

**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](#).<sup>i</sup>

1. What is the name of your organization?  
Visiting Aid
2. What is the name of your EVV System?  
Visiting Aid EVV
3. Does your EVV system currently serve self-direction programs?  
Yes
4. What are the states where you currently serve self-direction programs?
  - New Jersey
  - New York
  - Pennsylvania
5. How does your EVV solution address the issue of limited internet access?
  - Data can be captured electronically at the time-of-service delivery and transferred to the central system when access is available.
6. How does your EVV solution address scheduling workers?
  - Weekly set schedules are entered by a system administrator
  - Weekly set schedules are entered by the participant or representative
  - Schedules can be entered or modified by the participant to accommodate flexibility
  - Weekly set schedules are approved by the participant or representative
7. How does your EVV solution capture the location where services are delivered when they are not provided at the participant's home?
  - Geolocation at start and end of shift

8. How do features of your EVV solution support a user-friendly experience?
  - Workers create their own password and username
  - Participants create their own password and username
  - The user interface is based on common mobile device conventions
  - Any on-screen text can be customized for languages other than English
  - Tasks can be accomplished with a minimum number of clicks or taps
  - Text entry is minimized
  
9. What options do you offer for training workers, participants, and agencies?
  - Orientation is scheduled on a regular basis as new participants enroll
  - Web-based training videos
  - Webinar-based training
  - Online help documents are available
  
10. How are participants involved in verifying the actual hours worked?
  - Participant reviews and approves each shift
  - Worker or participant can retroactively adjust shift start or end times
  
11. Can workers or participants use their own mobile devices with your EVV solution?

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

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

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

No
  
15. Does your solution offer the use of a device installed at a physical location as an option?

No
  
16. Do you provide repair and replacement of devices?

No
  
17. How does your EVV solution address security issues and safeguard the privacy of system users?

Visiting Aid is an approved Verification Organization by OMIG and the NYSDOH and maintains compliance with HIPAA and security requirements. Additional precautions and redundancies are in place.

18. Do you offer an aggregator system?

Yes

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

Yes

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

Visiting Aid is designed to be an interoperable platform for patients, caregivers, agencies and payers. The system can be built with custom compliances and requirements based on your policies and procedures .

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<sup>i</sup> 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.