

**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?
ClockinClockout, Inc.
2. What is the name of your EVV System?
CICO EVV
3. Does your EVV system currently serve self-direction programs?
Yes
4. What are the states where you currently serve self-direction programs?
 - Missouri
 - Georgia
 - Florida
 - Pennsylvania
 - Washington, DC
 - New York
5. How does your EVV solution address the issue of limited internet access?
 - Data can be captured via Android or iPhone offline capture, via FOB device and via IVR telephony.
6. How does your EVV solution address scheduling workers?
 - Schedules can be created via our schedule wizard tool.
 - Shift start, shift end and tasks can be included in the profiles and adjusted by the vendors authorized personnel.
7. How does your EVV solution capture the location where services are delivered when they are not provided at the participant's home?
Supervisors or case managers have the option to allow roaming or not when using our iPhone or Android App.
8. How do features of your EVV solution support a user-friendly experience?
 - On-line training videos.
 - Activation with us doesn't need planning nor the need to speak to our office.
 - Users use minimal data entry to activate accounts via our on-demand registration for a free 30-day trial which they activate via email activation code on their own.
 - Our system is IVR guided for telephony and mobile devices use yes or no prompts.
 - We system allows for English, Spanish, and Russian language via telephony.
 - Tasks can be answered via codes or by yes or no prompts per question or if they choose to enter a series of codes all at once.

9. What options do you offer for training workers, participants, and agencies?
 - Orientation and walk through via live webinars and scheduled trainings as needed.
 - Help documents are available and email support.
10. How are participants involved in verifying the actual hours worked?
 - Participants can log into our website portal and review each shift as needed.
 - Participants can approve hours worked if allowed by the case manager or Fiscal Intermediary.
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, for a fee.
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, for a fee.
16. Do you provide repair and replacement of devices?
Yes, while under warranty and warranty plan can be extended for a fee.
17. How does your EVV solution address security issues and safeguard the privacy of system users?
Our network is monitored by Imperva® solutions, data center firewalls and TrustedSite® which actively monitor our site for security issues such as malware, malicious links, phishing, and HIPAA Compliant.
18. Do you offer an aggregator system?
Yes, and as needed.
19. Can your EVV solution be used with an aggregator system?
Yes, and as needed.

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.