

**Electronic Visit Verification (EVV) Vendor Questionnaire:
EVV Implementation for Self-Direction Programs**

In January 2018, Applied Self-Direction issued a Request for Information (RFI) to identify vendors interested in serving self-direction programs. In addition to basic contact information, vendors were given the option to complete the following questionnaire based on our [EVV Implementation Tip Sheet for Self-Direction Programs](#). Vendor responses to these questions are available as a member-only resource through our [Directory of EVV Vendors Interested in Serving Self-Direction Programs](#).¹

1. What is the name of your organization?
Carecenta, Inc.
2. Does your EVV system currently serve self-direction programs?
No
3. How does your EVV solution address the issue of limited internet access?
 - Data can be captured electronically at the time of service delivery and transferred to the central system when access is available.
 - Landlines are the primary means for logging in and logging out. If a landline is not available, another device is provided.
 - GPS is available.
4. How does your EVV solution address scheduling workers?
 - Weekly set schedules are entered by a system administrator
 - Schedules can be entered or modified by the participant to accommodate flexibility
 - Schedules can be entered or modified by the participant only in an emergency or unusual situation
 - Participants are required to get permission from the system administrator to make schedule changes
 - Changes to schedules can only be made by a system administrator
 - Worker or participant can retroactively adjust shift start or end times to correct errors
 - Weekly set schedules are approved by the participant or representative
5. How does your EVV solution capture the location where services are delivered when they are not provided at the participant's home?
 - Geolocation at start and end of shift
6. How do features of your EVV solution support a user-friendly experience?
 - Workers create their own password and username,
 - Participants create their own password and username
 - The user interface is based on common mobile device conventions
 - The device(s) used to enter data are easily modified for individuals with limited motor skills
 - Any on-screen text can be customized for languages other than English
 - Tasks can be accomplished with a minimum number of clicks or taps
 - Text entry is minimized

8. What options do you offer for training workers, participants, and agencies?
 - Initial in-person orientation provided to state agency; state is responsible for training provider agencies, workers and participants
 - Initial in-person orientation provided to provider agency, and agency trains workers and participants
 - Initial orientation for participants and workers provided by live webinar with opportunity for Q&A
 - Initial orientation for participants and workers provided by recorded webinar with an option for submitting questions
 - Orientation is scheduled on a regular basis as new participants enroll
 - Web-based training videos
 - Webinar-based training
 - Online help documents are available
 - Online help with chat is available 24/7
 - Written materials are available in languages other than English
 - Training is available in alternative formats
9. How are participants involved in verifying the actual hours worked?
 - Participant reviews and approves each shift
 - Participant verifies each shift end time as the worker ends the shift
 - Participant approves hours worked daily
 - Worker or participant can retroactively adjust shift start or end times
10. Can workers or participants use their own mobile devices with your EVV solution?
Yes
11. Can workers or participants use their own computers or tablets with your EVV solution?
Yes
12. Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution?
No
13. Does your solution require the use of a device installed at a physical location?
No
14. Does your solution offer the use of a device installed at a physical location as an option?
No
15. Do you provide repair and replacement of devices?
No
16. How does your EVV solution address security issues and safeguard the privacy of system users?
100 percent HIPAA compliant and we have built in redundancies and firewalls
17. Do you offer an aggregator system?
No
18. Can your EVV solution be used with an aggregator system?
Yes

19. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?

By using either the landline of the client or the mobile device of the caregiver we minimize the need for paper timesheets.

¹ This information was voluntarily provided by each EVV vendor and was not verified by Applied Self-Direction. If you have specific questions, you are encouraged to contact the vendor directly. Applied Self-Direction is not responsible for any outcome resulting from this information.