

PROVIDER ADVISORY #2021-022
PERSONAL SUPPORTS AND RESPITE PROVIDERS
JUSTIFYING EVV DELIVERY VIOLATIONS

EFFECTIVE DATE: DECEMBER 1, 2021

The APD iConnect EVV mobile site GPS tracking has been enhanced. APD has completed analysis of EVV activities and identified user errors that cause violations. Please refer to the [Top 4 User Related EVV Errors](#) that includes some common user errors and fixes when troubleshooting the EVV Mobile Site. This will help the Provider EVV Manager in the review of uploaded EVV activities.

All EVV activities with violations uploaded 12/1/2021 and ongoing, must be justified in APD iConnect by the Provider EVV Manager.