

WHAT IS “AT YOUR FINGERTIPS”?

“At Your Fingertips” is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

Previously published tips can be found on the Electronic Visit Verification Important Message located under the subheading ‘At Your Fingertips’.

This tip describes the FVV device, when it is appropriate to request one and how to request or return a device.



Not sure who to contact when you have a question or issue, or if your issue needs to be escalated?

Contact DXC Technology via e-mail to: ctevv@dxc.com

Please only send client PHI in an encrypted/ secured email.



EVV TIP # 7

THE FIXED VISIT VERIFICATION DEVICE

There are three methods of time capture in EVV. Caregivers can use the toll-free telephony method, Mobile Visit Verification (MVV) application or the Fixed Visit Verification (FVV) device to capture check-in and check-out times. This tip sheet only discusses the FVV device. If you want more information on the telephony or MVV application, please reference the Electronic Visit Verification Implementation Important Message on the Connecticut Medical Assistance Program (CMAP) Web site, found at www.ctdssmap.com.

WHAT IS THE FVV DEVICE?

The Fixed Visit Verification (FVV) device is a small device that must be stored in a static location in the client’s home. When either button is pressed, it provides a 6 digit number that represents a visit check-in or check-out time. The number must be called into the Santrax telephony system after the conclusion of the visit.

What is the FVV device not?

- It is **not** a timeclock. The 6 digits *represent* a time but the FVV device cannot be used to provide the current time.
- It is **not** transferable. An FVV device is assigned to one (1) client at one (1) agency. Once shipped to the provider it cannot be used for a client or agency other than the one assigned to it.
- It is **not** a recording device. The FVV device does not record the client’s home or their activity. It does not have that capability.

WHEN DO I ORDER AN FVV DEVICE?

FVV devices are the time capture method of last resort. An FVV device should only be ordered if the following criteria are satisfied.

- Client does not have a home or cell phone
- Client does have a home or cell phone but it is **not** available for EVV purposes
- Caregiver does not have a smart phone
- Caregiver does have a smart phone but it is **not** available for EVV purposes

There may be times when a client does not fulfill the criteria above but an FVV device is the most appropriate time capture method for the client. Please make sure to document the reason an FVV device is necessary on the FVV device request form so that the request can be reviewed.



HOW DO I REQUEST AN FVV DEVICE?

An FVV device is requested by filling out and submitting the FVV device request form found here: <https://www.surveymonkey.com/r/FVVRequest>. This link is also found on the Electronic Visit Verification Implementation Important Message on the www.ctdssmap.com Web site home page. To submit an FVV device request you will need the following information:

- Provider's name as it is registered with DXC Technology
- Provider's 4 digit Santrax ID number
- Contact person at provider agency, as well as that person's telephone number and email address
- Provider agency telephone number that can be used to reach to the contact person
- Client First name - Please do not send the client's entire name. Please supply the first name only
- Prior Authorization number (PA) from the DSS Web portal for the client. This number is NOT the service order number provided by the Access Agency. You will need to log into the DSS Secure Site and search for the client's PA number.

For additional support in filling out and submitting a new FVV device request, a return and replace request or a return request, please view the "Instructions on Filling out FVV Device Request Form" PowerPoint training, [found here](#).

THE FVV DEVICE HAS BEEN LOST, WHAT DO I DO?

A lost FVV device can be reported, and a replacement device requested if one is necessary, by selecting "Lost" in the reason for the request dropdown. An FVV device should be reported as lost when it is not able to be located in the client's home, when the caregiver is unable to access the client home or there is a reasonable expectation the FVV device will not be recovered from the client's home. *If an FVV device has been submitted, the FVV device will be deregistered and will NOT be able to be used if found.*

WHAT DO I DO IF MY CLIENT NO LONGER NEEDS THEIR FVV DEVICE?

When a client is discharged from service or no longer requires the use of the FVV device, the FVV device must be returned to Sandata Technologies. You will use the same survey link that you used to initially request the device. Once the return device request has been submitted and approved, a return envelope is sent to your office to return the FVV device.

WHAT DO I DO IF MY FVV DEVICE DOES NOT WORK OR THE BATTERY IS DEAD?

The battery life of the FVV device is no more than two years. If your FVV device battery is dead or the device is not functioning, you will access the same survey link to submit a return and replace request. Once the return and replace device request has been submitted and approved, a return envelope is sent to your office to return the FVV device. Once the FVV device has been returned, a replacement FVV device will be sent to your agency.

I SUBMITTED AN FVV DEVICE REQUEST AND IT WAS DENIED. WHY?

FVV device requests can be denied for a number of reasons. If any of your responses to the survey questions indicate that the visit times could be captured telephonically or with the MVV app, then you will be prompted to use either of those methods for time capture. FVV device requests can also be denied if the client is not in your Santrax system at the time of request. For a client to be present in your Santrax system, they must be active on their EVV mandated waiver and have a prior authorization (PA) assigned to your agency. If the client lacks one of those criteria, they will not be in your Santrax system and as a result, you will not be able to request an FVV device for the client.

MY CLIENT RETURNED TO MEDICARE COVERED SERVICES, DO I HAVE TO RETURN THE FVV DEVICE?

Some clients transition between Medicare and Medicaid benefit coverage due to hospitalizations or other breaks in service. Clients who experience these breaks in service but require the FVV device for services provided while active on their EVV mandated waiver benefit plan, are not required to return the FVV device unless their period of non-coverage is greater than

two (2) weeks. If the client is not serviced using the FVV device for a period of time greater than two (2) weeks their FVV must be returned to Sandata Technologies.

If a client is discharged from your agency, the FVV device must be returned to Sandata Customer Care. You will use the same survey link that you used to initially request the device. Once the return device request has been submitted and approved, a return envelope is sent to your office to return the FVV device.

FVV BEST PRACTICES

As a reminder:

- Attendants should wait at least fifteen (15) minutes after pressing the button on the FVV device before making a call into Santrax for that visit
- Caregivers should enter both the check-in and check-out FVV values for the visit in one (1) Santrax call
- If the caregiver thinks they made an error while entering their FVV values into a telephony call, the caregiver should contact their agency. The caregiver **should not** call their FVV values into the telephony system multiple times
- Each client must have their own FVV device. FVV devices cannot be shared among same household clients