

WHAT TO DO WHEN STAFF MEMBERS CANNOT DOCUMENT SERVICES IN EVERO

Self-hire staffing is provided through the Office for People With Developmental Disabilities and funded by Medicaid. Because these are publicly funded services, federal and state regulations require services to be documented accurately and at the time they are provided. Staff must also meet Department of Health Electronic Visit Verification requirements, which are satisfied through proper documentation in the eVero app.

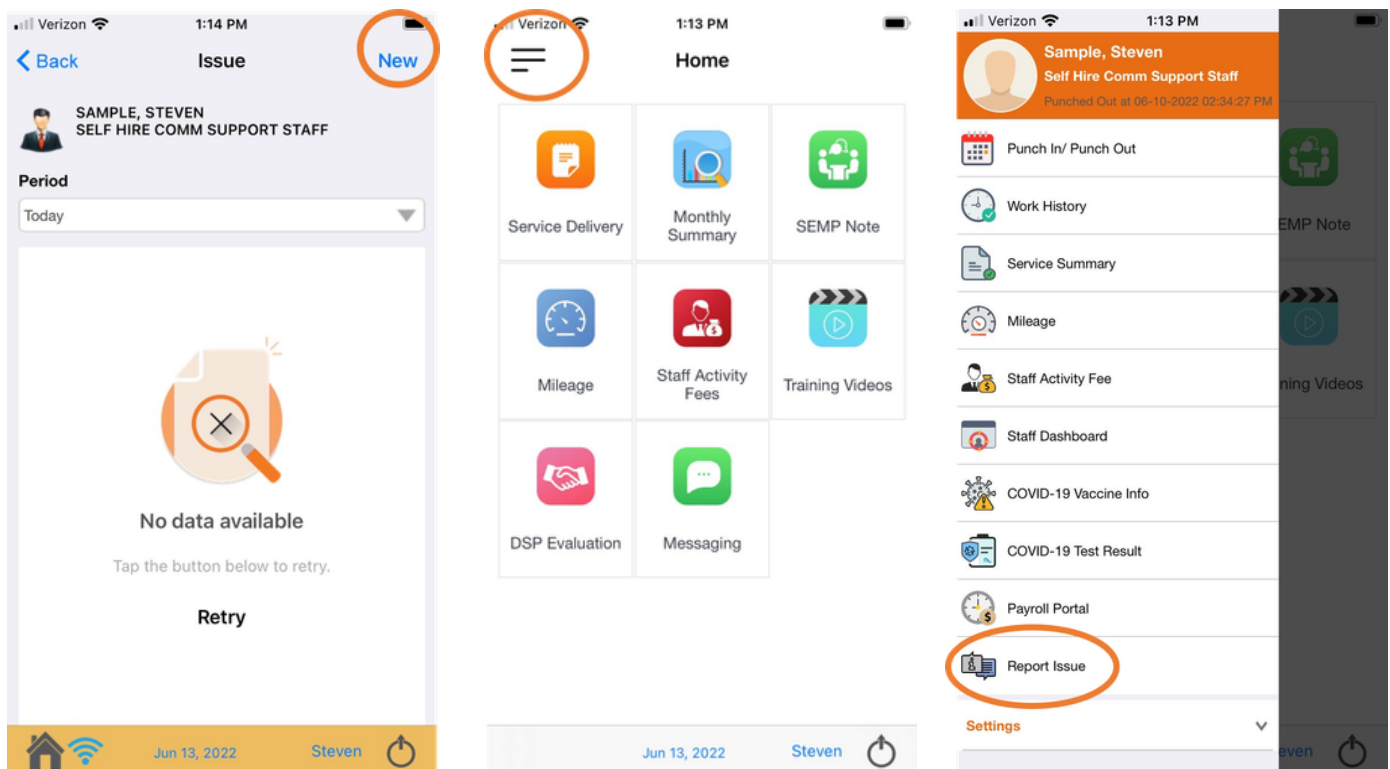
If staff members have trouble logging services

If a staff member is unable to document services in eVero, it is important that the issue is reported immediately.

Report the issue in eVero

To submit a report:

1. Open the eVero app.
2. Tap the three-line menu in the upper left corner.
3. Select Report Issue.
4. Tap New and follow the prompts.



The report should include:

- The time of the missed punch or documentation
- The location where services were provided
- The reason the documentation could not be completed

The issue should be submitted as soon as the staff member becomes aware of the problem.

If eVero cannot be accessed

If the staff member cannot access eVero and is unable to submit a Report Issue:

- They must contact their fiscal intermediary immediately.
 - The FI will provide a missing service form.
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Missing service form requirements

The missing service form:

- Must be completed with all required information
- Must include the staff member's handwritten or Adobe Acrobat electronic signature and date
- Must be submitted as soon as possible and no later than three calendar days of the missed documentation to allow for proper billing
- Must include the reason documentation was not able to be done at the time of services in eVero

Repeated failures to document services properly or submit required forms on time may result in corrective action.

Why this matters

Your self-hire staffing services are paid for by Medicaid. Medicaid has rules about how services must be documented. Staff members must write down the services they provide clearly and on time. This documentation shows what services were provided and helps support payment for those services. If services are not documented correctly, Medicaid may deny payment. Missing or late documentation can also create compliance concerns because Medicaid does not allow payment without proper records.

Please see the resource linked below for additional information regarding the False Claims Act and the importance of accurate documentation and billing practices.

<https://heritagechristianservices.org/wp-content/uploads/2025/07/Self-Hire-Staff-Toolkit-False-Claims-July-25.pdf>

Your role as a co-employer

Participants and families play an important role in ensuring that staff members:

- Document services in eVero at the time services are provided
- Report technical issues immediately
- Complete and submit missing service forms when required
- Follow all OPWDD, Medicaid and EVV documentation requirements

Timely and accurate documentation helps ensure compliance, supports proper billing and protects the integrity of Medicaid-funded services.

Remember

Please review this information carefully and share it with all self-hire staff members. As a co-employer, you play an important role in ensuring that the staff understand Medicaid documentation requirements and know what steps to take if they experience difficulty documenting services in eVero.

If there are any problems documenting services, staff should notify the fiscal intermediary immediately and follow the required reporting process. Early communication and timely submission of required documentation can help prevent billing, payroll and compliance issues.

Thank you for your partnership and commitment to ensuring that services are documented accurately and in compliance with OPWDD, DOH, EVV and Medicaid requirements. Please do not hesitate to reach out if additional training, guidance or support is needed.