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.[i]

1. What is the name of your organization?
   CellTrak

2. What is the name of your EVV System?
   CellTrak

3. Does your EVV system currently serve self-direction programs?
   Yes

4. What are the states where you currently serve self-direction programs?
   Alaska, Arizona, Arkansas, California, Colorado, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, Pennsylvania, Rhode Island, South Dakota, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, District of Columbia

5. 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.

6. How does your EVV solution address scheduling workers?
   - Weekly set schedules are entered by the participant or representative.
   - Schedules can be entered or modified by the participant to accommodate flexibility.
   - Worker or participant can retroactively adjust shift start or end times to correct errors.

7. 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

8. 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 device(s) used to enter data are easily modified for individuals with limited motor skills.
   - Tasks can be accomplished with a minimum number of clicks or taps.

9. What options do you offer for training workers, participants, and agencies?
   - Web-based training videos.
   - Webinar-based training.
   - Online help documents are available.

10. How are participants involved in verifying the actual hours worked?
Participant verifies each shift end time as the worker ends the shift.

11. Can workers or participants use their own mobile devices with your EVV solution?
Yes

12. Can workers or participants use their own computers or tablets with your EVV solution?
Yes

13. Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution?
Yes

14. Does your solution require the use of a device installed at a physical location?
No

15. Does your solution offer the use of a device installed at a physical location as an option?
Yes

16. Do you provide repair and replacement of devices?
No

17. How does your EVV solution address security issues and safeguard the privacy of system users?
We are HIPAA certified

18. Do you offer an aggregator system?
Yes

19. Can your EVV solution be used with an aggregator system?
Yes

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