

# Electronic Visit Verification (EVV) / Client Attestation Quick Reference



EVV Elec...ence.pdf

This quick reference outlines EVV / client attestation options based on available technology, unique member needs, employee locations, and time capture frequency.

- **High Technology EVV Options:** EVV is collected by using a smartphone for hourly services. Useful in areas with few connectivity issues such as urban areas.
- **Low Technology EVV Options:** EVV is collected with a landline phone or a FOB device for hourly services. Useful in remote areas with little or no phone reception or access to the internet.
- **Frequency** – Set on the employee service account. Specific to the employee, client, and service provided.
  - *Clock Out Only* - Requires EVV completion at the end of the shift
  - *Clock In and Out* - Requires EVV completion at the beginning and end of the shift
  - *Clock In, Out, and Defined Intervals During Shift* - Requires EVV completion at the beginning, end, and specified intervals throughout the shift. For example, if the interval is set to 60 minutes, EVV will be requested every hour for the duration of the shift until clock out.
  - *Clock In Only* - Requires EVV completion at the beginning of the shift

EVV Method	Definition	Technology
Picture (Optionally - Facial Recognition)	<ul style="list-style-type: none"><li>• The employee captures a real-time photo of the client during a shift</li><li>• The images are stored in the cloud only and are NEVER stored on the device</li></ul> <b>Facial Recognition (optional)</b> <ul style="list-style-type: none"><li>• Artificial intelligence is used to compare the client's image in DCI to the image collected during the shift</li><li>• After the images are compared, a percentage match is calculated. If that number meets or exceeds the organization's specified passing threshold, the EVV will be automatically approved.</li></ul>	High Tech Option
Pin or Password	<ul style="list-style-type: none"><li>• The client enters their personal DCI pin or password into the employee's mobile device</li><li>• This option is verified immediately after hitting the Submit button</li><li>• If the password is entered incorrectly three times, another high-tech EVV method will be required.</li></ul>	High Tech Option
Signature	<ul style="list-style-type: none"><li>• The client signs with the pad of their finger on the employee's mobile device</li><li>• The signature can be compared to a signature the organization has stored on the client's profile</li></ul>	High Tech Option
Voice	<ul style="list-style-type: none"><li>• The client will repeat the phrase "My name is (insert client name) and I am verifying this visit" into the employee's mobile device</li></ul>	High Tech Option
Portal Signoff	<ul style="list-style-type: none"><li>• Client not required to complete signoff immediately</li><li>• Client will be prompted to sign off on punches in their portal or mobile app</li></ul>	Low Tech Option
Phone (Landline)	<ul style="list-style-type: none"><li>• Requires the employee to call an 800 number at the beginning of their shift from the landline phone number listed on the client profile</li><li>• The phone number will be verified and linked to the client</li><li>• The employee will complete a series of prompts to clock in</li><li>• The same procedure is completed during clock out</li></ul>	Low Tech Option

FOB	<ul style="list-style-type: none"> <li>Requires the use of a FOB device that is registered to a specific client</li> <li>The FOB device will generate a six-digit token (code) that is directly correlated to a particular date and time</li> <li>The data is recorded and entered into the mobile app during clock in/out or in the web portal after the shift is completed</li> <li>The employee will log in to DCI, create a punch entry, and enter the data that was collected from the FOB device.</li> <li>The organization will specify a deviation threshold for entries into the web portal. If the FOB device tokens (codes) exceed the threshold, the punch entry will not allow the employee to save and will provide an error message detailing the insufficient data.</li> </ul>	Low Tech Option
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## Related articles

- [Attestation \(\\*EVV\) Workflow for Clients and Guardians](#)
- [Electronic Visit Verification \(EVV\) / Client Attestation Quick Reference](#)
- [Client - FOB Attestation \(\\*EVV\)](#)
- [When adding EVV locations received alert, "Google could not locate this address". How do I add it?](#)
- [Submitting a DCI Support Ticket for EVV Aggregation Issues & Resolutions](#)