



# Electronic Visit Verification

## What is EVV?

Electronic Visit Verification (EVV) is a method used by NC Medicaid to verify visit activity for services delivered as part of home- and community-based service programs. EVV will verify:

**DATE of Service**

**LOCATION of Service**

**BENEFICIARY Receiving Service**

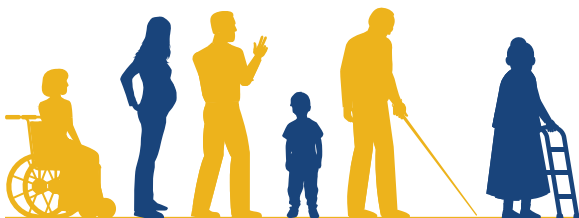
**PERSON Providing Service**

**TYPE of Service Rendered**

**TIME the service begins and ends**

## What Programs will use EVV?

- State Plan Personal Care Services (In-Home Only)
- 1915(c) HCBS Waivers CAP/DA
- 1915(c) HCBS Waivers CAP/C
- 1915(c) Consumer-Directed Care
- 1915(c) HCBS Waivers - Innovations
- 1915(c) HCBS Waivers - Traumatic Brain Injury
- 1915(b)(3) HCBS Services - Applicable (b)(3) services
- 1115 Waiver Managed Care



## EVV's Impact on Beneficiaries

- EVV causes no significant disruption of services to beneficiaries.
- Beneficiaries will be able to keep current providers and caregivers, provided they comply with the EVV requirement.
- An EVV system does NOT change the services provided, the provider selection, constrain the individual's choice of caregiver or impede the way care is delivered.
- EVV will be a valuable tool in managing the accuracy and reporting of all services.

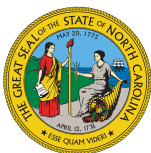
**When will EVV begin for me?  
January 1, 2021**

## Where can I learn more?

[Medicaid.EVV@dhhs.nc.gov](mailto:Medicaid.EVV@dhhs.nc.gov)

## NC Medicaid Contact Center

Phone: 888-245-0179  
Monday-Friday, 8 a.m. - 5 p.m.



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

[www.medicaid.ncdhhs.gov](http://www.medicaid.ncdhhs.gov) • NCDHHS is an equal opportunity employer and provider. • 9/20