

Policy and Procedures for Fixed Visit Verification Devices (FVV)

The State of Rhode Island has contracted with Sandata Systems to provide an electronic visit verification system (EVV). EVV will be used to schedule visits based on authorized services and validate home care services prior to submission for payment. EVV is defined as a telephone and computer based system that:

1. Electronically verifies when visits occur
2. Documents the precise time service begins and ends
3. Collects the tasks performed for the recipient
4. Ensures services are provided by the intended scheduled employee

Visits are verified by the caregiver calling from:

1. The recipient's home phone
2. The recipient's cell phone
3. The caregiver's smart phone or tablet

An alternative to the client's landline or cell phone and the provider's smart phone or table is the Fixed Visit Verification Device (FVV). The Home Health Agency should initiate a request for a FVV device only when the following conditions are met:

1. The client does not have a land line telephone
2. The client does not have a cell phone or that cell phone is unavailable to the service provider
3. The service provider does not have a smart phone or tablet
4. The client does not have a land line telephone and resides in an area where cell phone reception is not available.

The Home Health Agency may request an FVV device by faxing that request to 401-462-3350, attention Peggy Farrish. The agency must demonstrate in writing that these conditions are satisfied.

Sandata will deliver registered FVV devices to the Home Health Agency providing services approximately two weeks after the request is received. The Home Health Agency is responsible for installing the device in the client's home.

Detailed procedures for ordering an FVV device and documenting a visit through FVV are available on the OHHS website under the Providers and Partners tab, Electronic Visit Verification Section.