile application is 30 minutes.
6. What happens if I forget to check-in?
 - a. If this is for a pre-scheduled slot, you can check in/out within 18 hours of your scheduled time. Checking in/out more than 15 minutes outside of your scheduled time will require a comment. In the comment you can explain your reason for late check in/out or list your correct check in/out time for the Schedule Admin to view.

Last Update: 12/01/2020

- b. If this is for a pre-scheduled slot more than 18 hours from the scheduled time, you can use the general comment box to note any details for the Schedule Admin to view.
7. What if I can't get a signal?
 - a. If you cannot connect to the Therap mobile application via wifi or cellular data, you can utilize one of the many offline solutions available: offline mobile application (not available for self check in slots), Interactive Voice Response (not available for self check in slots), Fixed Visit Verification device (requires an additional purchase) or last resort option of documenting on paper and submitting to your agency to have the Schedule Admin upload to your scheduled slot.

GPS/Location Services Questions:

1. Do I have to turn on my location to use the mobile app?
 - a. Yes, your location settings must be turned on and set to "High Accuracy" (for Android devices).
2. I'm concerned about privacy. Why do you need my location?
 - a. Your privacy is very important to us. Geolocation is required as part of the 21st Century CURES Act which requires the use of location services. The mobile app only captures your location at two times: when you check in on shift and when you check out on a shift. The mobile app does not track your location during your shift.

Self-Check-In:

1. What do I do if the individual I'm working with, or the service I am providing is not available on the dropdown?
 - a. Contact an administrator. If the individual isn't showing up it's possible that they are not on your caseload or were not marked as schedulable. If a service isn't showing up it's possible that it wasn't marked as self-check-in-able, the service wasn't assigned to you in the staff setup, or the individual doesn't have a service authorization in Therap for that service.
2. What if I don't have internet when I arrive to self-check-in?
 - a. Self-check-in is not available for offline EVV. In order to complete a check-in offline you would need to have a slot set up in advance and either generate a list of slot IDs or save the slot for offline usage. Your manager may want you to check in when you do get internet access so that they can edit your time or tell them when you arrived so they can enter your shift manually. You'll want to ask them which option they prefer for you to use.

Last Update: 12/01/2020