



# ELECTRONIC VISIT VERIFICATION

*In December 2016, Congress passed the 21st Century Cures Act which requires states to use Electronic Visit Verification (EVV) for personal care services by January 1, 2020.*

*Personal care services in the Medicaid I/DD Waiver includes Personal Assistance/Habilitation, Respite, Chore, and Private Duty Nursing. EVV captures the following data: participant name; type of service; date of service; start and end times of each visit; and verification of each visit by the participant or their designee.*

*Q: Where can I learn more about how EVV affects services in DDD?*

For more information about EVV, here is a link to a previous webinar we hosted in November 2020 - <https://health.hawaii.gov/ddd/provider-training/hana-hou-ddd-evv-townhall/>

*Q: Regarding EVV-and Hard Edit Denial. As of right now, I have been having difficulty Punching in and Punching Out and seems in certain areas are just in "Roaming" so validating Punch In/Out times are not going through and I have been having to do it on my personal computer using the Portal. Come August 1, 2021, does it automatically just DENY Punch in / out times from the Portal rather than the EVV done by DCI on our phones? What would be the limits of error from the EVV?*

If this is for Consumer Directed Services, contact Acumen with any problems regarding DCI. Acumen is using a third-party vendor for their EVV system. The statewide vendor for EVV is Sandata.

*Q: Once hard edits begin, will the denied claims show up on the normal remittance statement? And not via email?*

Yes, after the hard edits begin, the denied claims will show up on the 835 reports.

*Q: What is the email to get our soft edit reports?*

For EVV soft edit reports, those are sent from [mainframe@azdoa.gov](mailto:mainframe@azdoa.gov). If your agency has not been receiving these emails, email [evv-mqd@dhs.hawaii.gov](mailto:evv-mqd@dhs.hawaii.gov) to let Med-QUEST know that you have not been receiving the emails.

*Q: Is the hard edit final?*

The EVV hard edits are scheduled to begin on 9/1/2021. This recently changed from 8/1/2021 to 9/1/2021. This date is subject to change.



For the latest information visit our website – <https://health.hawaii.gov/ddd>

For additional questions, email – [doh.dddcrb@doh.hawaii.gov](mailto:doh.dddcrb@doh.hawaii.gov)