

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?
M&Y CARE, LLC
2. Does your EVV system currently serve self-direction programs?
No
3. What are the states where you currently serve self-direction programs?
 - Michigan
 - Ohio
4. 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
 - If no internet or electronic device Employee can call in their visit, Telephony is also available
5. 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
 - 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
 - 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
7. 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
 - Tasks can be accomplished with a minimum number of clicks or taps
8. What options do you offer for training workers, participants, and agencies?
 - Orientation is scheduled on a regular basis as new participants enroll
 - Web-based training videos
 - Online help documents are available

- Online help with chat is available 24/7
 - Most training is provided through written materials
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
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?
Yes
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?
17. Do you offer an aggregator system?
No
18. Can your EVV solution be used with an aggregator system?
Yes

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.