

**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](#).<sup>1</sup>

1. What is the name of your organization?  
G-Tech Innovation, INC
2. What is the name of your EVV System?  
One Time
3. Does your EVV system currently serve self-direction programs?  
No
4. What are the states where you currently serve self-direction programs?  
Pennsylvania
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.
  - Our mobile app can be operated offline
6. 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 only in an emergency or unusual situation
  - Changes to schedules can only be made by a system administrator
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
  - Continuous geolocation based on the current location of the participant
8. How do features of your EVV solution support a user-friendly experience?
  - Workers 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
  - The user can reset passwords, can change their personal information, can receive shifts, can set availability, can navigate to consumer's home, can call agency, can make notes visible to agency admini. And much more

9. 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
  - Initial orientation for participants and workers provided by live webinar with opportunity for Q&A
  - Web-based training videos
  - Webinar-based training
  - Online help documents are available
  - Online help with chat is available 24/7
  - Most training is provided through written materials
  - Written materials are available in languages other than English
10. How are participants involved in verifying the actual hours worked?  
The participant can be part of the process at the end of each shift by providing an e-signature
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?  
No
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?  
HIPPA compliance, 256 bit encryption database, espial toke on mobile app
18. Do you offer an aggregator system?  
Maybe
19. Can your EVV solution be used with an aggregator system?  
Maybe
20. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?  
By checking the Caregiver's location, 15 minutes before the time of the shift.

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<sup>i</sup> 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.