

# NJ EVV Implementation: Vision & North Star Principles

**Vision:** To implement an EVV system that meets state and federal requirements with broad public support and a strong/enthusiastic stakeholder process.

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We will serve people the best way possible.

We will create an electronic visit verification system that ensures New Jersey FamilyCare members receive the home care services authorized in their care plans.

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We will keep communication clear and simple.

We will communicate to build understanding as we respond to the federal mandate and roll out this new technology.

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We will support accurate and efficient data exchange.

The new system will support data exchange between providers and MCOs to promote strong collaboration, timely claims processing, and accurate payment.

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We will use data to solve real-life problems

We will work with health plans and providers to use EVV data to reduce missed visits, address trends, and improve our program in measurable ways.

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We will support our community through this change.

Empathy, positive energy, and collaborative focus will be our hallmark, internally and externally.