

**MDH Electronic Visit Verification (EVV) and Timesheets  
for Self-Directed Participants  
Frequently Asked Questions  
(Updated January 4, 2023)**

**1. How do I make sure staff (including family members) are paid?**

Employees will continue to be paid as appropriate for services provided. No one will lose the opportunity to self-direct their services if employees do not correctly clock-in or clock-out as we transition to using the EVV system.

Each Financial Management and Counseling Services (FMCS) agency will work to ensure that time is correctly entered into the FMCS system before they make the January 9, 2023 payroll.

For people supported by The Arc Central Chesapeake Regions:

- If after January 6, 2023, a participant or employee is unable to access The Arc's EVVie system, participants may submit employee paper timesheets either through the previous paper timesheet submission process or by entering time directly into The Arc's Paycom system.
- Please use only one system to submit a timesheet (i.e., EVVie, paper timesheet via email to [FMSTimesheets@thearcccr.org](mailto:FMSTimesheets@thearcccr.org), or Paycom).
- Submitting multiple timesheets for the same period of time for the same employee could delay processing.
- This process can be used for the following pay periods only:
  - Timesheets due on January 9th with payroll issued on January 20th
  - Timesheets due on January 23rd with payroll issued on February 3rd

For people supported by GT Independence and Public Partnerships LLC:

- Contact their customer service line noted below for direct assistance.

**2. Will I be penalized if I don't attempt to use EVV?**

During the first six months (January 1- June 30, 2023) no action will be taken against you as you work with your FMCS agency and your employees to learn how to use the system. Your FMCS agency should reach out to you **directly** when you do not use EVV or use it incorrectly. We encourage every participant to use the system and learn from their mistakes.

### **3. Who is responsible for the EVV technology working correctly? How do I get in touch with my FMCS when I have questions or issues with the application?**

Your FMCS agency is responsible for the EVV application working correctly. Please contact the individuals below for assistance.

- The Arc Central Chesapeake Region
  - Ciarra Miles, Corporate Compliance Director
    - Email: [cmiles@thearcccr.org](mailto:cmiles@thearcccr.org)
    - Office: 410-688-9256
    - Cell: 443-621-1677
  - Customer Service Line: 1-866-252-6871
  - To make an appointment for in-person assistance, please register here: <https://conta.cc/3HYwMy2>
  - Customer Service Email: [FMSParticipants@thearcccr.org](mailto:FMSParticipants@thearcccr.org)
  - Online Resources: [The Arc Central Chesapeake EVV Resources](#)
  
- GT Independence
  - Jen Drganc, Director of Relationships
    - Email: [jdranc@gtindependence.com](mailto:jdranc@gtindependence.com)
    - Phone: (651) 247-7107
  - Customer Service Line: 1-877-659-4500
  - Customer Service Email: [customerservice@gtindependence.com](mailto:customerservice@gtindependence.com)
  - Online Resources: [GT Independence EVV Resources](#)
  
- Public Partnerships LLC
  - Chantienne Tally, Account Manager
    - Email: [ctally@pcus.com](mailto:ctally@pcus.com)
    - Phone: 770-799-6885
  - Customer Service Line: 833-660-2509
  - Customer Service Email: [PPLMDDDA-CS@pcgus.com](mailto:PPLMDDDA-CS@pcgus.com)
  - Online Resources: [Public Partnerships EVV Resources](#)

### **4. Who will train me and my providers on using the EVV system?**

Your FMCS agency will provide training and assistance to get you and your providers comfortable with using the EVV system. If you have not received any information on how to use the system, please contact your FMCS agency above.

### **5. Can I change my FMCS agency?**

Yes, you can change your FMCS agency at any time. Please contact your Coordinator of Community Services (CCS) who will assist you with the process.

## 6. Why am I being asked to comply with EVV?

EVV is required as [per federal guidance](#), which includes the following language:

*[Section 12006\(a\) of the 21st Century Cures Act](#) mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. This applies to PCS provided under sections 1905(a)(24), 1915(c), 1915(i), 1915(j), 1915(k), and Section 1115; and HHCS provided under 1905(a)(7) of the Social Security Act or a waiver.*

### **For more information, please see the following public documents:**

- [Electronic Visit Verification \(EVV\) – Self-Direction Summary December 21, 2022](#) (including more information about the six-month-transition period)
- [Notice to Coordinators of Community Services, December 14, 2022](#)
- [MDH EVV webpage](#)

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

- Jonna Krabill, Eastern Shore Regional Office SDS Lead - [jonna.krabill@maryland.gov](mailto:jonna.krabill@maryland.gov)
- Ola Otuyelu, Central Regional Office SDS Lead - [olasubomi.otuyelu@maryland.gov](mailto:olasubomi.otuyelu@maryland.gov)
- Tia Henry, Southern Regional Office SDS Lead - [tia.henry2@maryland.gov](mailto:tia.henry2@maryland.gov)
- Cara Buckman, Western Regional Office SDS Lead - [cara.buckman@maryland.gov](mailto:cara.buckman@maryland.gov)