

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?
FreedomCare
2. Does your EVV system currently serve self-direction programs?
Yes
3. What are the states where you currently serve self-direction programs?
New York
4. How does your EVV solution address the issue of limited internet access?
 - Internet access is required for basic functionality; paper timesheets are necessary if no internet access is available
 - Other: We are working on a solution to allow data capture in absence of internet connection
5. How does your EVV solution address scheduling workers?
 - Schedules can be entered or modified by the participant to accommodate flexibility
 - Weekly set schedules are approved by the participant or representative
6. 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
 - Other: Geolocation at other intervals of shift are captured as well
7. How do features of your EVV solution support a user-friendly experience?
 - 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 provider agency, and agency trains workers and participants
 - Web-based training videos
 - Online help documents are available
 - Written materials are available in languages other than English

9. How are participants involved in verifying the actual hours worked?
 - Participant reviews and approves each shift
 - Participant approves hours worked daily
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?
Maybe
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?
Maybe
15. Do you provide repair and replacement of devices?
Maybe
16. How does your EVV solution address security issues and safeguard the privacy of system users?
No data is stored on user devices so in case of device theft or loss no security risk is posed. Data is stored on secure servers and all data transfer utilizes highly secure methods.
17. Do you offer an aggregator system?
Yes
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?
Our EVV solution requires absolutely no manual entries or overrides by FMS provider staff. Once a visit is confirmed on the APP it will be payroll and billing ready.

ⁱ 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.