



MD Community of Practice for Supporting Families Webinar Series

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**Webinar #16: January 6, 2021**

*Electronic Visit Verification (EVV)  
Check-In*



Hosted by the Developmental Disabilities Administration

Facilitated by Mary Anne Kane-Breschi

*Director of Family Supports*



# Special Guests

**Nicholas Burton, DDA**

Central Regional Director

**Beth Eby, Creative Options, Inc.**

VP & Chief Operating Officer

**Joseph Walburn, MDH**

Health Policy Analyst – Data Analytics Supervisor  
Office of Health Services, Policy and Compliance

**Alice Adger, Creative Options, Inc.**

Direct Support Professional

**Vanessa Finc, MDH**

Health Policy Analyst  
Office of Health Services, Policy and Compliance

**Tuley Wright, Creative Options, Inc.**

Direct Support Professional, Parent

# EVV Review

## What is EVV?

- **Electronic Visit Verification (EVV)** refers to technology that electronically verifies that services are delivered at the right time, to the right place and to the right person
  - Required for both provider and Self-Directed Services
- **In-Home Supports Assurance System (ISAS)** is how Maryland is implementing EVV; it is a phone based, electronic billing system
- **Direct Support Professionals (DSPs)** will check in at the start of the service and check out at the end of the service using the person's telephone or the **one-time passcode (OTP)** device

## 21st Century CURES Act

**Federal law requires that Maryland uses EVV to verify six factors for Personal Supports services:**

- Type of service performed
- Person receiving the service
- Date of the service
- Location of the service
- Individual providing the service
- Time the service begins and ends

**Note:** CMS has approved MDH's Good Faith Effort Exemption Request extending the EVV implementation deadline to **January 2021**



# Options for EVV

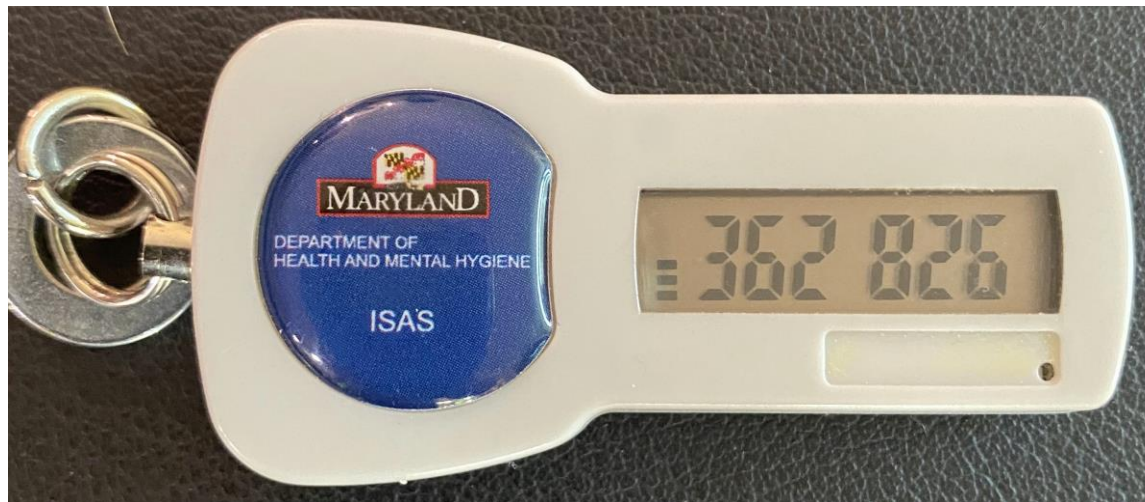
## Personal Supports Services can be...

Delivered:	
<b>In My Home</b>	
<b>In The Community</b>	
<b>In My Home AND In The Community</b>	
<b>Virtually*</b> *Virtual supports can only be recorded through manual entry	

Recorded With:	
<b>The Participant's Phone</b> , if the phone number is registered in <i>LTSSMaryland</i>	
<b>OTP* with any phone</b> *The OTP can be referred to as a device, token, or fob	
<b>Manual Entry</b> – The provider agency will submit the time after the service is performed	



# One Time Passcode (OTP) Device





# Questions & Discussion



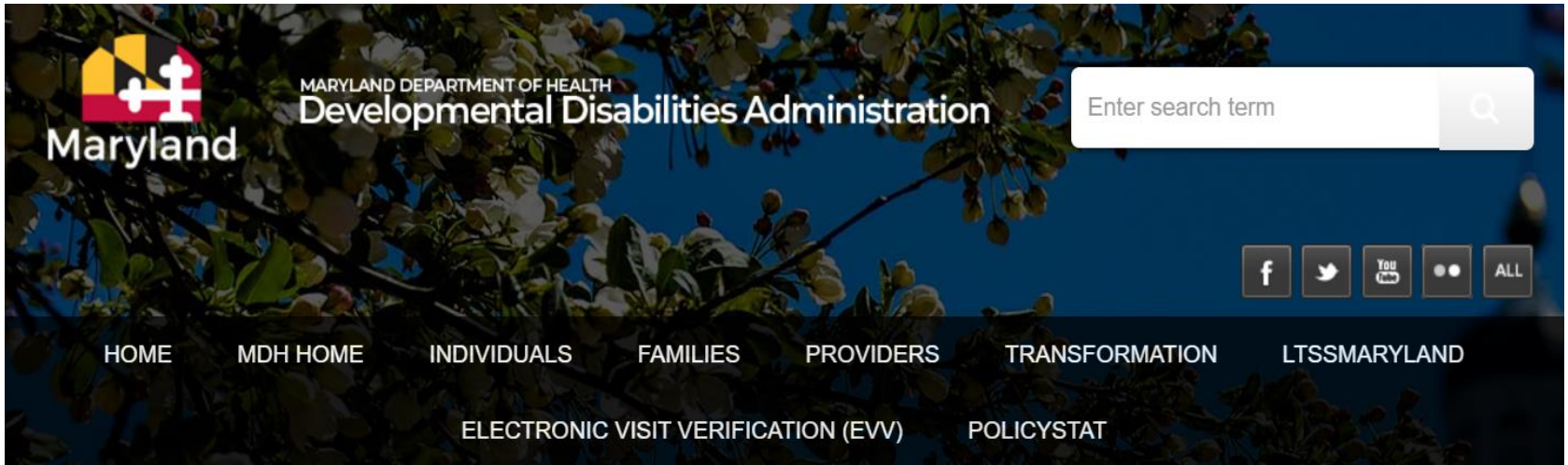


# EVV Resources

## Eligibility Specific

- **MD Developmental Disabilities Administration (DDA)**  
<https://dda.health.maryland.gov/Pages/TY.aspx>
- **Electronic Visit Verification Page**  
[https://dda.health.maryland.gov/Pages/Electronic\\_Visit\\_Verification.aspx](https://dda.health.maryland.gov/Pages/Electronic_Visit_Verification.aspx)  
[FAQ's EVV for Families of People Receiving Personal Supports](#)  
[Electronic Visit Verification for Participants and Families](#)

# DDA's EVV Webpage



## Quick Links

- [› About DDA](#)
- [› Recommended Websites](#)
- [› Forms & Policies](#)

## Services We Provide

## Electronic Visit Verification (EVV)

The Developmental Disabilities Administration (DDA) is implementing Electronic Visit Verification (EVV) per the federal Centers for Medicare Services and Medicaid (CMS) requirements for Personal Support Services. EVV refers to technology that electronically verifies that services are delivered at the right time, to the right place to the right person. It is required for both traditional and self-directed services. Information pertaining to EVV will be posted here for all stakeholders .





# DDA's EVV Resources

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## Memos Correspondence

- [EVV Provider Tools and ISAS Practice](#)

## At –A- Glance Documents

- [Electronic Visit Verification](#)

## Frequently Asked Questions

## Toolkit

- [Participants and Families](#)
  - [FAQ for Families of People Receiving Personal Supports](#)
  - [DDA ISAS Participant Handout](#)
- **Coordinators of Community Services**
  - [CCS OTP Presentation](#)
  - [CCS Reference Guide to ISAS](#)

## Direct Support Professional

- [Tips for DSP\\_v2.1](#)
- [EW: DDA Practice Phone Memo 8/16/20](#)
- [DDA EVV Wallet Cards](#)
- [ISAS Practice Line Instructions](#)

## Provider Leadership


- [Tips for Provider Executives](#)
- [Implementation Timeline](#)
- [Provider LTSS MD Go-Live Dates for Personal Supports](#)
- [EVV Billing Webinars](#)

## Webinars



- [Personal Support and Electronic Visit Verification\(EVV\) Implementation Webcast-August 17,2020](#)
- [Personal Support and Electronic Visit Verification \(EVV\) Implementation Presentation](#)
- [Electronic Visit Verification \(EVV\) December 4, 2019](#)

# DDA's Newsletter

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 MARYLAND DEPARTMENT OF HEALTH  
**Developmental Disabilities Administration**

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ELECTRONIC VISIT VERIFICATION (EVV) POLICYSTAT


**Quick Links**

- > About DDA
- > Recommended Websites
- > Forms & Policies

**Services We Provide**

- > Behavior Supports
- > Coordination Of Community Services
- > Employment
- > Housing
- > Low Intensity Supports Services (LISS)
- > Nursing
- > Self-Directed Services
- > Training and Webinars

**Welcome to the Maryland Developmental Disabilities Administration (DDA)**



**COVID-19 Information**

**Customer Service**

**Join our mailing list**



Thank You for Joining Us!

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Please join us on ***January 27th***  
@ Noon for our next webinar



## Contact Info

Mary Anne Kane Breschi, DDA  
Director of Family Supports  
[mary.kane-breschi@maryland.gov](mailto:mary.kane-breschi@maryland.gov)