

Delaware Medical Assistance Program (DMAP) E-mail Notification System

January 4, 2023

E-MAIL NOTIFICATIONS

Attention: All Members

Electronic Visit Verification (EVV) for In-Home Personal Care Services and Home Health Care Services is Here!

Starting December 30, 2022, Delaware Medicaid providers of Personal Care Services (PCS) and Home Health Care Services (HHCS) are required to use an Electronic Visit Verification (EVV) system to make sure you are getting your services in your home. EVV is an electronic way of tracking the time a Medicaid PCS or HHCS caregiver starts and ends the services they provide to you during a visit.

EVV is free to you and your caregiver, and EVV will NOT change any of the services that you receive. You do not have to have internet for EVV to work. EVV does not change your choice of providers, your choice of individual Direct Service Workers, or the way you get your services. If you live with someone who is paid to help you, they do not have to enter their time into EVV.

In the next few months, you will get more information from your provider and/or your case manager about how EVV will affect you. If you have questions, you can ask your provider or case manager for more information.

More information:

- [Division of Medicaid and Medical Assistance Public Information & Statistics](#)
- [Electronic Visit Verification \(EVV\) Member Frequently Asked Questions \(FAQ\)](#)

Need Assistance?

- Members are encouraged to visit the [Member Portal](#) to learn more about the available resources regarding your DMAP benefits and services.

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