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.[i]

1. What is the name of your organization?

2. Does your EVV system currently serve self-direction programs?

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

4. How does your EVV solution address the issue of limited internet access?

5. How does your EVV solution address scheduling workers?

6. How does your EVV solution capture the location where services are delivered when they are not provided at the participant's home?

7. How do features of your EVV solution support a user-friendly experience?

8. What options do you offer for training workers, participants, and agencies?

9. How are participants involved in verifying the actual hours worked?

10. Can workers or participants use their own mobile devices with your EVV solution?

11. Can workers or participants use their own computers or tablets with your EVV solution?

12. Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution?

13. Does your solution require the use of a device installed at a physical location?

14. Does your solution offer the use of a device installed at a physical location as an option?

15. Do you provide repair and replacement of devices?

16. How does your EVV solution address security issues and safeguard the privacy of system users?

17. Do you offer an aggregator system?

18. Can your EVV solution be used with an aggregator system?

19. How does your EVV solution help FMS providers achieve operational efficiency and minimize the need for time entry edits and manual overrides?

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[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.