



## Executive Office of Health and Human Services

### MEMBER FREQUENTLY ASKED QUESTIONS

**1) Why am I getting this notice?**

You are receiving this notice because our home health agencies, in partnership with the state, are implementing Electronic Visit Verification. The caregivers will be asking to use your land line telephone to call in at the start of your visit and to check out at the end of your visit. We would appreciate it if you would allow your caregiver to use your land line telephone, if available, to complete the visit verification.

**2) Why is the state implementing this program?**

The state wants to ensure that the correct caregiver is giving the right service at the right time at the right location for our Medicaid recipients. This is to ensure you are receiving the highest quality of care.

**3) Will EVV impact my care?**

No, EVV will not have any impact on your care or benefits. This is a tool that will be used by your caregiver for time and task tracking.

**4) Who do I call if I have any questions?**

Speak to your caregiver that provides services to you or you can call your health care agency

**5) Is there any cost to me?**

No, there is no cost to you as the Medicaid recipient.