



ELECTRONIC VISIT VERIFICATION (EVV)

POLICY:

Elite will follow all state and federal regulations; therefore, it is important to maintain accurate time in and time out hours. Elite staff will use Electronic Visit Verification on all application-based documentation. A geolocation will serve as authentication of staff being present at the client's home, and client signature will verify the time in and time out hours are accurate.

TASKS:

- As an employee of Elite, I will use the Axxess Home health app via mobile device.
- Upon arrival to client's home, click on **Start Visit Verification** in the appropriate client's note to confirm arrival at the specified visit location.
- Once the patient care is completed in compliance with the Plan of Care, and the visit is ending, click **End Visit Verification** to signify the completion of the visit.
- Following the prompts to complete the EVV, have the patient sign to attest to the start and end time of the visit.
- If the client is unable to sign due to physical/mental impairment or other reasoning; have the patient submit a voice recording or allow the caregiver present to sign and confirm for the EVV documentation.
- If an employee mistakenly uses the wrong visit date, forgets to Start Visit Verification or End Visit Verification, or has any software malfunctions; manually correct the visit note in the Time In and/or Time Out field appropriately, and promptly notify the office in order for the EVV to be adjusted correctly for payroll purposes.

I understand that Elite utilizes the Electronic Visit Verification (EVV) for insurance requirements and requires all staff to authenticate visits performed by completing the EVV during the time of the scheduled visit. This will serve as a clocking-in and-out tool to properly document completed visits. Failure to follow the policy will result in progressive discipline up to and including termination.

Employee Signature: _____ Date: _____

Witness Signature: _____ Date: _____