



CABINET FOR HEALTH AND FAMILY SERVICES	Subject: Participant Directed Services SOP Title: Electronic Visit Verification PDS-SOP-6.23
Issue Type: ☒ New ☐ Revised	Source(s) of Authority: N/A Forms: N/A
Supersedes: N/A	Effective: 06/2026
Approval Date: 02/20/2026	Revision Date: N/A

PURPOSE

The Participant Directed Services (PDS) standard operating procedure (SOP) electronic visit verification (EVV) section outlines the requirement that the Financial Management Agency (FMA) must use an EVV system to record information when delivering PDS. The goal of this section is to ensure the FMA has a clear understanding of the EVV system requirements and that the FMA works with the participant, the PDS representative (when applicable), the PDS employee and the case manager to verify proper delivery of PDS using the EVV system.

POLICY

1. EVV is an electronic system that the FMA must use to verify delivery of in-home or community-based 1915c waiver services.
2. EVV must electronically verify six aspects of service delivery, which includes:
 - a. Date;
 - b. Location at the start of the service and at the end of the service;
 - i. Note: The EVV system does not record location at any other time.
 - c. Type of service;
 - d. Name of the PDS employee providing the service;
 - e. Name of the PDS participant receiving the service; and
 - f. Start and end time of the service.
3. Effective January 1, 2026, a PDS claim without a corresponding visit documented using EVV will be denied.
 - a. FMA can use the state-sponsored EVV system, Therap, or a third-party system.
 - b. Any third-party system must integrate with the Therap EVV aggregator to allow for claims verification.
4. EVV applies to the following PDS services:
 - a. Acquired Brain Injury (ABI) Waiver: Companion, Personal Care and Respite*
 - b. ABI-Long Term Care (LTC) Waiver: Community Living Supports and Respite*
 - c. Home and Community Based (HCB) Wavier: Attendant Care and Respite*
 - d. Michelle P (MP) Waiver: Attendant Care, Community Living Supports, Homemaker, Personal Care and Respite*
 - e. Supports for Community Living (SCL) Waiver: Community Access, Personal Assistance, and Respite*

*Respite provided in a congregate setting through traditional service in a blended service plan does not require EVV
5. EVV eliminates the need for paper timesheets, creates flexibility in the scheduling and delivery of PDS, and supports 1915(c) waiver program integrity.
6. PDS employees shall utilize the FMA EVV system to document PDS.



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7. The PDS participant or PDS representative will verify the accuracy of the service information by providing their signature in the EVV application. Some EVV applications also allow voice confirmation.
 - a. The PDS participant (or PDS representative, when applicable and available) shall also review the information the PDS employee enters into the EVV application at the end of each service shift for accuracy.
8. The FMA will review the EVV record to ensure the following criteria is met:
 - a. Conforms with the participant's Person-Centered Service Plan (PCSP);
 - b. Meets regulation requirements; and
 - c. Employee meets PDS eligibility criteria.
9. The FMA must reimburse the PDS employee for services rendered when the PDS record meets the aforementioned requirements.
10. The FMA must use a payroll system that addresses and fulfills all related tax obligations and provides payment to PDS employees at minimum on a semi-monthly basis in accordance with services approved in the PCSP by an eligible employee.
11. The FMA is responsible for EVV system training of the PDS participant (or PDS Representative if applicable) and for setting up an EVV account for the participant's PDS employee once all required PDS employee paperwork is submitted to the FMA.
 - a. The FMA shall provide timely support and access to the PDS employee to ensure there are no delays in PDS service delivery once a PDS employee is approved and authorized to deliver PDS.
12. In limited circumstances, the PDS employee may use a telephonic Interactive Voice Recognition system to call and record PDS services upon check-in and check-out of a pre-scheduled visit.
13. If the PDS employee is having difficulty with the EVV system, the FMA should notify the participant or PDS representative, as applicable, and provide additional support to ensure the PDS participant, PDS employee and PDS representative understand and are able to use the system.
 - a. The FMA should reach out to the participant's case manager if there is ongoing difficulty with the participant's PDS employee use of EVV.
14. In the event of a natural disaster or emergency, the FMA shall have a back-up plan established to collect PDS service data should the EVV system be inaccessible.