

# ELECTRONIC VISIT VERIFICATION (EVV) Newsletter: October 2021



## Training for Vendors and Staff!

Training and support will be delivered in several methods:

- Instructor-Led, Live Webinars – live session via a webinar / online presentation system which allows for interactive Q&A;
- On-Demand/Recorded Webinars – recordings from webinars available for viewing at any time;
- Learning Management System (LMS) – self-paced courses, access to the LMS is available at any time;
- Quick Reference Guides – electronic short, focused documents on various topics that can be printed out as reference tools;
- On Demand/Training Materials – an online repository of training materials accessible at any time; and
- One-on-One Support;
  - Immediately available post program launch.

More information to come!

## Consumer & Family Corner:

EVV does not change how your services are provided, where you receive your services or who provides them to you.

EVV is required in federal law for personal care and home health care services you receive at home. It has been put into place to make sure you are getting the services you need.

Some staff in your home will use a cell phone, a landline phone or other means to document needed information. When they do this, they are reporting electronically the time they arrive, the time they leave, where they are, who they are, who they're working with and what service they're providing. All of these points are a part of EVV; the new federal requirement.

Some of your staff do not need to comply with EVV; for example, a live-in caregiver. A staff person is considered a 'Live-in Caregiver' if they regularly remain in your home for more than 24 hours at a time, during which they are available to provide you personal care services. Another example are staff who provide non-personal care/non home-health care services.

## **For More Information on EVV:**

- Review the [FAQs](#) on the DDS website
- Visit the [Electronic Visit Verification \(EVV\) Page](#) on the DDS website
- For questions or to be added to a mailing list regarding updates about EVV, please email the DDS EVV mailbox at [EVV@dds.ca.gov](mailto:EVV@dds.ca.gov).