ELECTRONIC VISIT VERIFICATION (EVV) GUIDE

This guide will serve as a reference for your organization to determine which EVV option suits their unique needs for the member and employee locations and available technology.

High Tech: EVV collected through the use of a smart phone for hourly services. Useful in urban areas with few connectivity issues.

EVV Method	Definition
Picture/Facial Recognition	Involves the collection of a real-time photo during a shift. These images are stored strictly in the cloud and use artificial intelligence to compare the photo of the member the agency has stored on their profile to that of the image collected during the shift. After the images are compared a percentage match is calculated and if that number meets or exceeds the agencies specified passing threshold, the EVV will be automatically approved.
Pin/Password	Involves the member entering their personal DCI pin or password into the employees mobile device. This option is verified immediately after hitting the 'Submit' button. If the password is entered incorrectly three times, another high-tech EVV method will be required.
Signature	Involves the member signing with the pad of their finger on the employees mobile device screen. The signature can be compared to a signature the agency has stored on the member's profile.

Frequency – This is set on the employee service account and is specific to the employee, member and service provided.

- *Clock Out Only* - Requires EVV completion at the commencement of a shift.

- *Clock In and Out* - Requires EVV completion at the inception and commencement of a shift.
- *Clock In, Out and Defined Intervals During Shift* - Requires EVV completion at the inception, commencement and specified intervals throughout the shift. (I.e. If the interval is set to 60 minutes, EVV will be requested every hour for the duration of the shift until clock out.)

Low Tech: EVV collected through either phone or fob devices for hourly services. Useful in remote areas with little or no access to internet or phone reception.

EVV Method	Definition
Phone	Requires the employee to call an 800 number at the beginning of their shift from the phone number listed on the members DCI profile. Once the number has been verified and linked to a member, the employee will be walked through a series of prompts to complete the clock in process. This same procedure is completed during the clock out process.
FOB	Requires the use of a device that is registered to a specific member. When an employee begins and concludes their shift, the device will generate a six digit code that is directly correlated to a particular date

	and time. This data is recorded on a time card and entered into DCI after the fact. Once the shift has been completed and an employee has access to the internet, they will login to DCI and enter the data that was collected. The agency will specify a deviation threshold, if any of the fob codes exceed that threshold the punch will not allow the employee to click save and provide an error message detailing the insufficient data.