

EVV (Electronic Visit Verification) Facilitator

Pay: \$18.00 per hour

Job description:

Job Title: EVV (Electronic Visit Verification) Facilitator

Location: 1241 Crawford Drive, Billings, MT 59102

Reports To: Human Resources Manager (or designate)

FLSA Status: Non-Exempt

Employment Type: Full-Time

About LIFTT

Living Independently for Today & Tomorrow (LIFTT) is a Montana 501(c)(3) nonprofit Center for Independent Living serving 18 counties across South and Central Eastern Montana: Big Horn, Carbon, Carter, Custer, Dawson, Fallon, Garfield, Golden Valley, McCone, Musselshell, Powder River, Prairie, Richland, Rosebud, Stillwater, Treasure, Wibaux, and Yellowstone.

From our offices in Billings and Glendive, we provide essential services to aging and disabled individuals, guided by our core values of equity, independence, dignity, and community inclusion.

Vision

Empowering aging and disabled individuals to LIFTT themselves above the barriers of life.

Mission

To empower aging and disabled individuals to live independently through education, support, and opportunities.

Position Summary

The EVV Facilitator ensures accurate and timely documentation of Personal Care Assistant (PCA) services through LIFTT's Electronic Visit Verification (EVV) system, as required by Montana Medicaid regulations. This role supports compliance, improves service quality, and promotes the dignity of participants by ensuring accurate and transparent service records.

The EVV Facilitator works closely with PCAs, Person Representatives (PRs), and LIFTT staff to resolve technical and documentation issues, provide training, and maintain efficiency throughout the pay period. The position also collaborates with program leadership to improve processes and align EVV operations with LIFTT's mission of independent living.

Key Responsibilities:

Program Administration & Compliance

1. Monitor and respond to EVV-related emails, including communications from PCAs and PRs.
2. Use the Payday spreadsheet to manage data entry and review tasks throughout each pay period.
3. Conduct daily audits of consumer service records to ensure:
 - **3.1** All service lines include required signatures.
 - **3.2** Authorized tasks are accurately documented.
 - **3.3** Missing notes or corrections are identified and addressed promptly.
- 4 Generate and send EVV service reports to PRs for review and approval of PCA hours (Week 1 of each pay period).
- 5 Review and verify medical escort services with proper documentation (e.g., doctor's notes).
- 6 Maintain compliance with Montana Medicaid EVV requirements and LIFTT policies.

Participant & Staff Support

1. Assist with onboarding new PCAs, including:
 - **1.1** Entering consumer and PCA information into the EVV system.
 - **1.2** Creating "cheat sheets" outlining authorized hours and approved tasks.
 - **1.3** Providing one-on-one training on the EVV app.
- 2 Serve as the primary contact for EVV technical support, available by phone, email, or in-person visits.
- 3 Provide refresher training and troubleshooting to PCAs and PRs as needed.

Systems Improvement & Reporting

1. Recommend improvements to EVV workflows to increase accuracy and reduce administrative burden.
2. Prepare EVV data summaries for internal reporting and compliance audits.
3. Collaborate with program leadership to ensure EVV processes integrate smoothly with other LIFTT services.

Community & Agency Collaboration

1. Liaise with state Medicaid representatives on EVV-related compliance and reporting matters.
2. Participate in relevant training sessions, webinars, or working groups to stay informed about policy changes affecting EVV.

Qualifications

Education

1. High school diploma or equivalent required; Associate's or Bachelor's degree in Human Services, Healthcare Administration, or related field preferred.

Experience

1. 2+ years of administrative, data management, or program support experience (nonprofit or healthcare setting preferred).
2. Experience with Medicaid-funded services, EVV systems, or similar compliance-based programs strongly preferred.

Skills

1. Proficiency in Microsoft Office Suite (Excel, Word, Outlook).
2. Strong attention to detail and accuracy in data entry.
3. Excellent communication and problem-solving skills.
4. Ability to train others on software and processes in clear, accessible ways.
5. Cultural competence and commitment to disability justice.

Work Conditions & Compensation

1. Based at our Billings office with occasional travel to Glendive or participant locations.

2. Standard business hours with occasional flexibility required for deadlines or urgent technical issues.

3. Competitive hourly wage, commensurate with experience.

4. Full benefits package including health insurance, paid time off, and retirement contributions.

Equal Opportunity Statement

LIFTT is an Equal Opportunity Employer committed to building a diverse and inclusive workplace. We encourage applicants of all backgrounds and identities to apply.

Date Posted: 8/11/2025

Job Type: Full-time

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Work Location: In person