



Developmental Disabilities Administration

Self-Directed Services Training Series

Module 12: Electronic Visit Verification

Updated October 2025



Overview

- This training module will provide you with an overview of Electronic Visit Verification requirements in self-directed services.
- This training is a summary with important information on this topic.
- More information and requirements are found in the Medicaid waiver program applications, laws, regulations, guidance and policies.
- The most updated information regarding Self-Directed Services is published in the Self-Directed Services policy and manual that can be found on the DDA's website at <https://health.maryland.gov/dda/Pages/sdforms.aspx>.

What is Electronic Visit Verification?

- Electronic Visit Verification is technology that electronically verifies that services are delivered:
 - At the right time,
 - In the right place, and
 - To the right person.
- Electronic Visit Verification is required for:
 - Personal Supports, and
 - Respite Care Services.

History of Electronic Visit Verification

- The Federal 21st Century Cures Act was signed into Federal Law in December 2016.
- The Act requires that Maryland use Electronic Visit Verification to verify:
 - Type of service performed and person receiving the service;
 - Date of the service and location of the service;
 - Individual providing the service; and
 - Time the service begins and ends.
- Electronic Visit Verification became required for participants who self-direct on January 1, 2023.

Benefits of Electronic Visit Verification (1 of 2)

- Helps ensure the participant is receiving authorized services.
- Makes employees' activities transparent and measurable.
- Improves the quality of services.
- Allows participants to view their service information online.



Benefits of Electronic Visit Verification (2 of 2)

- Makes submitting timesheets and reviewing them easier for employees and employers.
- Provides records when employees start and stop working.
- Reduces billing and payroll errors.
- Helps prevent fraud.
- Helps participants be good stewards of public funds.

Electronic Visit Verification Requirements for Self-Direction

All direct support professionals who provide Personal Supports, Personal Supports - Enhanced, and Respite Care Services must use Electronic Visit Verification in ***real time***, including:

- Relatives, legally responsible persons, and legal guardians hired as employees;
- Other hired employees; and
- Vendors and DDA Providers.

Participant Responsibilities

Electronic Visit Verification is carried out using the Electronic Visit Verification system of the participant's chosen Financial Management and Counseling Services provider (Phone / tablet application).

Participants, as the employer, must make sure that all Personal Supports, Personal Supports-Enhanced, and Respite Care Services employees, vendors, and DDA Providers use the Electronic Visit Verification system of their Financial Management and Counseling Services provider

Financial Management and Counseling Services

Provider Support

- Each Financial Management and Counseling Services provider has a different Electronic Visit Verification system to support the participants they serve.
- The Financial Management and Counseling Services provider will work with participants to ensure all employees, vendors, and DDA Providers:
 - Have a way to log into the Electronic Visit Verification system, and
 - Know how to use the system.

Service Modifications

A “Service Modification” occurs any time a service needs to be manually entered, edited, or voided in the Financial Management and Counseling Services billing system:

- A modification can be submitted as a new service, as an edit to an existing service, or as an edit to a service with an associated claim.
- If a direct support professional is unable to clock in or out of a shift, they may manually enter the time or edit it after the shift is over.
- This edit is called a Missing Time Request.

Missing Time Requests (1 of 2)

- A Missing Time Request modification can be submitted as:
 - A new service
 - An edit to an existing service
 - An edit to a service with an associated claim.
- All service modifications must reflect the EXACT date, time and reason for the modification.

Missing Time Requests (2 of 2)

- If a direct support professional does not use the Financial Management and Counseling Services provider's Electronic Visit Verification system to clock-in or clock-out for their shift, they must submit a Missing Time Request by manual entry.
- A Missing Time Request manual entry is when a direct support professional, the participant, or designated representative on the participant's behalf, edits the clock-in or clock-out time for a direct support professional after their shift has been completed.

Example Missing Time Request

- A Personal Support direct support professional works from 8am - 4pm on Monday.
- The employee forgot to clock-in when they arrived at work, and clocked-in at 9am when they remembered.
- The employee clocks-out at 4pm (ending their shift).
- The employee later edits the clock-in time to 8am, when the employee began working.

Electronic Visit Verification Non-compliance (1 of 3)

- Missing Time Requests for Personal Supports, Personal Supports-Enhanced, and Respite Care Services that do not meet the Electronic Visit Verification requirements are considered non-compliant.
- The Department allows each direct support professional up to 6 unexcused Missing Time Requests per month.

Electronic Visit Verification Non-compliance (2 of 3)

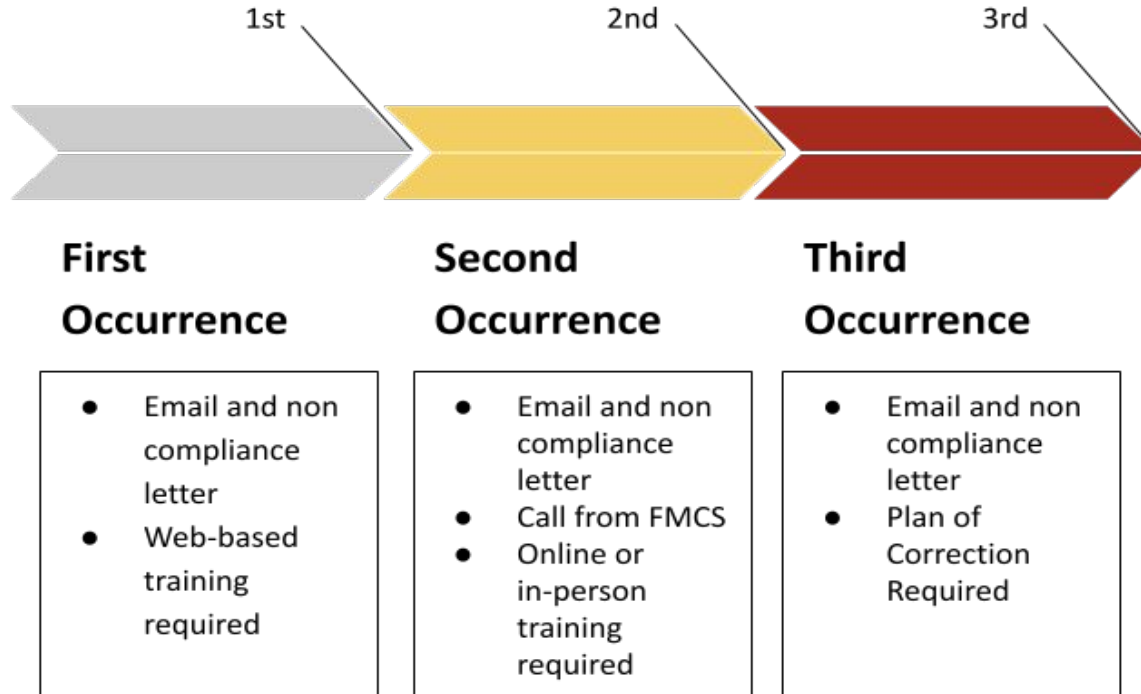
Unexcused time edits/changes are counted for each missed time entry. For example:

- Missed Clock-in = 1 Missing Time Request,
- Missed Clock-Out = 1 Missing Time Request, and
- Missed Clock-in and Missed Clock-out = 2 Missing Time Requests.

Electronic Visit Verification Non-compliance (3 of 3)

- An occurrence of non-compliance happens when a direct support professional has more than 6 unexcused Missing Time Requests in one month.
- Corrective action takes place when a participant has an occurrence of non-compliance.

Electronic Visit Verification Non Compliance Corrective Actions



Consistent Electronic Visit Verification non-compliance can result in removal from the Self-Directed Services model.

Plan of Correction (1 of 2)



- If the participant is non-compliant with Electronic Visit Verification for a third month, a Plan of Correction is required.
- Within 7 days of receiving the third Occurrence notice from the Financial Management and Counseling Services provider, the Coordinator of Community Services will call a team meeting to develop the Plan of Correction.

Plan of Correction (2 of 2)

The Plan of Correction must:

- Be written by the participant, legal guardian, and any other team member the participant chooses.
- Include action steps, timelines, and monitoring plans to make sure Direct Support Professionals are in compliance.

Writing the Plan of Correction

The Plan of Correction must include:

- A list of all employees who have more than 6 Missing Time Requests in any month, leading to the notice of non-compliance;
- A plan for training employees who have more than 6 Missing Time Requests in the previous month; and
- Personnel actions (as applicable) for employees.

Considering Personnel Actions

Participants, as the employer of record, can consider personnel actions such as:

- Giving raises to employees who demonstrate improvement with using the Electronic Visit Verification system;
- Putting employees who are not correctly using the Electronic Visit Verification system on unpaid leave; and
- Terminating employees who are not correctly using the Electronic Visit Verification system.

Electronic Visit Verification Exceptions

- The Department will support cultural and religious exceptions regarding the use of technology:
 - The employer should alert the Financial Management and Counseling Services provider of the specific cultural/religious exception. Example: Saturdays from sun up to sun down, the use of technology is prohibited.
 - The Missing Time Requests submitted should note the exception.
- The Maryland Department of Health also allows participants to request an Electronic Visit Verification Exception for Live-In Caregivers.

Live-in Caregiver Exception to Electronic Visit Verification (1 of 2)

- A live-in caregiver is an individual who lives with and provides paid direct care supports to a participant.
- Participants interested in seeking an Electronic Visit Verification exemption must inform their Coordinator of Community Services.

Live-in Caregiver Exception to Electronic Visit Verification (2 of 2)

- The Coordinator of Community Services will work with the participant and team to submit:
 - The DDA Electronic Visit Verification Live-In Caregiver Exemption Request,
 - Attestation Form, and
 - 2 residency verification documents.
- These requests are reviewed by the DDA's Electronic Visit Verification team; approvals are made for up to one year.

Resources

- [Self-Directed Services Comprehensive Policy](#)
- [Self-Directed Services Manual](#)
- [DDA's Electronic Visit Verification Webpage](#)
- [Electronic Visit Verification Live-In Caregiver Request Form](#)

Summary (1 of 3)

- The Federal 21st Century Cures Act requires Electronic Visit Verification.
- Electronic Visit Verification is the technology that verifies that services are delivered at the right time, in the right place, to the right person.
- Electronic Visit Verification is required for Personal Supports, Personal Supports-Enhanced, and Respite Care Services.
- Helps ensure the participant is receiving authorized services.

Summary (2 of 3)

- Missing Time Requests are when a direct support professional does not clock in or out in real time and must enter the time later:
 - Electronic Visit Verification Compliance = 6 or fewer total Missing Time Requests per direct support professional per month.
 - Electronic Visit Verification Non-compliance = a direct support professional with 7 or more Missing Time Requests in a month.

Summary (3 of 3)

- Corrective actions are required for non-compliance.
- Consistent Electronic Visit Verification non-compliance could result in removal from the Self-Directed Services model.