Electronic Visit Verification Frequently Asked Questions

Do I really have to enter my time at the start and stop of each shift?
Yes. To be compliant with the 21st century CURES act EVV requirements, time worked must be logged in real like. Time must be entered by the attendant at the beginning of each shift and logged out at the end of each shift.

Can I start my shift in the community?
Yes, you can start the shift in the community when you are using the Mobile App, which is the preferred and most flexible EVV method. Services can begin in the home or community just like they are started in the community now. Again, the mobile app must be used in these situations.

How much data is used by the mobile app?
Less than 100 MBs per month. The app does not need to run continuously and pull data while you work.

How much does it cost to download the mobile app?
The mobile app is free to download.

How many minutes are used by IVR?
About 30 seconds per call-in.

What do I do if I am not able to get the attendant or EOR's signature on the mobile app at the end of the shift?
You will need to push 'no' on the mobile app that you are not able to get the attendant/EOR signature. The time will then be sent to the CDCN web portal and the EOR will need to review and approve the time on the Web Portal.

I don't have internet or a smart phone, how do I submit time?
Time can be submitted using the CellTrak IVR using the consumer's landline phone. Shifts will need to be approved by the EOR through the IVR or the Web Portal.

The Attendant forgot to clock in / clock out on the Mobile App or the IVR:
The Start/stop the shift like normal when you are able. An adjustment to the shift will need to be made on the CDCN web portal by the attendant and submitted to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

My phone or tablet was not working when I started or ended my shift. What should I do?

If your Phone or Tablet is not working at the time the Attendant's shift starts and ends, please consider using the CellTrak IVR. The CellTrak IVR is considered the Alternative method for EVV.

If you are unable to use the CellTrak IVR, the missing shift will need to be entered on the CDCN web portal by the attendant and submitted to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

My phone died in the middle of my shift, what do I do?

Once your phone is charged, click finish to end the shift. On the mobile app, choose 'yes' when asked 'does this activity require any adjustments by the office.' The time will be sent to the CDCN web portal where the attendant can make the necessary corrections and submit to the EOR for review and approval. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

The Mobile App was not working at the time I started or ended the shift. What should I do?

If the Mobile App is not working at the time the Attendant's shift starts and ends, please consider using the CellTrak IVR. The CellTrak IVR is considered the Alternative method for EVV.

If you are unable to use the CellTrak IVR, the missing shift will need to be entered on the CDCN web portal by the attendant and submitted to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

I don't have a phone or tablet to use for EVV, how do I submit time?

If the Attendant doesn't have the phone or tablet, please consider using the CellTrak IVR. The CellTrak IVR is considered the Alternative method for EVV.

If you are unable to use the CellTrak IVR, the missing shift will need to be entered on the CDCN web portal by the attendant and submitted to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

The participant had an emergency resulting in the attendant not being able to clock in or out on the Mobile APP or IVR?

If you are unable to use the CellTrak Mobile App or IVR, the missing shift will need to be entered on the CDCN web portal by the attendant and submitted to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.

The Attendant clocked in/out at the wrong time, how do I correct this issue?

The Attendant needs to start/stop the shift like normal when they are able. An adjustment to the shift will need to be made on the CDCN web portal by the attendant and submitted to the EOR for approval. The EOR will need to review and approve the time on the web portal. This type of time submission must go through an exception process. Time submitted manually on the Web Portal by the Attendant is NOT EVV COMPLIANT. Manual time entries will be monitored by DMAS and the MCOs. Continued noncompliance may result in disenrollment from the CD program.