



EVV Rule Violation

Date:

Dear HSP Customer,

As a Customer of the Home Services Program (HSP), it is your responsibility to manage your Individual Provider (IP) to ensure they follow all HSP rules, policies, and procedures.

You are receiving this notice because your IP has failed to comply with the EVV Compliance Procedure. All IP's are required to call in and out of the EVV system from a registered phone number each time they provide services to an HSP customer and accurately record the time on their timesheet. Failure to properly use the EVV system may result in delayed payment for your IP¹.

This is the violation notice within a 6-month period. Three violations within a 6-month period may result in a Service Plan change to an agency provider²³.

To ensure you are familiar with the EVV procedure, thus avoiding a Service Plan change and keeping your Individual Provider(s), **please contact your local DRS office as soon as possible to discuss this issue.**

Date(s) of violation: _____

Sincerely,

The Home Services Program

¹ 1915(c) HCBS Waiver:
IL.0142.R06.10 - Jun 01, 2021

² 89 IAC 677.200(g)

³ 89 IAC 684.100(j)