



Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Acting Secretary

## **Electronic Visit Verification (EVV) – Self-Direction Summary**

### **Revised February 13, 2023**

The Maryland Department of Health (MDH) will begin **Electronic Visit Verification (EVV)** on **January 1, 2023**, for people who self-direct their Developmental Disabilities Administration (DDA) services and supports.

EVV is federally required for all Personal Support and Respite services and for the employees who provide those services. This includes direct-support professionals, vendors, and family caregivers.

EVV is a timesheet that you fill out in a mobile or online "app." When you begin work and end work each day, your employees will record their time in the app. This timesheet makes sure people get the services they need and want at the right time, in the right place, and by the right person. It also lets your Financial Management and Counseling Services (FMCS) agency verify your employees time to help with timely payments. Each FMCS has its own app that you and your employees will learn, practice with, and use.

The DDA and your FMCS agency will help you learn about EVV and will support you and your employees during and after this transition period.

**The first six months (January 1 – June 30, 2023) are a transition period.** That means you have time to learn how the EVV app works and to make sure your employees understand how to use it. During that time, your FMCS agency will track how your employees are doing with the app and will support you in making changes if your employees miss clocking-in or clocking-out. **No one will lose the opportunity to self-direct their services if employees do not correctly clock-in or clock-out during this six-month transition period.**

#### **Your FMCS agency will:**

- Help to correct time if an employee does not clock-in or clock-out.
- Make sure employees get paid for the work they do.
- Track any missed clock-ins or clock-outs.

MDH knows that missed clock-ins or clock-outs will happen sometimes. Your FMCS agency is here to help. During the first six months, they will **notify you when any of your employees have more than six missed clock-ins or clock-outs and make recommendations to help support you. You do not have to take corrective action, and no action will be taken against you.** This is true even if any employee has more than six missed clock-in or clock-outs in one month.

On **July 1, 2023**, when the transition period ends, the number of missed EVV clock-ins and clock-outs will restart. This means that any number of past missed clock-in and clock-outs in the first six months will not apply. The FMCS agency will keep tracking missed clock-ins and clock-outs. If any employee misses more than six (6) clock-in or clock-outs in a month, you will need to take corrective action. Here is what could happen:

<b>Self Directed Employees Missing Clock-In/Clock-Out</b>	<b>Corrective Action</b>
1st month any employee has more than 6 missing clock-in/clock-out	Online training required for participant and employee
2nd month any employee has more than 6 missing clock-in/clock-out	In-person training for participant and employee
3rd month any employee has more than 6 missing clock-in/clock-out	Plan of Correction

Your FMCS agency and your support team are your partners. They will help you learn the requirements of EVV. Together, you will learn how to help your staff clock-in and clock-out. Your FMCS has online training information about how to use their app. You and your staff can review at any time to learn more. In addition, your FMCS can meet with you in person or virtual for additional training. It is important to learn how to use the FMCS app before the transition period ends.

For more information, please click the following links:

- [EVV website](#)

If you have any questions, you can contact your FMCS agency or your Self-Directed lead in the DDA Regional Office:

**FMCS:**

- GT Independence
  - Customer Service Line: 1-877-659-4500
  - Customer Service Email: [customerservice@gtindependence.com](mailto:customerservice@gtindependence.com)
- Public Partnerships
  - Customer Service Line: 833-660-2509
  - Customer Service Email: [PPLMDDDA-CS@pcgus.com](mailto:PPLMDDDA-CS@pcgus.com)
- The Arc Central Chesapeake Region
  - Customer Service Line: 1-866-252-6871
  - Customer Service Email: [FMSParticipants@thearcctr.org](mailto:FMSParticipants@thearcctr.org)

**DDA Regional Office – Self-Directed Leads:**

- Jonna Krabill, Eastern Shore Regional Office SDS Lead - [jonna.krabill@maryland.gov](mailto:jonna.krabill@maryland.gov)
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