

EVV Frequently Asked Questions for PCMs

Updated: December 2024

EVV Use Agreement Form

1. What is the EVV Use Agreement form?

- A. After a Consumer submits multiple timesheets outside of the EVV system and has accumulated a warning and three tracked instances of EVV non-use, MassHealth will mail the Consumer a letter with the EVV Use Agreement form and instruct the Consumer to return the completed form to their PCM Agency. The PCM Agency will also make the Surrogate aware of the EVV Use Agreement form.

The Consumer will have a final opportunity to continue receiving self-directed PCA services by signing and returning the EVV Use Agreement form to their PCM Agency. The Consumer must adhere to the provisions outlined in this agreement. Only a Consumer or a Legal Guardian is permitted to sign the EVV Use Agreement form. If a Surrogate/AP is not the Legal Guardian of the Consumer, he or she **cannot sign** the EVV Use Agreement.

If, after signing the EVV Use Agreement form, the Consumer submits another timesheet outside of EVV, they face termination from the program.

2. When should PCMs provide the Consumer with the form?

- A. PCMs should call the Consumer within one week after notification of the Consumer's third strike and provide the EVV Use Agreement to them. The strike count is noted on the weekly "EVV Non-compliance Summary" report from Tempus.

As previously noted, the Consumers will also receive the form in a letter from MassHealth within a week after their third strike.

3. When can a Consumer sign the form?

- A. **The PCM should have the Consumer or Legal Guardian sign the form within 14 days of the Consumer receiving the three strikes.** A Consumer should NOT sign the form prior to accumulating three strikes.

4. Where does the form go after the Consumer signs it?

- A. The PCM Agency should file the form in the Consumer's records. The PCM agency should NOT email the form to Tempus or MassHealth. The PCM Agency should then follow the steps in Question 5 to ensure the form is processed by Tempus FI.

5. How do PCMs update Tempus and MassHealth to ensure the form is reflected in the reports?

- A. The Agency should complete one Microsoft form for each Consumer. If you have received UAs for two Consumers, complete two Microsoft forms.

You may complete the Microsoft form at any time during the week; it does not need to be completed exclusively on Wednesdays.

MassHealth will process the submissions and share them with Tempus once per week on Wednesdays at 2pm ET.

Once processed, the Consumer should no longer appear on the report **PCM Non-Compliance Summary Report**. If they receive another strike, thus violating the agreement, then they will again appear on the report.

Reminder: It is important to not only review the pre-populated tracker, but also the Non-Compliance Summary Report to identify Consumers who have violated the Use Agreement.

The form can be found at this link: <https://forms.office.com/g/nzx8H2ME8J>

And via this QR code:



6. What should PCMs tell the Consumer about the form?

- A. PCMs should educate the Consumer on two key aspects of the form (1) the conditions of the form; and (2) the requirements the Consumer is agreeing to in the form. The PCM should emphasize that the Consumer may be terminated from the PCA program if they do not use EVV.

7. Where should the PCMs document that a Consumer has signed the form?

- A. In the Consumers record and in the weekly PCM tracker, note if the Consumer has signed the form, indicated they would sign the form, and any other relevant forms.

8. Is there a limit to how many times a Consumer may sign the form?

- A. Yes, a Consumer may only sign a use agreement form **once, after the Consumer has** accumulated a warning and three tracked instances of EVV non-use.

9. If the Consumer has a Surrogate or Administrative Proxy (AP), should they sign the form?

- A. **No**, a Surrogate or Administrative Proxy **may not** sign the form. Only a Consumer or Legal Guardian may sign the form. If a Surrogate inadvertently signs the form, you will need to work with the Consumer and Surrogate to have the Consumer sign a new form.

10. May a Consumer or Legal Guardian sign the form electronically?

- A. Yes, a Consumer or Legal Guardian may sign the form electronically. A Surrogate **may not** sign the form.

11. Should a Consumer who has received three strikes and who is exempt from using EVV sign the EVV Use Agreement?

- A. No, if the Consumer is exempt from using EVV, he or she does not need to sign the EVV Use Agreement. The Consumer must be exempt with **all of their PCAs** for this case to be applicable.

12. What if a Consumer refuses to sign the EVV Use Agreement form?

- A. If a Consumer refuses to sign the EVV Use Agreement form, move forward with a Failure to Participate termination. Inform your contract manager and John.C.Excellent2@mass.gov

Surrogate/Administration Proxy (AP) Process

1. What is a Surrogate/AP Hold?

- A. A Surrogate/AP Hold is implemented when the PCM determines that a Consumer requires the appointment of a Surrogate. A PCM should always complete an assessment. The hold should begin after sending out the 30 day Surrogate/AP letter to the Consumer.

2. How long is the Surrogate Hold?

- A. A Surrogate/AP Hold is valid for 45 days from the Hold Start Date.

3. How do PCMs request a Surrogate Hold?

- A. The Agency should complete one Microsoft for each Consumer who needs a Surrogate Hold. If two Consumers need Surrogate Holds, please complete two forms.

You may complete the form at any time during the week; it does not need to be completed exclusively on Wednesdays.

MassHealth will process the submissions and share them with Tempus once per week on Wednesdays at 2pm ET.

You should expect to see these submissions reflected in the next PCM Census Report.

The form can be found at this link: <https://forms.office.com/g/nzx8H2ME8J>

And via this QR code:



4. Once a new Surrogate/AP has been identified, what should the PCM do to ensure the Surrogate/AP is successful with EVV?

- A. The PCM should work with the Surrogate/AP to confirm:
 - i. The correct email is provided to the FI for the Surrogate/AP
 - ii. The Surrogate/AP knows about and is offered the online self-paced training
 - iii. The Surrogate/AP registers in the EVV portal.
 - iv. The Surrogate/AP is able to see the Consumer and all of the Consumer’s PCAs in the EVV Portal.
 - v. The Surrogate/AP knows how to manually enter, approve, and submit EVV timesheets.

5. What if after 30 days, a Consumer does not identify a new Surrogate or AP?

- A. If the Consumer does not identify a new surrogate, they face termination from the program.

Exemption Follow-up Process

1. What should a PCM do if a Consumer says they have completed an exemption form, but the Tempus FI reports do not reflect this.

- A. A PCM should encourage the Consumer to reach out to Tempus FI to verify that they have received the exemption form.

The Consumer should include the following information when they reach out:

- Date Submitted
- Method Submitted (Fax, Email, In-person)
- If submitted electronically, which email it was sent from
- If submitted electronically, which email they submitted it to.

Note: Exemption forms should be sent to only one email address: MAFMS@tempusunlimited.org

If a Consumer is struggling to outreach to Tempus FI, a PCM may check in with Tempus FI on the exemption status. They should also supply the information listed above.