



DEPARTMENT OF HEALTH

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

TO: Developmental Disabilities Stakeholders

FROM: Marlana R. Hutchinson, Director
Office of Long Term Services and Supports

Bernard Simons, Deputy Secretary
Developmental Disabilities Administration

DATE: July 24, 2023

RE: Electronic Visit Verification (EVV) Exemption for Live-in Caregivers

NOTE: **Please inform appropriate staff and team members of the contents of this memorandum.**

On August 1, 2023, the Maryland Department of Health (MDH) will provide an option for Medicaid waiver participants to ask for an exemption from the electronic visit verification (EVV) requirements for live-in caregivers who provide Personal Supports and Respite Care Services. That means that once it has been approved, live-in caregivers do not have to clock-in and -out in real time. This applies to the Family Supports, Community Supports, and Community Pathways waiver programs. It also applies to both the self-directed and traditional agency service delivery models.

Live-in caregivers must meet requirements and be approved. More information is in the [DDA's Electronic Visit Verification Live-in Caregiver Exemption Guidance](#).

Under the Self-Directed Service Model, this means:

- A live-in caregiver employee who is exempt does not have to use the Financial Management and Counseling Services (FMCS) EVV real time clock-in and -out system.
- **Please note: the live-in caregivers employees must use the FMCS electronic billing system including the web-based application or FMCS portal.**

Under the Traditional Service Model, this means:

- Live-in caregiver staff who are exempt do not have to submit their service activities to MDH using the In-Home Supports Assurance System (ISAS) electronic visit verification (EVV) clock in and out system.

- The live-in caregiver may use any one of these forms to submit their time: *LTSSMaryland* EVV mobile app, the Interactive Verification Response (IVR) phone clock in and out system, or through manual time entry into *LTSSMaryland*.

People who choose to use the live-in caregiver exemption should inform their Coordinator of Community Services (CCS). The CCS will submit the request to the DDA. Once the DDA receives and reviews the request, the DDA will approve, request more information, or deny the request within 20 business days. The live-in caregiver will have to clock-in and -out until the DDA approves the request. If information is missing or forms are not complete, the DDA will have to ask for more information, that will delay the approval.

There is a webinar on Tuesday, August 1, 2023 from 10:00 a.m.- 11:00 a.m. The DDA will share an overview of the EVV Live-in Caregiver Exemption Request process and answer questions. To register for the webinar, please click on this [link](#).

For questions about the live-in caregiver exemption, please contact your DDA Regional Office or the DDA's Federal Programs Unit at DDA.EVV@maryland.gov.

For questions about traditional services time entry through use of the EVV mobile application, phone system, or manual time entries, please contact mdh.ltssbilling@maryland.gov.

For questions about time entry for self-directed services, please contact the participant and their FMCS.