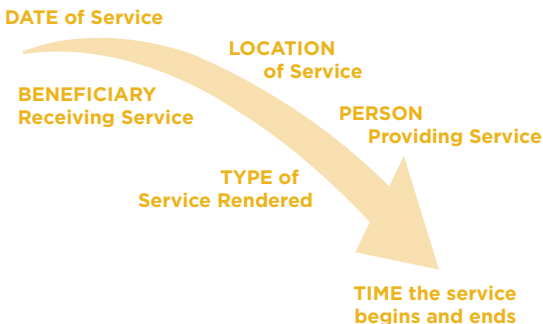




Electronic Visit Verification

What is EVV?

Electronic Visit Verification (EVV) is a method used by NC Medicaid to verify visit activity for services delivered as part of home- and community-based service programs. EVV will verify:



What Programs will use EVV?

- State Plan Personal Care Services (In-Home Only)
- 1915(c) HCBS Waivers CAP/DA
- 1915(c) HCBS Waivers CAP/C
- 1915(c) Consumer-Directed Care
- 1915(c) HCBS Waivers - Innovations
- 1915(c) HCBS Waivers - Traumatic Brain Injury
- 1915(b)(3) HCBS Services - Applicable (b)(3) services
- 1115 Waiver Managed Care



EVV's Impact on Beneficiaries

- EVV causes no significant disruption of services to beneficiaries.
- Beneficiaries will be able to keep current providers and caregivers, provided they comply with the EVV requirement.
- An EVV system does NOT change the services provided, the provider selection, constrain the individual's choice of caregiver or impede the way care is delivered.
- EVV will be a valuable tool in managing the accuracy and reporting of all services.

**When will EVV begin for me?
January 1, 2021**

Where can I learn more?

Medicaid.EVV@dhhs.nc.gov

NC Medicaid Contact Center

Phone: 888-245-0179
Monday-Friday, 8 a.m. - 5 p.m.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

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