

Electronic Visit Verification (EVV)

Preparing for next steps with EVV

Electronic Visit Verification, or EVV, is a way of electronically verifying your clock in and clock out times as a worker in your program. EVV is required if you provide personal care or supportive home care services in the Family Care program.

Need to get started with EVV?

Review the steps below for how to get set up with EVV.



Be sure to regularly check your email!

1. Make sure you provide iLIFE with your most up-to-date email address.*

- Click here for the online form: <https://ecm.mcfi.net/Forms/evv>
- This email address is where workers will receive important information on EVV, including EVV ID information necessary to log EVV visits.
- This email address is also where workers will receive the automated Sandata email to set up their Sandata Mobile Connect (SMC) account if they qualify for EVV. Please note that the email address will be the username.
- *Email must be unique to a single worker. It cannot be shared by multiple workers.

2. Determine which EVV options you will use.

- The three methods of submitting EVV are Mobile Visit Verification (MVV) through a software application called Sandata Mobile Connect (SMC), which is accessible on a smart device; Telephonic Visit Verification (TVV), which uses the client's landline phone; or Fixed Visit Verification (FVV), which utilizes a small device that stays at the client's home.
- For more information and to help you decide which EVV options would be best, visit this URL for an interactive tool that will walk you through the decision-making process based on your circumstances and technology available: <https://bit.ly/3qNtfrw>

Already Using EVV?

Review the resource links below for where you can find out more information about how to accurately log EVV.

Resource	Description	Link
iLIFE's EVV Webpage	Guides, forms, and general information on EVV.	www.iLIFE.org/EVV
Reference Guides	Written step-by-step instructions on how to use MVV, TVV, and FVV	MVV: https://bit.ly/3v0hn6A TVV: https://bit.ly/3gxuA2K TVV (Group): https://bit.ly/3vbQInL FVV: https://bit.ly/3tB6NTv
Training Videos	Video instructions with closed captioning available on how to use MVV, TVV, and FVV.	MVV: https://bit.ly/3egPocd TVV (Group & Non-Group): https://bit.ly/3tChViP FVV: https://bit.ly/3sC8NcN

Please Note: You may be exempt from EVV if you are a live-in worker. Please see the EVV FAQs page for more information on the live-in worker definition and who to contact for more information.

Questions? Call iLIFE at 888-490-3966 or send us an email at FC.EVV@iLIFE.org.