



Community Supports

INARF Community Supports EVV Virtual Meeting Accel EVV Group



Thank You Sponsors!

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Discussion Questions Part 1

- Where are you in the process of EVV implementation?
- What technology are you adding to accommodate requirements? (providing iPads/tablets/phones at sites, using staff phones)
 - How are you handling areas where there is no or bad internet/cellular connections?
- How did you roll out EVV (for example: starting in a few sites or all at once)?
- Describe your process for training staff and educating individuals served
 - What have been DSPs' reactions to the additional steps for EVV?
 - For DSPs who consistently have trouble submitting records/forget to submit/etc., what are you doing to help them?
- Have you run into any issues capturing EVV records in sites with shared staffing or shared individuals (e.g. also receives home health, hospice)?
 - If so, how are you addressing these issues?
- How are you handling exceptions (who on your staff reviews, how often are they reviewed and cleared, how many exceptions are generated in a typical day/week/month)?
 - What are your most common exceptions (no record, clocking in/out late, GPS, etc.)?

Discussion Questions Part 2

- Are you actively transmitting data to the Aggregator?
 - If yes, have you experienced any issues with the transmission or received unexpected exceptions?
 - Some providers have reported that the Aggregator is not showing their records. Are you able to view your records in the Aggregator?
- What is your internal process for comparing billing data to EVV records?
 - For providers who have compared their billing data and EVV records, did you find any matching concerns?
 - Have you experienced any issues capturing records for overnight shifts (e.g. DSP clocking in at 10 PM and clocking out at 6 AM the next day – the EVV record only matches with the billing record from day 1)?
- For individuals whose NOAs change retroactively, what is your approach for EVV in these situations?
- Share any challenges and successes you have experienced that have not already been shared
- What else can INARF do to help support you throughout the implementation process?



Thank you!

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