



EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
COMMONWEALTH OF MASSACHUSETTS
OFFICE OF MEDICAID
ONE ASHBURTON PLACE, BOSTON, MA 02108



[NAME]
[ADDRESS-1]
[ADDRESS-2]
[CITY, STATE, ZIP]

[DATE]

Dear Consumer, Surrogate, or PCA,

Later this year, the MassHealth Personal Care Attendant (PCA) program will start using a new kind of timesheet system, called Electronic Visit Verification (EVV), which is required by federal law. We're writing to tell you about this change and provide basic information about EVV.

ACTION REQUIRED

**Please read this entire letter.
It includes important information about EVV
and how the change to EVV will affect you.**

Learn more at tempusunlimited.org/EVV

Also, please update your contact information with Tempus Unlimited (Tempus) Fiscal Intermediary (FI) by visiting evvweb.tempusunlimited.org.

What is EVV?

EVV stands for "Electronic Visit Verification." EVV is a new kind of timesheet system that the MassHealth PCA program will begin using in the future. EVV is a new system and is **NOT** the same as eTimesheets, which is an electronic timesheet system some PCAs are using today. If you are required to use EVV, it will replace your current timesheet.

The MassHealth PCA program EVV system has two parts:

1. **The EVV Application (App):** PCAs will use the EVV App to clock in at the beginning of each shift and clock out at the end of each shift. The EVV App must be downloaded onto a smart device, such as a smartphone or tablet.
2. **The EVV Portal:** Consumers and Surrogates will use the EVV Portal to view and approve their PCAs' time. The EVV Portal is a website that can be viewed on any device with internet access and a website browser, such as a computer, smartphone, or tablet.

Why is MassHealth requiring me to use EVV?

Federal law requires certain MassHealth services, including the PCA program, to start using an EVV system. Other PCA programs across the United States have already started using EVV. The MassHealth PCA program EVV system will be easy to use and will allow Consumers and PCAs to quickly enter and approve timesheets. The system also stores previous timesheets, so you can view them later.

Is EVV like my current timesheet?

The EVV system is a new kind of timesheet. If you are required to use EVV, it will replace your current timesheet. The EVV system will be **the only way** to submit timesheets once you are selected to start using EVV.

If you are a PCA, you will use the EVV App to check in and out of your visits, so you can get paid for time worked. If you are a Consumer, you will use the EVV Portal to review, approve, and submit your PCA's time to Tempus FI for payment.

To meet federal rules, the EVV system will also electronically verify certain parts of each PCA's visit, including:

1. The name of the Consumer
2. The name of the PCA
3. The date of the visit
4. The start time and end time of the visit
5. The location of the visit. **Note:** the PCA's location will only be listed as "Home" or "Community." The EVV system will show "Home" if the PCA checks in or checks out at the Consumer's home. The EVV system will show "Community" if the PCA checks in or checks out anywhere other than the Consumer's home.

The EVV system will **only** verify this information at the exact start time and end time of each visit.

Will I be required to use EVV?

Most Consumers and PCAs will be required to use the EVV system. If you are required to use EVV, it will replace the timesheet you currently use. Once you are required to use EVV, you will not be able to submit paper timesheets or eTimesheets.

However, there are two groups of people who are "exempt" from EVV. If you are exempt from EVV, it means you do **NOT** need to use the EVV system.

1. **The Live-In Exemption:** Consumers and PCAs who live in the same home permanently or for "extended periods of time" are not required to use EVV together.
2. **The Safety Exemption:** Consumers or PCAs are not required to use EVV if using the system would cause a safety issue. For example, some victims of domestic violence or stalking cannot use a GPS-enabled smart device.

You will receive more information about exemptions closer to when it is your turn to start using EVV.

When and how will I receive instructions about starting EVV?

You will receive a letter from Tempus FI about two months before you must start using EVV. This is called the Onboarding Letter. The Onboarding Letter will include important information about EVV, such as your start date, how to register for training, and how to request a Live-In or Safety exemption. Please note that you cannot register for training or request an exemption until you receive your Onboarding Letter. Please do not call Tempus FI to register for training or request an exemption until you have received your Onboarding Letter.

You will also receive several automated telephone calls and text messages about two months before you are required to start using EVV. **Please do not ignore these messages.** It is important that you read all messages from Tempus FI and follow Tempus' instructions. The messages will include important information about EVV and how to sign up for training.

When will I start using EVV?

MassHealth is rolling out the EVV system gradually. A small group of Consumers and PCAs will participate in an EVV pilot in October 2023. (**Note:** those selected for the pilot will be notified by Tempus Unlimited in August 2023.) All other Consumers and PCAs will begin using EVV between early 2024 and the end of 2025. Starting in early 2024, a new group of Consumers and PCAs will begin using EVV every two to three months.

Please read the information below to see when you could start using EVV:

1	Current Consumers (and their PCAs)																		
<p>If you are a Consumer who is already receiving PCA services as of January 1, 2024, your start date will be based on your last name. Your PCAs will start using EVV at the same time as you. Please see the table below, which shows your estimated start date, based on the Consumer's last name:</p>																			
<table border="1"><thead><tr><th style="background-color: #4a7ebb; color: white;">Consumer's Last Name Starts With:</th><th style="background-color: #4a7ebb; color: white;">Consumer and their PCA(s) will start using EVV:*</th></tr></thead><tbody><tr><td style="text-align: center;">A - BE</td><td style="text-align: center;">Early 2024</td></tr><tr><td style="text-align: center;">BF - C</td><td style="text-align: center;">Spring 2024</td></tr><tr><td style="text-align: center;">D - GA</td><td style="text-align: center;">Summer 2024</td></tr><tr><td style="text-align: center;">GB - K</td><td style="text-align: center;">Fall 2024</td></tr><tr><td style="text-align: center;">L - MN</td><td style="text-align: center;">Winter 2024/2025</td></tr><tr><td style="text-align: center;">MO - Q</td><td style="text-align: center;">Early 2025</td></tr><tr><td style="text-align: center;">R - SL</td><td style="text-align: center;">Spring 2025</td></tr><tr><td style="text-align: center;">SM - Z</td><td style="text-align: center;">Summer 2025</td></tr></tbody></table>		Consumer's Last Name Starts With:	Consumer and their PCA(s) will start using EVV:*	A - BE	Early 2024	BF - C	Spring 2024	D - GA	Summer 2024	GB - K	Fall 2024	L - MN	Winter 2024/2025	MO - Q	Early 2025	R - SL	Spring 2025	SM - Z	Summer 2025
Consumer's Last Name Starts With:	Consumer and their PCA(s) will start using EVV:*																		
A - BE	Early 2024																		
BF - C	Spring 2024																		
D - GA	Summer 2024																		
GB - K	Fall 2024																		
L - MN	Winter 2024/2025																		
MO - Q	Early 2025																		
R - SL	Spring 2025																		
SM - Z	Summer 2025																		
<p>*Actual start dates may change. You will receive a letter from Tempus FI about two months before it is your turn to start using EVV. The letter from Tempus FI will include your exact EVV start date.</p>																			

2	Future Consumers (and their PCAs)
<p>Any Consumer who is new to the PCA program as of January 1, 2024, will use EVV as soon as they join the program. The Consumer's PCAs will start using EVV at the same time as the Consumer.</p>	

Will EVV change my PCA services?

No. The EVV system is a new kind of timesheet. EVV will only change how you record the time your PCA has worked for you. EVV will **NOT** change a Consumer's PCA hours, the way PCAs provide services, or other parts of the PCA program.

Will I receive EVV training?

Yes. Every Consumer and PCA will receive training before they start using the EVV system. Training will be offered by Tempus FI. Training for EVV will be offered online and in person. EVV training is mandatory for PCAs. PCAs will be paid after completing their mandatory training.

Will the EVV system be easy to use?

Yes. To make sure that the EVV system will be easy to use, MassHealth has worked with groups of Consumers, PCAs, Advocates, and others to test the system and ask for feedback. MassHealth and Tempus FI have used feedback from these groups to design an accessible and simple EVV system that meets the needs of Consumers and PCAs.

What if I do not have a smart device or computer to use EVV?

Most Consumers and PCAs will use their own devices to access the EVV system. However, during the rollout of EVV, MassHealth will provide a voucher for **one** basic smart device to any Consumer or PCA who does not have access to a smart device, or who does not wish to use their personal device for EVV. When it is your turn to start using EVV, you will receive more information from Tempus FI about the device voucher process, if needed.

What if I am a PCA and I work for more than one Consumer?

If you work for more than one Consumer, your EVV start date for each Consumer may be different. For example, you could start using EVV for one Consumer in fall 2023, but you could start using EVV with a different Consumer in summer 2024.

EVV exemptions are also approved for each PCA and Consumer pair. For instance, if you live full time with one Consumer, you might not be required to use EVV for that Consumer. However, if you also work with a second Consumer who lives in a different home, you may need to use EVV for that Consumer.

Is there anything I should do right now?

Yes. You should make sure that you have provided Tempus FI with your updated contact information, including your current address, phone number, and email address. Please visit evvweb.tempusunlimited.org to update your information.

After you confirm that Tempus has your updated contact information, you do not need to take any other action until you receive your Onboarding Letter from Tempus. The letter from Tempus will be sent approximately two months before it is your turn to start using EVV.

How can I learn more?

If you would like more information about EVV, you can:

1. Visit tempusunlimited.org/EVV
2. Contact your Personal Care Management (PCM) agency and speak with your skills trainer
3. Attend a MassHealth public listening session by visiting www.mass.gov/info-details/learn-about-evv-for-consumer-directed-programs

Please do not call Tempus FI to ask about EVV at this time. Instead, please visit Tempus' EVV website at tempusunlimited.org/EVV or contact your PCM agency. As a reminder, you will receive an Onboarding Letter from Tempus FI about two months before it is your turn to start using EVV. This Onboarding Letter will contain more information about your EVV start date, how you can attend a training session, and more.