

**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?
ACES\$ Financial Management

2. Does your EVV system currently serve self-direction programs?
No

3. What are the states where you currently serve self-direction programs?
n/a

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.

5. How does your EVV solution address scheduling workers?
ACES\$ is an FMS entity and our EVV solution gathers exact time in/time out data which create timesheets that are EVV compliant. Timesheets can be entered or modified by the participant to accommodate flexibility. Additionally, timesheets can be entered or modified by the participant only in an emergency or unusual situation should program rules require. Participant/Employer can retroactively adjust shift start or end times to correct errors. EVV worker shifts are approved by the participant or representative in real-time.

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
 - 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
 - Other: All data is uploaded in real-time to our FMS portal should Participants want to have a more expanded view of budget information and timesheet history. The EVV

solution is developed in a way to not just accommodate EVV requirements but support Participants in making educated self-directed Employer decisions.

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
 - 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 approves each shift start time as the worker begins the shift
 - Participant verifies each shift end time as the worker ends the shift
 - Worker or participant can retroactively adjust shift start or end times
 - Other: Solution is able to track and/or limit the number of times shift start or end times are adjusted to minimize instances of fraud and abuse

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?
Maybe

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?
Attendants and Participants have unique user ID logins and passwords that must meet robust security requirements. When off-line all shift start and end data is stored locally and is encrypted. When online the data is encrypted during transmission. All data, including user data (both worker and participant), service categories and service types are encrypted as well.
17. Do you offer an aggregator system?
Yes
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.