

Electronic Visit Verification Tips for People and Families



1. Electronic Visit Verification (EVV) means that if you receive Personal Support services, your staff will need to clock-in and clock-out at the start and end of their shift. EVV applies to all Personal Support services - both traditional and self-directed.



2. Nothing about your Personal Support services should change because of EVV, other than that your staff now clocks in and out using your One Time Password (OTP) token and a phone.

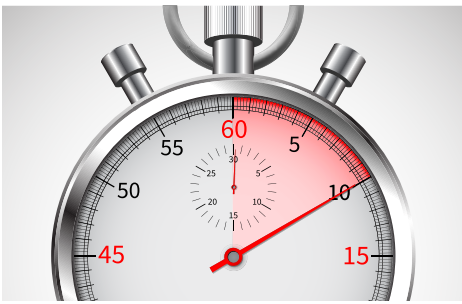


3. Your Personal Supports staff may ask to use your phone to call in. It is your choice about whether or not you share your phone with your staff.



4. If your Personal Supports staff does not use your phone, they will call in from their own phone. They will need to use your OTP token and enter the numbers that show up on the screen of the OTP token.

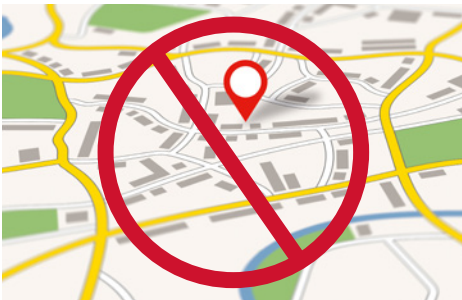
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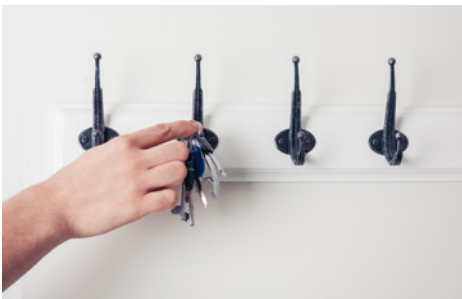
5. The OTP is assigned to you, and the numbers change every 10 seconds. Together, this works as a “time stamp.” When your staff enters in the numbers on the OTP, it verifies the time that they are with you.



6. You can get Personal Supports at home and in the community. If you go out in the community, bring your cell phone or OTP with you so that your Personal Supports staff can clock-in and clock-out at the beginning and end of services.



7. The Maryland OTP system does not use GPS. Your OTP does not track your location or your Personal Supports staff’s location or report it to anyone.



8. If you use an OTP, you can put it on your keychain or attach it to a lanyard. It is a good idea to always put your OTP back in the same place when you get home.



9. The OTP token belongs to you. Your Personal Supports staff may need to use it to clock-in and clock-out, but they should NOT take it with them. If your Personal Supports staff asks to take your OTP, do not give it to them.

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10. You may accidentally lose or break your OTP. That's okay. Just call your Coordinator of Community Services (CCS) and let them know that you need a new one. You will never be charged a fee for an OTP.



11. If your Personal Supports staff are not able to clock-in or clock-out at the end of their shift, they will be able to enter their time manually.



12. If you have any questions about EVV or Personal Supports, please call your CCS.

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