**Section 686.1620 EVV Requirements for Individual Providers**

a) Individual Providers shall use HSP’s Electronic Visit Verification (EVV) system when providing services to a Customer.

1) Once approved by HSP to work for Customers, Individual Providers shall be assigned a unique EVV identification number or other user account information. Individual Providers shall keep the EVV ID and/or other user account information confidential.

2) Individual Providers shall record the visit start time and visit end time in the EVV system from the Customer’s registered telephone, or other HSP authorized method of recording time worked, at the beginning and end of each service visit.

A) Individual Providers shall enter their assigned EVV ID or other user account information each time they record the start time and record the end time of the visit in the EVV system.

B) Individual Providers shall enter the appropriate task identification number or service information each time that they record the end time in the EVV system.

b) Individual Providers shall be responsible for maintaining timekeeping records which shall include the exact times recorded in the EVV system.

c) At the end of each pay period, Individual Providers and Customers shall review, reconcile, and approve the Provider’s accounting of time worked on a timesheet or other HSP authorized method.

d) The Customer shall review the timekeeping information to ensure that it is complete, accurate, and in accordance with the Customer’s Service Plan and within the Customer’s Service Plan hours. The Customer shall confirm that the Individual Provider properly recorded time worked in the EVV system for each visit. The Customer shall discuss any discrepancies with the Individual Provider and work cooperatively with the Individual Provider to correct the timekeeping information in a timely manner. Once the Customer verifies the accuracy and completeness for all hours worked, the Customer shall approve the timekeeping information in a manner consistent with the policies of HSP.

e) Timekeeping records shall be reviewed by the HSP local office for payment processing.

(Source: Added at 46 Ill. Reg. 20865, effective December 19, 2022)