



January 13, 2021

Dear Medicaid Consumer or Designee,

You are receiving this letter because you or someone you know gets personal care services (PCS).

In 2016 Congress passed a new law called the 21st Century Cures Act. It includes a requirement that all states begin using Electronic Visit Verification (EVV) by January 2021. EVV will help make sure care is done and lessen fraud, waste, and abuse of Medicaid dollars. This letter is to tell you that EVV in Alaska will begin January 2021.

**What is Electronic Visit Verification (EVV)?**

EVV makes sure your personal care assistant (PCA) gives you the help that is in your plan. Your PCA will use EVV to track certain things about the help that is provided.

The law says EVV must tell:

- What day a visit occurred
- What work was done that day
- When the work started and stopped (the time of day)
- The location where the work was done
- Who got the help
- Who did the work (the PCA)

**How does EVV work?**

Your PCA will use an EVV device at the start and end of each visit. This EVV device might be a telephone, a cell phone or tablet, or a fixed device placed in your home.

The state chose Therap LLC as the preferred EVV provider. Your PCS agency can use Therap or another provider. The way that your PCA will use EVV will be based on the EVV provider that your PCS agency selects and the best way to get the EVV information needed.

**Will EVV change how I get services?**

EVV will not change the services you get now. Some providers in Alaska already use EVV, so you may not see a change. EVV is like the timesheets you sign after the PCA visits. EVV is free to the person getting services.

**Do I have to do anything?**

You do not need to do anything right now. This letter is to tell you about the changes that are coming. If you have questions, are worried about this, or if you want to tell us what you think about the changes, please contact us:

Mail: Senior and Disabilities Services, EVV

1835 Bragaw St., Suite 350

Anchorage, AK 99508

Email: [DHSSEVV@alaska.gov](mailto:DHSSEVV@alaska.gov)

Fax: 907-269-3690

To learn more about EVV, our plans, ways to share what you think, and more, please visit Therap's Alaska EVV webpage at <https://www.therapevv.net/ak/>.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Lee".

John Lee

Division Director

Senior and Disabilities Services