Frequently Asked Questions:
Electronic Visit Verification for
Families of People Receiving Personal Supports

Topic	Question	Answer
One Time Password (OTP) Token	Who will use OTP tokens?	The participant receiving Personal Supports will use the OTP token if they: (1) Use Personal Supports services in the community; (2) Do not a have reliable phone access in their home; (3) Prefer not to share their phone with their Personal Support staff; or (4) Request an OTP. The participant's Coordinator of Community Services (CCS) will assign and deliver the OTP token to them.
One Time Password (OTP) Token	Is the OTP a device, a token, a fob?	The One Time Password (OTP) token is referred to with different names or terms that mean the same thing including device, token, and fob. There is only one kind of OTP.
One Time Password (OTP) Token	How will people learn how to use the OTP token?	The Developmental Disabilities Administration (DDA) has a dedicated webpage with information tools for participants and families. Reference: EVV Participants and Families Toolkits at https://dda.health.maryland.gov/Pages/Electronic_Visit_Verification.aspx. The DDA will also host webinars and provide information and support for families and participants. The DDA is also working with CCSs to provide additional information to participants. Please make sure you are registered for our email mailing list so that you can get the most up to date information. On the website and via email, we post tools, FAQs, and other support resources. Website: https://dda.health.maryland.gov/Pages/Electronic_Visit_Verification.aspx

► Updated: 10.22..2020

Developmental Disabilities Administration

Visit:
201 West Preston Street, Baltimore, MD 21201

Find Out More:
844-253-8694 | dda.health.maryland.gov

Page 1

One Time Password (OTP) Token	What happens when the individual getting services refuse to let staff use their phone?	A participant receiving Personal Supports does not have to allow their staff to use their phone. Staff can use their own phone with the participant's OTP token. If the participant does not have an OTP token, staff can still submit their time entries to their agency. The participant can request an OTP token through their CCS for the staff to use with his or her own phone.
One Time Password (OTP) Token	What would stop the staff from copying the OTP # and keeping it with them to call from anywhere?	The numbers on the front of the OTP token are synchronized with a specific time of day and changes every 10 seconds. Therefore, the number would not be of any use to the Personal Supports staff.
One Time Password (OTP) Token	Can the token be used both at home and in the community?	Yes. The OTP tokens work both in the home and in the community.
One Time Password (OTP) Token	Do people receiving DDA Personal Supports services and Community First Choice (CFC) program services need two different OTP tokens?	No. People receiving CFC services should use the same OTP token for both CFC and DDA Personal Supports services.
One Time Password (OTP) Token	How does the OTP token verify anything other than the time?	The OTP token itself verifies the day and time the participant is receiving services. Because the OTP is assigned to a specific participant, the system also verifies the participant who is receiving Personal Supports services.
One Time Password (OTP) Token	What if people lose the OTP token / do not remember to bring it with them?	If a person loses their OTP or forgets to bring with them when they are in the community, services can still be provided. We know at times an OTP may be misplaced or lost. One tip is to identify a place to keep your OTP token (lanyards, attach to keys, attach to wallet, etc). The person's team (e.g., Coordinator of Community Services, family, etc.) can work with each participant to figure out the best process for them.

If the participant does not remember to bring the OTP token with them, the Personal Supports staff can enter time in the system manually. If the OTP token is lost, the CCS can provide a new one. |

One Time Password (OTP) Token	How does the OTP token work with virtual visits?	The OTP token is not used for remote/virtual Personal Supports. Instead, the provider will do an administrative time entry.
One Time Password (OTP) Token	Do I have to sign up or request an OTP token?	No. Your CCS agency will provide the OTP token. If you do not receive one or want to start using an OTP token instead of your designated phone, please contact your CCS.
One Time Password (OTP) Token	Are the OTP token and the person's phone interchangeable?	Yes. The person's home phone and OTP token are interchangeable. The OTP token can be used for services in the community and in the home with the participant's or the staff's phone. The participant can also use their registered phone instead of the OTP token when receiving services at home.
One Time Password (OTP) Token	My family member tends to lose things. Can the staff keep the OTP token for them?	No. The OTP token is assigned to the participant receiving the services, not the Personal Supports staff. The OTP token should not be given to the staff.
One Time Password (OTP) Token	Is the person's privacy protected? Will the OTP token track them in any way?	Yes, the person's privacy is protected. The OTP token does not use Global Positioning System (GPS) and therefore does not track the participant's or the Personal Supports staff's location.
Electronic Visit Verification (EVV) Implementation	What service is EVV being used for?	EVV and the OTP token are only being used for Personal Supports services. Personal Supports provide habilitative services that assist participants who live in their own or family home with development or maintenance of skills related to daily and community living. If you are not sure whether you or your family member is receiving Personal Supports services, ask your CCS.
Electronic Visit Verification (EVV) Implementation	Will EVV be used for Self-Direction?	Yes. The DDA will share information as to when people in Personal Supports services using the self-directed service model will begin to use EVV.
Electronic Visit Verification (EVV) Implementation	Will EVV apply to other services such as residential, etc.	No. EVV only applies to people who are receiving Personal Supports services.

► Updated: 10.22..2020

Developmental Disabilities Administration

Visit:
201 West Preston Street, Baltimore, MD 21201

Find Out More:
844-253-8694 | dda.health.maryland.gov

Page 3

Electronic Visit Verification (EVV) Implementation	If a family member is working as the staff providing Personal Supports services, does the family member have to participate in EVV?	Yes. Anyone who is hired to provide Personal Supports services has to use EVV. If a family member is hired as the staf, they must clock in and out.
Electronic Visit Verification (EVV) Implementation	When is the go-live for EVV? When are deadlines?	The go-live schedule is by DDA region. Eastern and Western Regions will go live October 1, 2020 Southern Region will go live November 1, 2020 Central Region will go live December 1, 2020 For additional information related to implementation dates can be found at https://dda.health.maryland.gov/Documents/EVV/DDA%20Provider%20Go-Live%20Date%20Announcement%2009.15.20.pdf
Miscellaneous	What does LTSS stand for?	LTSS is a reference to Maryland's Long Term Services and Supports information technology system (LTSSMaryland) *used for EVV billing.*

▶ Updated: 10.22..2020

Developmental Disabilities Administration

Visit:
201 West Preston Street, Baltimore, MD 21201

Find Out More:
844-253-8694 | dda.health.maryland.gov

Page 4