

**Q: What is EVV?**

A: EVV is Electronic Visit Verification, a system that uses technology to capture who receives the service, who provides the service, what service is provided, where the service is provided, the date of the service, and the clock in and out times for the service.

**Q. Why do we have to use EVV?**

A. EVV is required by law for personal care and routine supportive home services.

**Q. What are the benefits of using EVV?**

A. EVV helps to reduce administrative time, reduces paper work, allows for a better coordination of care and more accessible communication.

**Q. What system does PremierFMS use for EVV?**

A. PremierFMS offers multiple methods of EVV submission. Employees can use the CareTime mobile app or telephony (a landline phone) if they do not have a smart device. Participants will use CarePortal to review and approve their employee's hours.

**Q. What information does the EVV system verify?**

A. Specifically, impacted services are those billed under service codes T1019 (personal care services, per 15 minutes), S5125 (supportive home care, per 15 minutes), and S5126 (supportive home care, per day).

**Q. What are the exemptions for EVV?**

A. Live-in participant-hired workers are not required to capture EVV information. The following are examples of employees that are not considered a live-in worker:

- A worker who temporarily stays with the participant for a short period of time.
- A worker who works 24-hour shifts but does not reside with the participant permanently.

**Q. How do I get set up for CareTime/CarePortal?**

A. When you enroll with PremierFMS or your live-in status changes, PremierFMS will provide all the information needed to log in and register. Training will also be available. You can email [IRIS@Premier-FMS.com](mailto:IRIS@Premier-FMS.com) or call 855.224.5810.