



To: Enrollees in EOHHS Electronic Visit Verification (EVV) Program with No Telephone Available for EVV Calls

Subject: Fixed Visit Verification Device Introduction Letter

EOHHS began using EVV in your area for various home and community-based services. EOHHS has contracted with Sandata to manage EVV. EVV helps us make sure you are receiving your services.

EVV is a telephone and computer-based system that documents the precise time worked by your attendant. Your attendant is required to use the EVV system. Because you do not have a telephone or you do not want your attendant to use your telephone, your provider has asked EOHHS to provide a different way for your attendant to use the EVV system. This letter is to let you know EOHHS has approved providing a Fixed Visit Verification (FVV) Device to address this request.

In order for your attendant to use the EVV system without using your telephone, he or she will be required to use a Fixed Visit Verification (FVV) Device. The FVV Device will allow your attendant to document the time he or she begins and ends work.

The FVV Device is a small device that runs on batteries and can be placed in a location that is convenient for you. Examples of where the FVV Device can be placed include by your door, in a kitchen drawer or an easily accessed cabinet. The FVV Device can be taped in place so it will not move or get lost. EOHHS encourages you to work with your provider to find a good place to put the FVV Device in your home. The FVV Device is used only to document the time he or she begins and ends work. The device does not listen to or record what you say or do in your home.

The FVV Device should not be removed from your home at any time. If your FVV Device is lost or stolen, please call your provider.

Once the device is in place, you will not have to do anything else with it. Your caregiver should never ask you to press the button on the device or fix the device. If they do, you should call your provider.

If you have questions about EVV, the FVV Device or this letter, please call EOHHS at (401) 462-5274.