

Participant user manual to Evvie Portal-

What is EVV?

EVV stands for Electronic Visit Verification. Employees will use an app to record the shifts they work. Congress passed the 21st Century Cures Act, requiring Medicaid programs to use EVV for home and community-based services.

What is the Evvie Portal?

A website where EVV shifts are reviewed and approved by Participants, Workers, and Representatives.

How to sign into the Evvie Portal:

You will receive an email from Stuart T. Wilson, CPA, PC. with instructions on confirming your Evvie account and password setup. In the email, click on the "Click Here to Sign Up" link. This will bring you to the sign in page where you will select the green "Sign Up" button. Create a password and click the green "Sign Up" button. You will then be directed to a confirmation screen where you can click the "Return to Sign in page".

Once your account is set up, you can log in using the "Sign in with FMS One" button pictured below.



Once signed into the portal, you will be taken to the home screen.

How to view visits:

When an employee logs a visit in the Evvie app, you will receive an email with a link notifying you a new shift has been submitted for your review. If you click on the link, you will be taken to the visits page in the portal.

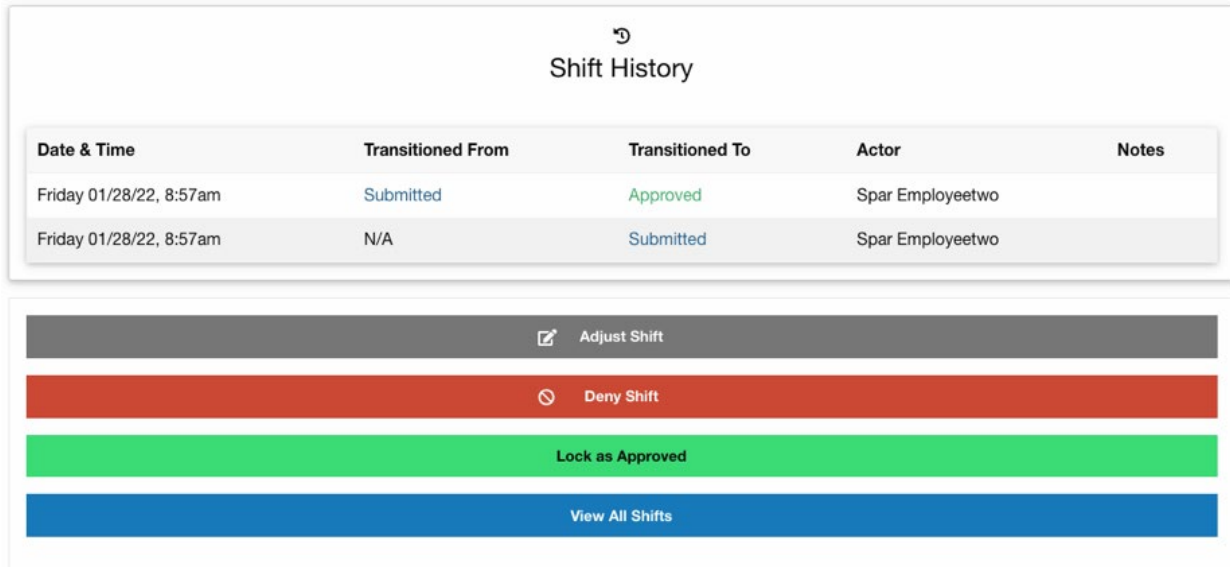
If you log into the portal instead of clicking on the link, you will be taken to the home page. Click on "view all shifts" to see all shifts submitted. The "PCA" dropdown allows you to select a specific employee. You can also filter by "submitted" or "approved" shifts that are awaiting final approval. A list of shifts will be displayed as pictured below.

Evvie Consumer (C01010)	Start: Mon 02/14/22, 12:00pm	Approved	ID 6027
Evvie Employeetwo (E01050)	End: Mon 02/14/22, 2:00pm	2 hours, 0 minutes	View Shift 

Once you find the shift you want to review, click on the "View Shift" button next to the visit.

How to approve a visit:

Both the employee and Participant/Representative will need to select a status for each shift in the portal. After selecting the shift to be reviewed and ensuring that all aspects of the visit are correct, you will need to click on the “Lock as Approved” button pictured below. It is the responsibility of the Participant/Representative to review shifts in the Evvie portal and select the appropriate status.



Once you have selected the “Lock as Approved” option, you will need to check a box declaring the shift is accurate. This is certifying that you are officially signing your approval of the visit. Next you will need to select the “Lock as Approved” button. Once a visit is locked, it cannot be changed in the Evvie portal.

If the employee has not already approved the shift, you will need to sign into the portal and select the “Approve Shift” button, click the box declaring shift accuracy, and select “Submit Approval”. The employee will then receive an email notification that the shift is waiting for them to complete the second step of approval. Then the employee will sign into the portal and select the “Lock as Approved” button.

How to deny a visit:

There are several reasons a shift may need to be denied. If a shift needs to be denied, select the “Deny Shift” button. You will be taken to a page where you will need to select a denial code/reason for denial. Once you have chosen a reason, click the checkbox to certify that you deny the shift and click “Submit Denial”.

The other party has the choice to challenge the denial. A challenged denial can be approved or denied a second time. The Participant/Representative and employee can go back and forth twice while challenging a denial before a final decision will need to be made.

How to adjust a visit:

****NOTE**** Shift adjustments are tracked, and some states have the right to impose corrective action for a high volume of edits.

If a shift needs to be adjusted, select the "Adjust Shift" button. This will take you to a page where you will choose an exception and reason for adjustment. The exception indicates why an adjustment needs to be made and the reason indicates why the exception occurred.

Make the necessary changes to the visit and leave a comment explaining the changes. Once all changes have been made, click the box certifying the changes and click "Submit Adjustment". The other party will receive an email to review the changes.

How to enter a manual visit:

****NOTE**** Manual visit entry should be avoided unless necessary as they are not EVV compliant. States can impose corrective actions for a high volume of non-compliant visits.

Manual visits may need to be entered for several reasons. For example, if a shift was missed or if an employee needs to record PTO. In the Evvie portal, click "View all Shifts" then select the "Create a new Shift" button. Complete all fields on this page then mark the checkbox to certify the shift. Lastly, click the "Create Shift" button. The other party will need to view and approve the shift.