

# Electronic Visit Verification Provider Checklist



Electronic Visit Verification (EVV) is the process for electronically capturing point-of-service information for certain home and community-based services.

Use this checklist from HHAExchange's [EVV Compliance Reporting Training](#) to ensure visits are captured correctly.



## EVV Confirmed

A visit is “EVV Confirmed” when all required elements are captured electronically.

- ✓ **Date**  
Captured Electronically
- ✓ **Clock In/Clock Out**  
Captured Electronically
- ✓ **Location**  
Captured Electronically
- ✓ **Care Recipient**  
Captured Electronically
- ✓ **Caregiver**  
Captured Electronically
- ✓ **Service**  
Captured Electronically



## Manually Confirmed

A visit is “Manually Confirmed” when most elements are captured electronically, but the visit includes manual edits.

- ✓ **Date**  
Captured Electronically
- ⚠ **Clock In/Clock Out**  
Manually Edited
- ✓ **Location**  
Captured Electronically
- ✓ **Care Recipient**  
Captured Electronically
- ✓ **Caregiver**  
Captured Electronically
- ✓ **Service**  
Captured Electronically



## Unconfirmed

A visit is “Unconfirmed” when required EVV information is missing or incomplete.

- ✓ **Date**  
Captured Electronically
- ⚠ **Clock In**  
Captured Electronically
- ⚠ **Missing Clock Out**
- ✓ **Location**  
Captured Electronically
- ✓ **Care Recipient**  
Captured Electronically
- ✓ **Caregiver**  
Captured Electronically
- ✓ **Service**  
Captured Electronically



## Provider Reminder

### Correct Codes, Units and Dates of Service

- Ensure the correct codes and number of units are entered into the aggregator.
- Claim data must match what is reflected in the aggregator.

### Correct Provider and Member Medicaid ID

- Ensure the correct provider and Member Medicaid ID is entered into the aggregator.

### Correct Member Payor

- Ensure the correct payor is listed for the member in the aggregator.

### Correct EVV Visit Record

- Claims that do not match will be denied.

*EVV Confirmed visits require all required elements to be captured electronically at the point of service.*