

1. What is Electronic Visit Verification (EVV)?

EVV is a process that the federal government has put in place to verify that services are being provided. In Maryland we use the In-Home Support Assurances System (ISAS) for EVV.

2. What service requires the use of EVV?

EVV is used for Personal Supports (PS) and Personal Supports- Enhanced.

3. What is ISAS?

The In-Home Supports Assurance System (ISAS) is the telephonic timekeeping EVV system used by Maryland. All agencies are required to use the ISAS system to record Personal Supports services.

4. HOW Do I Record My Work Time?

There are two options to record (document) your work time using the ISAS call-in number: 1-833-917-2100.

1. Through a phone number(s) associated with the person. Calling from the participant's phone, ISAS system will note who you are providing services to at that time
2. Through any phone number **AND** a one-time passcode (OTP) device issued to the person. Calling from any other phone number means you have to enter the OTP passcode so the system recognizes who you are providing services to.

***Tip:** If you need to use the OTP option, add the ISAS number to your phone so it is easy to find!

Option 1: When using a phone number associated with the person receiving services, you will need to use their home phone or cell phone to call into an automated system. When using this system you will be prompted to enter your agency's Medicaid Provider number as well as your own Social Security number.

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Option 2: When using any other phone, you will be prompted to enter the passcode of the OTP as it appears on the screen. The OTP changes every 60 seconds. You will also be prompted to add your agency's Medicaid Provider number as well as your Social Security number.

***Tip:** You should complete this process at the start and end of each Personal Support service. If you forget to log in when you start service, please do so at any time. If you realize when you end services that you forgot to call in at the start of services, please call in to end services anyway.



5. What Happens If I Forget To Clock In Or Clock Out?

If you forget to call in or out, please call your agency as per their policies.

***Tip:** Provider agencies can set up specific lines or email addresses that can be checked regularly. Check with your agency to see if a specific phone line or email address has been set up for questions or issues related to EVV.

6. Can I Clock-In If The Staff I Am Replacing Is Still Clocked-In?

Unfortunately, no. This will cause an error in the system. Make sure you wait to clock in until the staff you are replacing clocks out. If you accidentally clock in while another staff is clocked in, please inform your agency so they can submit a correction.

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