

# IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

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## IHCP announces updates to EVV requirements for documenting services

The *21st Century Cures Act* directs Medicaid programs to require personal care service and home health service providers to use an electronic visit verification (EVV) system to document services rendered. See *Indiana Health Coverage Programs (IHCP) Bulletin [BT201855](#)* for more information. The date that personal care service providers will be required to implement an EVV system, as announced in previous IHCP publications, was delayed to **January 1, 2021**. The EVV implementation date for home health services remains January 1, 2023.



### Client signature and voice recording

The IHCP will make the client signature and voice recording requirement optional for providers. For users of the State's EVV solution (Sandata), the requirement will become optional, effective September 4, 2020. For users of an alternative EVV vendor, this change will be effective September 9, 2020. After those dates, providers will no longer be required to acknowledge an exception when a client signature or voice recording is missing from an EVV record. However, until the requirement is made optional, providers will need to continue collecting a client signature or voice recording, or they will be required to claim a client signature exception in each EVV record.

### Caregiver's email address

The IHCP has decided to make the caregiver's email address field optional for users of an alternative EVV vendor solution. For those providers, this requirement will become optional, effective September 4, 2020. However, for users of the Sandata solution, the caregiver's email address will continue to be a required entry in the Sandata EVV portal for using the Sandata Mobile Connect (SMC) application.

### QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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