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

NC Medicaid Contact Center
Phone: 888-245-0179
Monday-Friday, 8 a.m. - 5 p.m.