

## ELECTRONIC VISIT VERIFICATION: TIPS FROM THE PILOT PROVIDERS

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1. **Train, train, train!** Electronic Visit Verification (EVV) is new for staff.
2. Set up an **EVV text line** that your staff can use if they forget to clock-in or out. Consider who will receive this text and sharing the responsibility, depending on how many Direct Support Professionals (DSPs) your agency has who will be providing Personal Supports and using EVV. The DDA will share a sample wallet card for DSPs that your organization can personalize.  
*For example, a Direct Support Professional may start work at 9 AM, but forget to clock in until 9:25 AM. If they text to notify you, you can go into the system and proactively make adjustments.*
3. Staff can also use the EVV text line if they are working with someone in a rural area with **no landline and no cell service**. Staff can send a text saying when they arrived and left, which can be entered administratively into the system, if needed. This also allows for a reconciliation process at the end of a week, if the staff clock in and out when they have access to a signal.
4. The **One Time Password device** shows the code for 60 seconds at a time. There are 6 bars on the right side that count down as the minute elapses. If there are only 1 or 2 bars remaining, the DSP should wait until the new code rolls around (about 15 seconds later) to ensure that there is sufficient time to see the code and enter it into the In-Home Supports Assurance System (ISAS).
5. Create a **tip sheet for your DSPs** with all of the information they need. Include the number to call to clock in and out, as well as your EVV text line in case they need help. The DDA will share a sample tip sheet that your organization can personalize.
6. All staff who will be providing Personal Supports, including temporary staff, must be **entered into the LTSSMaryland system**.

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- Use the **Staff Provider Role** for DSPs. It is never deactivated and the DSP can use it to clock in/ out at any time whenever they have to work.
- If you select the **Program Staff Role** as well (for example, because you have an Administrator who also sometimes does Direct Support), that person must be active in *LTSSMaryland* or they will be deactivated in 60 days. You can always reactivate this person.

7. **Be aware of staff overlapping**, which will create an EVV error. Continue to train staff around not clocking in until the first staff clocks out. These errors are easy to fix in the system.

*For example if the second shift staff clocks in at 2:58 PM, and the first shift staff clocks out at 3:01 PM, the system will create errors for both of them. Training on LTSS billing functions will teach you how to update these errors*

8. *LTSSMaryland* will indicate if your **staff does not clock out**. It is easy to administratively make an adjustment in the system if this happens.
9. **Keep your timekeeping, scheduling, or other systems!** They serve a different purpose from EVV. Plus, staff are used to using it, and having your own system gives you a way to verify EVV time entries.
10. Have a staff person (or people) who serves as your **LTSSMaryland gatekeeper**. This is the person on your staff who will become an expert, can enter new staff into the system, check billing against authorizations, etc. Look at the roles staff already serve in your agency - there may be a need for adjustments.
11. *LTSSMaryland* includes **EVV reports that can be exported** into Excel or CSV. Review these weekly and focus on the discrepancies.
12. Keep in mind that **service authorization limits** apply across the month within *LTSSMaryland*.

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