



Your Extended Family.

February 23, 2015

We sent you this letter because you may get personal attendant services or private duty nursing services, or you are a parent, guardian, or authorized representative of someone who may get these services.

Soon, we will be using a system across the state to record the time your attendant or nurse provides services. The system is called Electronic Visit Verification or EVV. The system has worked well in the past in some areas of the state. It will not cost you anything to use EVV. The system will not change the services you get or the place where you get the services. EVV uses phone and computer technology to record the time that your attendant or nurse starts and stops work. All agencies providing personal attendant services or private duty nursing services must use EVV.

**How does EVV work?**

Your attendant or nurse uses your home landline phone to call a toll-free number when he or she starts providing your services, and again when the services are completed. EVV will help make sure you get all your authorized services.

**What if I don't have a home landline phone?**

If you don't have a landline phone in your home, please tell the agency that provides your services. The agency will install a small alternative device in your home so your attendant or nurse can record accurately the time services start and stop.

**Do I have to participate in EVV?**

Yes. You must do one of the following:

1. Let your attendant or nurse use your home landline phone to access the EVV system, or
2. Let the agency that provides your services install the small alternative device that your attendant or nurse will use to record service times in the EVV system.

If you have any questions about EVV, please contact your provider agency. You may also call us at (866) 449-6849.