

## Impact of Electronic Visit Verification (EVV) on Personal Care Services Workers and Consumers in the United States

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### Objective

The 21<sup>st</sup> Century CURES Act required that all states implement Electronic Visit Verification (EVV) for Medicaid-funded Personal Care Services (PCS) by January 1, 2020. EVV is a state-implemented telephone and computer-based technology system used to verify electronically that a Medicaid PCS worker has arrived on the job and assisted a disabled person with approved PCS tasks. EVV was a response to reports issued by the US Department of Health and Human Services Office of the Inspector General, which raised concerns about fraud, waste, and abuse in Medicaid-funded PCS. This study investigated if EVV, in representative states, acted as a barrier, facilitator, or a promising practice in terms of supporting and advancing choice, control, community living, and participation for disabled individuals who received Medicaid PCS.

### Data

We interviewed 12 consumers and eight workers from Ohio, Illinois, and Texas who received Medicaid PCS within the states' Home and Community-Based Services programs.

### Methods

Ohio, Illinois, and Texas were selected because they had either piloted a CURES-compliant EVV program or established one for at least some of their Medicaid PCS programs by late 2017, according to the Centers for Medicare & Medicaid (CMS).

### Results

Interviews with PCS workers and consumers revealed that EVV: reduced quality and quantity of PCS; had many technical and operational problems; created privacy concerns given use of GPS technology and social security numbers; created worker compensation concerns; created worker recruitment and retention concerns; sometimes benefitted certain groups of people, but usually had perceived costs that outweighed perceived benefits; and could be improved in many ways.

### Discussion:

The majority of interviewees reported a range of difficulties and negative repercussions related to the use of EVV. Although consumers and workers acknowledged that EVV will likely continue to be required going forward, the 21<sup>st</sup> Century CURES Act and CMS guidance governing EVV use could be revised to resolve some of the more persistent problems identified in this study.

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**Key Words:** electronic visit verification, personal care services, personal care services workers

**Full Report:** <https://healthworkforce.ucsf.edu/publication/impact-electronic-visit-verification-evv-personal-care-services-workers-and-consumers>