



*Med-QUEST presents:*

# **ELECTRONIC VISIT VERIFICATION**

*EVV Town Hall for QI Members and DDD Participants*

*January 4, 2022*



Aloha



# Today's Agenda

- What is EVV?
- Why are we using EVV?
- What services require EVV?
- How does EVV work?
- EVV Device Types
- Your Role
- Benefits of EVV
- Who uses EVV?
- Reminders
- Questions
- Resources





# What is EVV?



EVV stands for Electronic Visit Verification.



EVV is a system that electronically verifies when and where services are provided to you.

What this means is that for your caregiver to get paid for the services they provide to you; they need to provide electronic proof.



**Sandata is the Hawaii Vendor for EVV.**



# Why are we using EVV?

Congress passed a law called the 21<sup>st</sup> Century Cures act, requiring (mandating) that all home care agencies paid (reimbursed) by the government use EVV.

The 21st  
Century  
Cures Act





# What services require EVV?

EVV is mandatory for services provided in your home such as:

## Home Health Agency Services

- Skilled Nursing
- Home Therapy and Bathing: PT, OT, ST, HHA

## Home Care Agency Services

- Personal Assistance Level I (PAI-Chore)
- Personal Assistance Level II (PAII-Bathing, Feeding etc.)
- Private Duty Nursing

## IDD Waiver Services

- Chore
- Personal Assistance/Habilitation (PAB)
- Respite
- Private Duty Nursing



# How does EVV work?

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Each EVV Visit confirms electronically:

- **Date** of service
- **Type** of service provided
- **Member/Participant** receiving the services
- **Time** the service begins and ends
- **Caregiver/DSW** providing the service
- **Location** where service starts and ends



# EVV Device Types



## Cell Phone – Sandata Mobile App

*Caregiver/DSW* own smartphone or *State supplied* smart device

Sandata Mobile Connect (SMC)



## Landline at the house

Telephonic Visit Verification (TVV)



## FOB device kept at the house

Fixed Visit Verification (FVV)





Using a Cell Phone – Sandata Mobile App



# Using a Cell Phone – Sandata Mobile App

Your caregiver uses their own cell phone, or a cell phone provided to them by their agency.

Your caregiver must have the free Sandata Mobile App on their cell phone from:



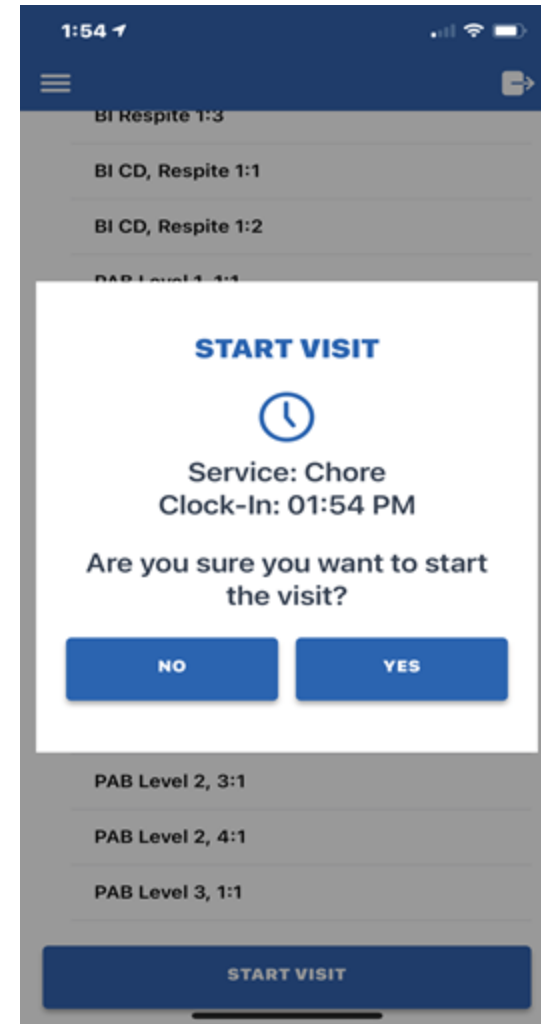
The Cell Phone will record the location of the caregiver only when services start and end.



# Steps to use the Sandata Mobile App

## Start Visit


- Caregiver arrives at your house
- Checks in on cell phone
- Date, current time and location recorded automatically
- It's fast - takes less than a minute!

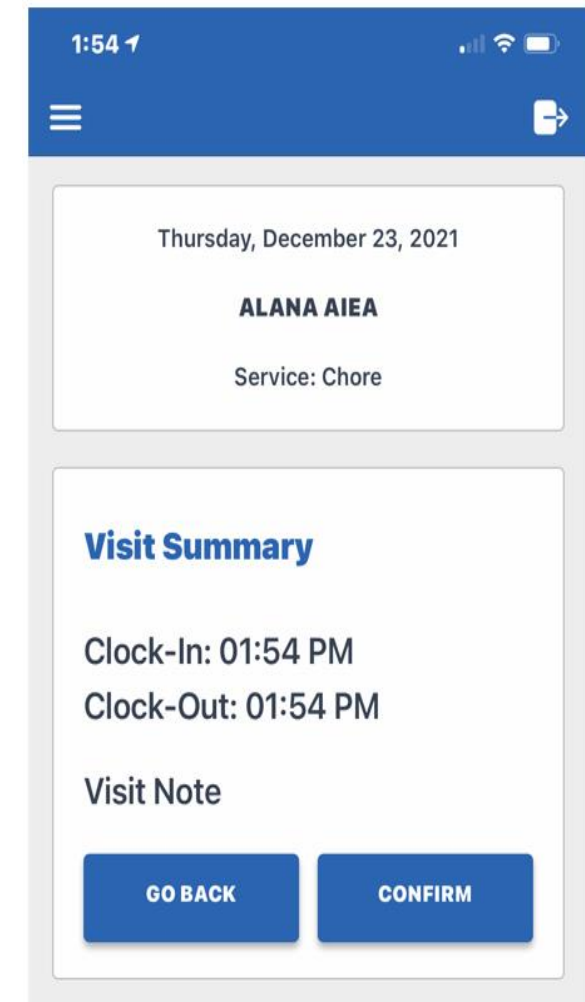




# Steps to use the Sandata Mobile App

## End Visit

- Caregiver is finished providing your service
- Checks out on cell phone and selects: 
- Date, current time and location recorded automatically
- Caregiver gives you the phone



1:54 1

Thursday, December 23, 2021

**ALANA AIEA**

Service: Chore

**Visit Summary**

Clock-In: 01:54 PM  
Clock-Out: 01:54 PM

Visit Note

**GO BACK** **CONFIRM**



**Client Verify**

Please pass the device to the client to verify the visit

**SKIP** **CONTINUE**

# Your Role!

Confirm and Verify that your services were provided



# Step 1:

## Verify Visit

- Verify Date (at the top)
- Confirm or Deny Correct Service
- Confirm or Deny Visit Start and End Time
- Click Continue

1:55

**CLIENT VERIFICATION**

Thursday, December 23, 2021  
**ALANA AIEA**

Service(s):  
**CHORE**

**DENY** **CONFIRM** ✓

Visit Time:  
**01:54 PM - 01:54 PM**

**DENY** **CONFIRM** ✓

**GO BACK** **CONTINUE**



## Step 2:

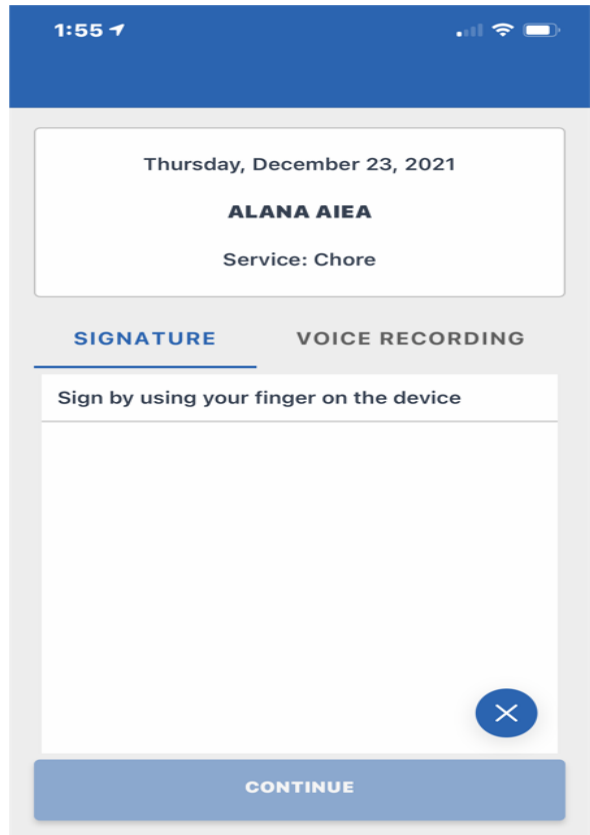
# Confirm Visit

- Confirm – verify the information entered on the previous screen.
- If correct select confirm
- If not correct select go back and change the information.

The screenshot shows a mobile application interface. At the top, there is a blue header bar with the time '1:55' and status icons for signal, Wi-Fi, and battery. Below the header, the main content area has a light gray background. The title 'CLIENT CONFIRMATION SUMMARY' is displayed in bold blue text. A white box contains the date 'Thursday, December 23, 2021' and the name 'ALANA AIEA' in bold black text. Below this, another white box contains the title 'Confirmation Summary' in bold blue text, followed by the text 'Chore: Confirmed' and 'Visit Time: Confirmed'. At the bottom of this box are two blue buttons: 'GO BACK' and 'CONFIRM'.

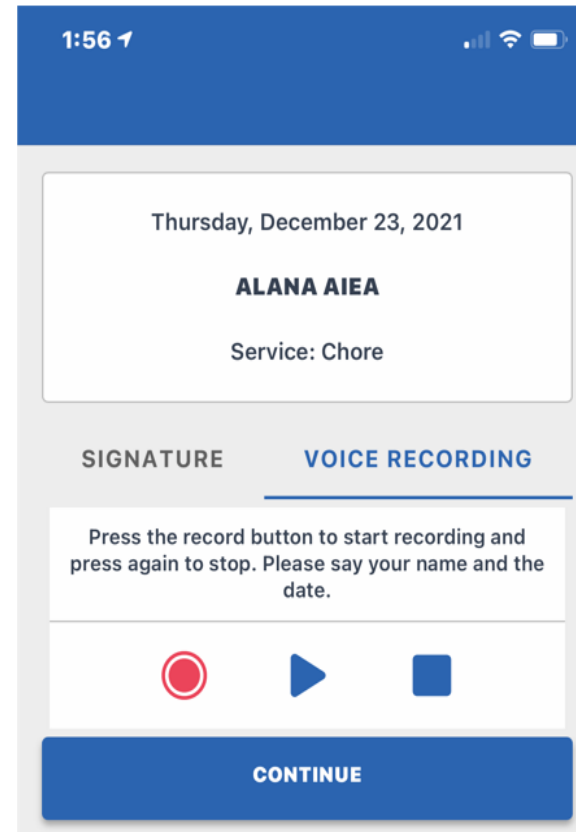


# Step 3: Confirm Visit



**By Signature**

**OR**



**By Voice**

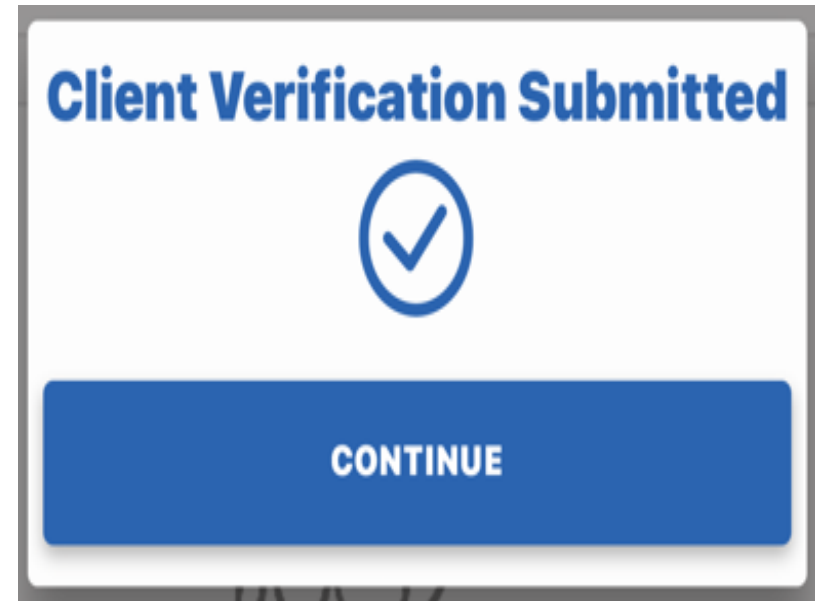




## Step 4:

# Confirm Visit

- Click Continue
- You will see this notification at the end





Using a Land Line (Telephony or TVV)



# Steps to use a Landline (Telephony or TVV)

## Start/End Visit

- **Start the Visit** - Caregiver uses the landline phone in your home
- Caregiver calls the number provided and enters their information
- The calls log the start and end times, and location.
- **End the Visit** - Caregiver uses the landline to call again and enters their information to finish the visit.



Using a FOB (Fixed Visit or FVV)



# Steps to use FOB (Fixed Visit or FVV)

## Start/End Visit



- **A Fob device is ordered by the agency or Service Coordinator and will remain at your house.**
- **Start/End Visit** - Caregiver will use the Fob to get a 6-digit number before starting work and to get another 6-digit number after finishing work.
- The 6-digit numbers log the start and end times, and location.
- Caregiver has up to 7 days to enter the 6-digit codes into the system.



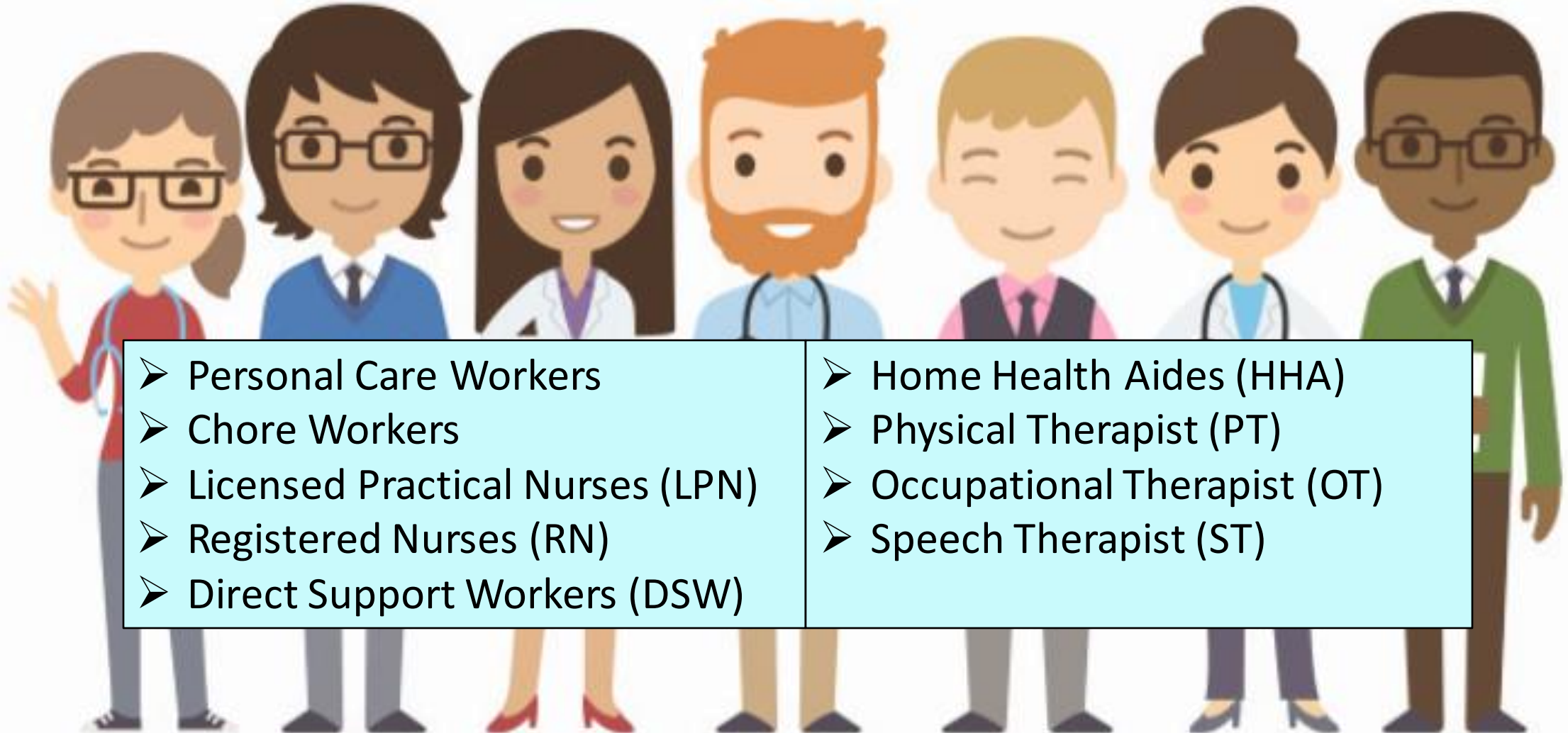
# EVV – Benefits for you

- Ensures you receive your services!
- EVV is easy to use
- No more paper task/timesheets!
- Mobile App is free
- No costs or fees to you or your caregiver
- No training needed – caregivers will receive training from their agencies or from their service coordinator





# EVV will be used by...



- Personal Care Workers
- Chore Workers
- Licensed Practical Nurses (LPN)
- Registered Nurses (RN)
- Direct Support Workers (DSW)

- Home Health Aides (HHA)
- Physical Therapist (PT)
- Occupational Therapist (OT)
- Speech Therapist (ST)



# A few reminders about EVV

- Your role is to confirm and verify.
- Report to the agency when you need to reschedule.
- Call your agency if no one shows up.
- Provider agencies will set up schedules for your caregivers.

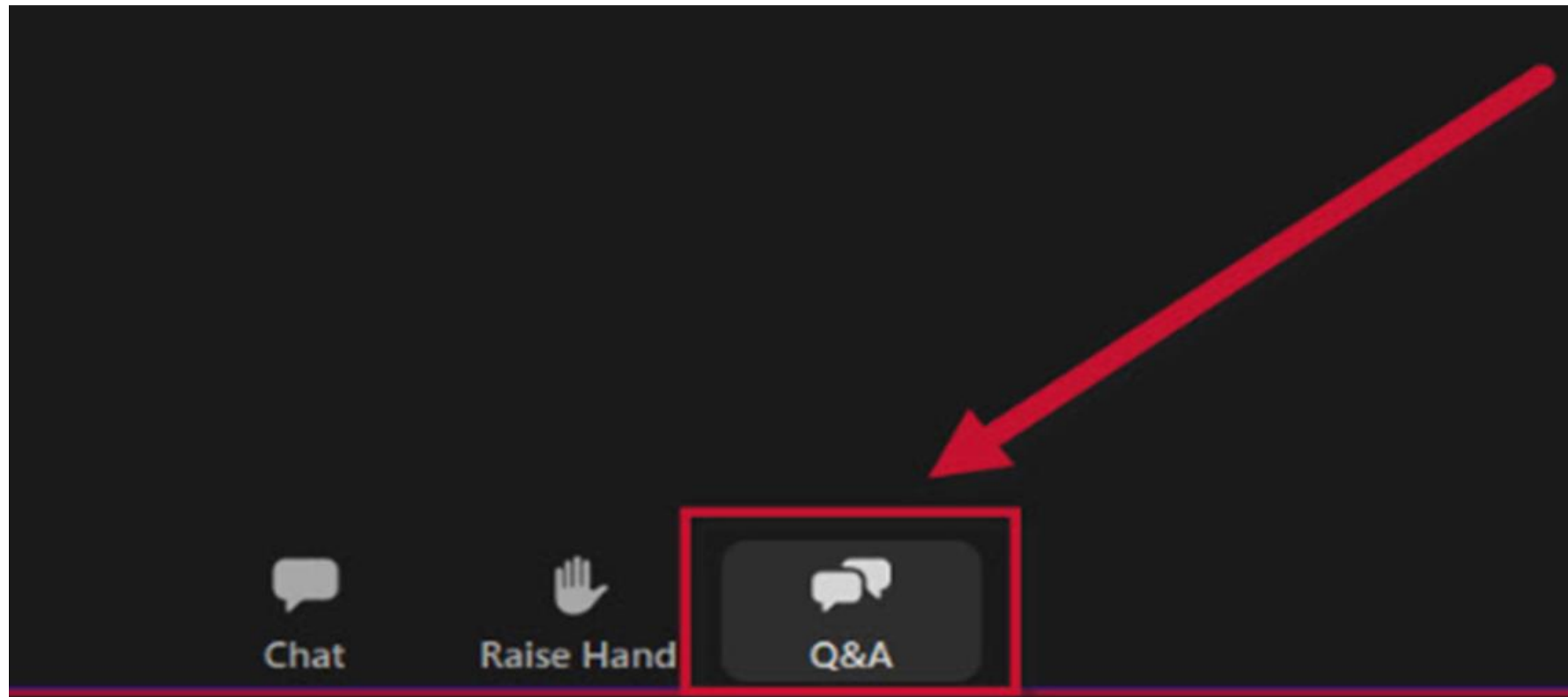






# Questions?

If you have a question, please type the question into the Q&A box on your screen.





# Still have questions regarding EVV?

- Contact your Service Coordinator
- Contact us at: [EVV-MQD@dhs.hawaii.gov](mailto:EVV-MQD@dhs.hawaii.gov)



# More information about EVV is available at:

- MQD EVV site: [www.medquest.hawaii.gov/EVV](http://www.medquest.hawaii.gov/EVV)
- Sandata Technologies: <https://www.sandata.com/>
- 21<sup>st</sup> Century CURES Act:  
<https://www.congress.gov/bill/114th-congress/house-bill/34/text>
- CMS Medicaid EVV site:  
<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>



Mahalo!