Electronic Visit Verification

Real Time Visit Entries for PDP, AWP, and DESE Programs

What is EVV?
Electronic Visit Verification (EVV) is part of Acumen's online system and will be used to support the Massachusetts' Self Direction programs once they have transitioned over to Acumen. This will allow for employers and employees to enter their time and visit information in real time with validation.

How will EVV help you? *Acumen's tools will give you real-time access to:*

- Service visits and where they happened
- Errors or problems during visit entry, so you can fix them quickly to get paid on time
- Quicker visit entry than using a paper timesheet
- Easy tracking of your budget
- Helpful reports about your services and payments

How will Acumen Support You? *We offer different ways for employees to enter their visits, including:*

DCI Mobile App – The easiest way to enter visits. It can even work without internet if you're in an area with poor connection.

Landline – A simple option for workers who don't have a smartphone

Web Portal – This is used to enter visits later if they couldn't be entered in real time

Training Options: *We offer different types of training for program participants, including:*

1. Live virtual training sessions
2. Videos and written materials that you can access anytime on our training website
3. Help from your assigned Acumen Agent for support

How will time be verified? Acumen offers multiple verification methods including:

- Picture / facial recognition
- Voice recording
- Signature
- PIN / Password
- Voice
- Portal Sign Off