



TIME IS UP WEBINAR Q&A

November 5th, 2020

The LINK partners co-hosted a webinar on November 5th to educate the Electronic Visit Verification (EVV) industry on how to implement a smart EVV technology strategy by January 1st, 2021. [Click here](#) to watch the recorded webinar. We received great questions during and after the webinar. Here are a few:

1. States have mandated the use of EVV and are not currently denying claims, but will be in the future. How do providers make sure they don't end up getting a take back letter from the State or having claims denied due to EVV?

Here's our straightforward advice: get started on January 1, 2021. How? Providers of services should get a secure and compliant phone, download an approved application, and start verifying visits by the new year. Regardless of a State's implementation status, starting electronic visit verification on January 1st protects providers and their revenue streams, and ensures that services are delivered to recipients of care. [The LINK EVV smartphone](#) is one option for providers to consider. We hope that by deploying LINK and offering the LINK Marketplace, we're helping the EVV ecosystem, including Payers, Providers, and EVV Technology Vendors, with a simpler yet more reliable method of verifying visits.

2. There are many EVV Models out there, with one being open or hybrid where the State offers an EVV solution for free. How do providers get up and running with the States' EVV solution?

Within every State procurement with a free EVV Solution, the contracted EVV vendor should have a mobile application in the Google Play Store or Apple Store available for download. Providers should download this application and start verifying visits as soon as possible, whether it's free or at cost, for more efficient visit verification. These EVV vendors should also [submit their application](#) to the LINK Marketplace to maximize its adoption and usage.

3. Some states are allowing providers to use third-party EVV systems. Those third-party vendors need to connect to the State's chosen EVV vendor through an approval or certification process. How do providers get their third-party systems connected, and what happens when the state's chosen EVV vendor doesn't make that connection easy?

We recommend that Providers contact their Provider association, State representative, and the agency management system to get the third-party vendor approved by the State EVV vendor. Attending town halls is one opportunity to communicate this message.

It's important to remember that EVV is most successful through an open model between Payers, Providers, EVV Software vendors, aggregators, and more. Including third-party systems is part of this model. The greater acceptance of Providers Agency Management Software in the EVV State Architecture and the EVV ecosystem, the closer the industry will be to near unanimous electronic visit verification.

In the spirit of this open model, The LINK Marketplace will host all applications - EVV or related - in the managed play store. Additionally, since LINK is equipped with Android Enterprise and IBM MaaS360, account owners can also push and update device applications to users' LINK phones without any disruption of service.

4. If our State's EVV app isn't in your play store, how would we get it added?

Visit www.LINK4EVV.com/LINKMarketplace and submit the mobile application in the online form.