

**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?
iTherapyDocs, Inc.
2. What is the name of your EVV System?
iTherapyDocs EVV
3. Does your EVV system currently serve self-direction programs?
Yes
4. What are the states where you currently serve self-direction programs?
 - Arizona
 - Colorado
 - Florida
 - Missouri
 - New Mexico
5. 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.
 - Data can be captured electronically at the time of service delivery and transferred to the central system when access is available.
 - Other: EVV uses Cell technology and does not require Internet Wifi.
6. How does your EVV solution address scheduling workers?
 - Weekly set schedules are entered by a system administrator
 - 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
 - Weekly set schedules are approved by the participant or representative
 - Schedules are fluid and be adjusted by someone with permissions
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?
 - Passwords and usernames are system generated
 - 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
9. 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
10. How are participants involved in verifying the actual hours worked?
- Participant reviews and approves each shift
 - Participant approves each shift start time as the worker begins the 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
 - Other: If adjustments are made. Exceptions are automatically added
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?
No
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 use SSL for connection to our system which encrypts the data in transmission. Data is encrypted at rest in the database and hosted in a HIPAA compliant system. Each user has their own login and they create their own password. We use RBAC so users only see individuals they have been authorized to see.

18. Do you offer an aggregator system?

No

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?

Our EVV system links directly to the Service Note. The Note is completed by the service provider and captures the time duration of the service which converts that time into a Billed Transaction. Note times and correlate to the EVV times and do not have to be verified. The EVV system automatically logs exceptions that are tracked in the Note.

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.