

# Electronic Visit Verification (EVV) P&P CHECKLIST

Visit Date: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Provider ID#/Tax ID#: \_\_\_\_\_

The following checklist is designed to ensure that BlueCare providers have included required elements in their organization's EVV Policy & Procedures.

DEFINITIONS:	Yes	No	N/A
<b>Electronic Visit Verification System:</b> An electronic system that paid caregivers use to check-in at the beginning and check out at the end of each period of service delivery. The system is used to monitor Member receipt of specified CHOICES HCBS and also to generate claims for submission by the provider.			
Content:			
Reporting is required as soon as possible to BlueCare Tennessee as it relates to any deviations from the members plan of care. Report may be made via email or phone.			
Provider shall have at least one full time staff person devoted to EVV monitoring and two staff persons fully trained and knowledgeable of the EVV system and its functionality including, at a minimum, billing, exception handling, scheduling, and late and missed visit reporting.			
Provider must have an on-call process outlined for after-hours monitoring of EVV.			
Provider must ensure they have sufficient staff to provide services in accordance with the member's plan of care. The provider is responsible for having adequate backup staff in the event the originally scheduled worker cannot provide services in accordance with the plan of care.			
Provider must comply with timely submission of any and all information needed regarding the members visit status, i.e. late and missed visits.			
Provider must schedule all visits in EVV in advance.			
Providers must work all EVV exceptions within 24 hours of occurrence.			
Provider only has 120 days from the actual date of service to submit claims to BlueCare Tennessee.			
Provider must verify a member's eligibility prior to providing services.			
Provider must train all staff that provide services in the member's home how to clock in and out of the system as well as enter the task performed while in the member's home. Training must include education for workers on what to expect if the system is not utilized correctly.			
Provider must have a mechanism in place for updating staff contact information in the EVV system and with Sandata.			
Providers must have a process for notifying BlueCare Tennessee of any member status changes, i.e. hospitalizations, vacations, or nursing facility stays.			

Network Representative: \_\_\_\_\_

Date: \_\_\_\_\_