EVV QUICK FACTS
Electronic Visit Verification

eVero ®
CORPORATION

GPS - Real Time Mobile App

- **WHAT:** This is the mobile app, currently in use by staff. Once EVV is in place, staff must have location services active during use of the app. This is the default, most accurate solution for EVV.
- **WHO:** This is for Staff who have a smart phone/device with location services enabled.
- **WHERE:** This can be used in areas without service as long as the staff open the app and select the person they are going to work with before they lose service/reception. GPS typically works separate from cell service/reception. This option is also available for service delivery that starts/stops at locations outside of the individual's home.
- **HOW:** GPS location is recorded during the start and stop of the billable time with the individual, as well as the employee punch in time. This real-time method achieves all requirements for EVV guidelines.

Telephony - Landline

- **WHAT:** This option is available as a way to document real-time start/stop and record services through the use of a registered landline at the home of the individual. The staff will listen and follow a series of prompts through the phone.
- **WHO:** This option is available for staff who do not have a smart phone, and individuals who have a landline telephone available at the primary service location. This option can also support multiple languages through the phone.
- **WHERE:** This can only be used in the home of the individual receiving service. It will be not be effective for people who often meet their staff out in the community.
- **HOW:** Staff will need a printed copy of the plan (without HIPAA info indicated) with the service plan so they can respond to the prompts effectively. The telephone number needs to be a registered phone line for the individual. Staff will require a unique PIN.

Fixed Object (FOB)

- **WHAT:** This option is available as a way to record the real start and stop time through use of a fixed object (FOB) random number generated, located at the individual's home.
- **WHO:** This is specifically for staff who do not have a smart phone AND individual's who do not have a landline telephone. This is to ensure the requirements for EVV are achieved in the least tech-enabled environment.
- **WHERE:** This can only be used in the home of the individual receiving services to record start/stop. It is not meant to be mobile.
- **HOW:** The FOB will generate a random number each minute, which allows the staff to record the information. The service documentation and the number must be entered into the electronic system for verification.