
INFORMATIONAL LETTER NO. 2608-MC

DATE: July 3, 2024

TO: Assisted Living Facility (ALF) Providers, Residential Care Facility (RCF) Providers

APPLIES TO: Managed Care (MC)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Electronic Visit Verification (EVV) Attestation Requirement

EFFECTIVE: April 1, 2024

The purpose of this informational letter (IL) is to notify Assisted Living Facilities (ALF) that utilize shift workers that the ALF will no longer be required to complete an attestation to opt out of [Electronic Visit Verification \(EVV\)](#)¹.

Prior to this notice, all ALF and Residential Care Facility (RCF) providers were required to complete the [EVV provider attestation](#)² to identify their exemption status. Effective April 1, 2024, attestation is no longer required.

Since August 1, 2021, ALF and RCF providers who use **non-shift** workers for personal care services were required to use EVV.

Iowa Medicaid encourages ALF and RCF providers who use **shift** workers to use EVV, however, ALF and RCF may opt out of this requirement. The option to opt out is exclusive to ALF and RCF providers who use **shift** workers, it is the responsibility of the provider to produce evidence of this exemption upon request.

Shift worker is defined as an employee of an ALF and RCF provider, who provides personal care services to resident(s) of the facility as part of his/her regular **shift** work. In the event of an audit, providers will be responsible for producing their own evidence affirming their exemption status. All claims submitted and reimbursed under this option to opt-out of the required use of

¹ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/current-projects/evv>

² <https://www.tfaforms.com/5000419>

EVV are subject to review for compliance with the 21st Century Cures Act requirement and any improper payments made are subject to recovery.

If you have questions, please contact Iowa Medicaid Provider Services:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us