

Electronic Visit Verification: Participants and Families

Electronic Visit Verification (EVV) is a system used to make sure that Personal Supports Services are provided to the right person, at the right time, and in the right place. The Centers for Medicare and Medicaid Services (CMS) require the Developmental Disabilities Administration (DDA) to use EVV to track Personal Supports Services. Personal Supports activities are focused on keeping, learning, or improving daily living skills.

In Personal Supports Services, a staff person will come to the house or meet the participant in the community to support with activities like:

- Spending time in the neighborhood, and building relationships;
- Learning to cook, clean, and do laundry; and
- Personal care assistance such as getting ready for the day.

One-Time Password (OTP) Tokens








The participant receiving Personal Supports will receive an OTP token if they:

1. Use Personal Supports services in the community;
2. Do not have reliable phone access in their home;
3. Prefer not to share their phone with their Personal Support staff; or
4. Request an OTP from their Coordinator of Community Services (CCS).

The OTP token belongs to the participant receiving Personal Supports services, so it is important for the participant to keep the OTP with them. The OTP token itself verifies the time and the participant receiving services.

EVV and Personal Supports

Personal Supports Services can be...

Delivered:		Recorded With:	
In My Home		The Participant's Phone , if the phone number is registered in LTSSMaryland	
In The Community		OTP* with any phone <small>*The OTP can be referred to as a device, token, or fob</small>	
In My Home AND In The Community		Manual Entry – The provider agency will submit the time after the service is performed	
Virtually* <small>*Virtual supports can only be recorded through manual entry</small>			

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