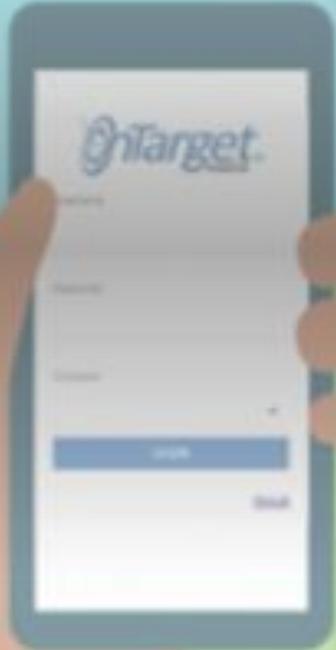


Med-QUEST presents:

ELECTRONIC VISIT VERIFICATION



EVV Town Hall for Self-Direct Members

January 6, 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?
- Live-in caregivers
- 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 21st Century Cures act, requiring (mandating) that all home care agencies paid (reimbursed) by the government use EVV. (2016)

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?



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)



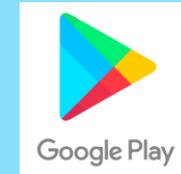
Using a Cell Phone – Sandata Mobile App



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:



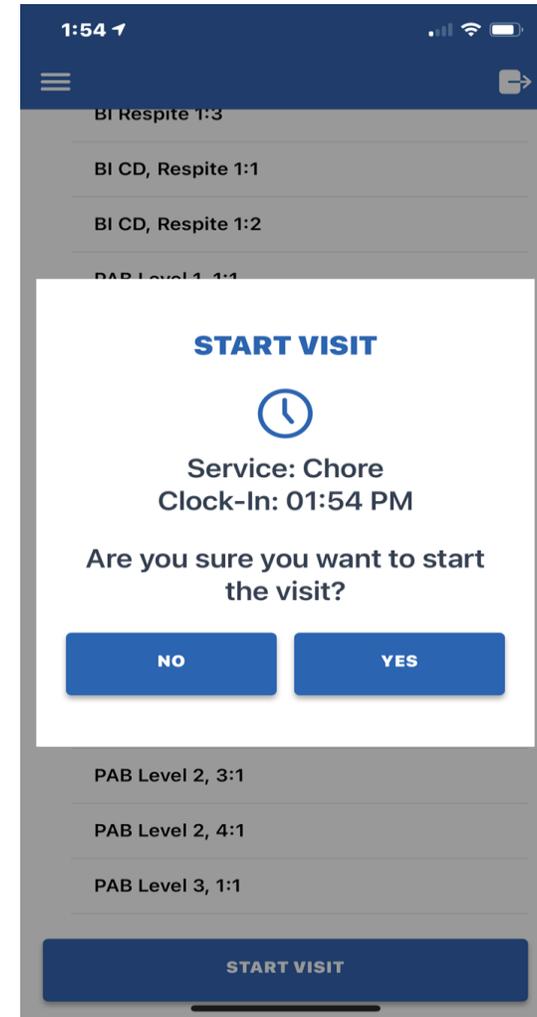
The Cell Phone will record the location of the caregiver only when services start and end.



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!

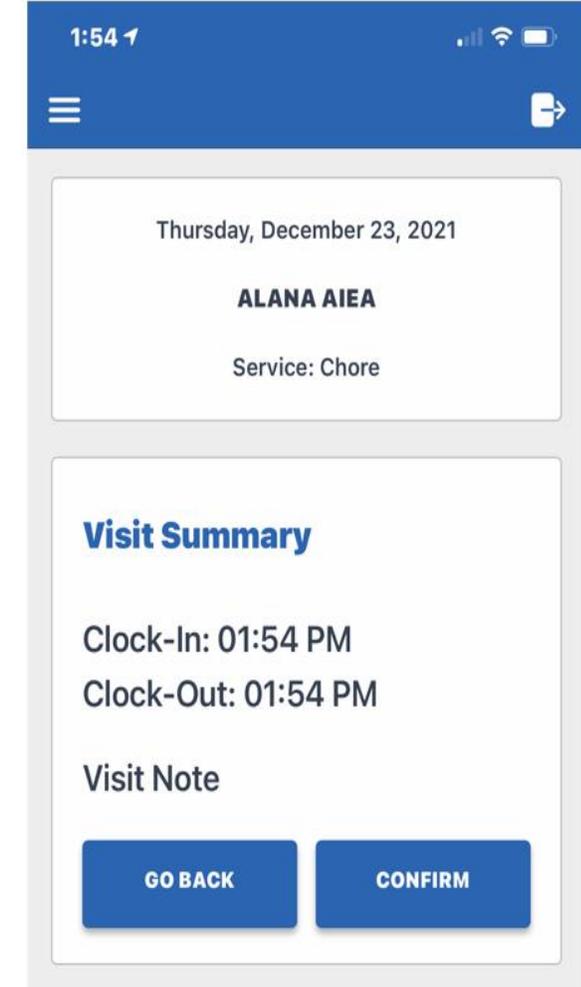




Steps to use the Sandata Mobile App

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





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:

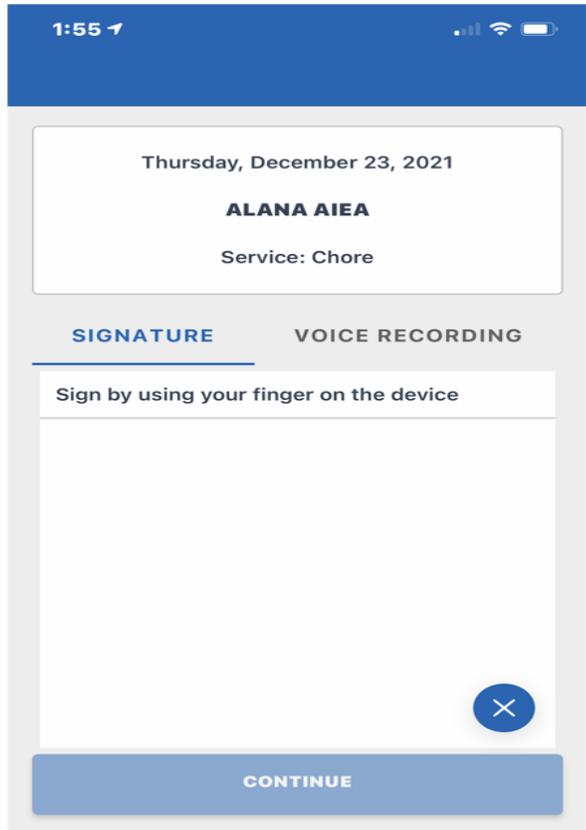
Confirm Visit

- 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'.

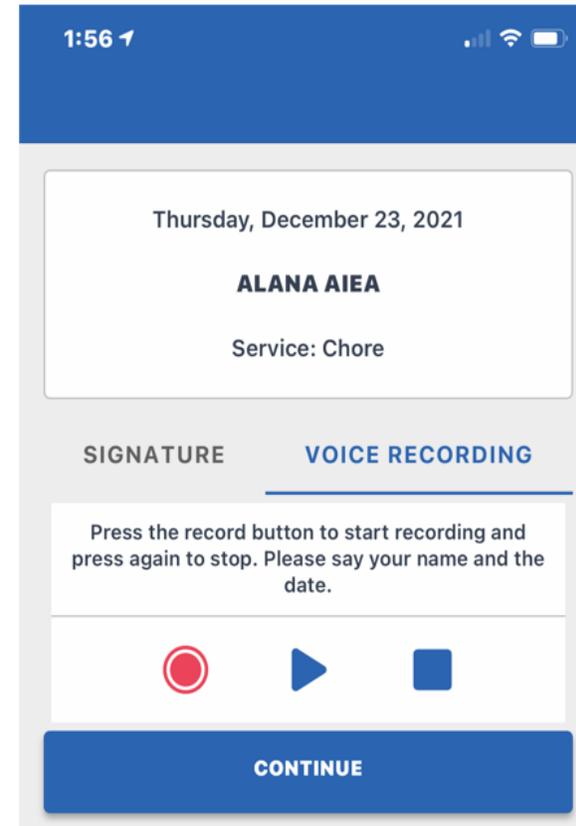


Step 3: Confirm Visit



By Signature

OR



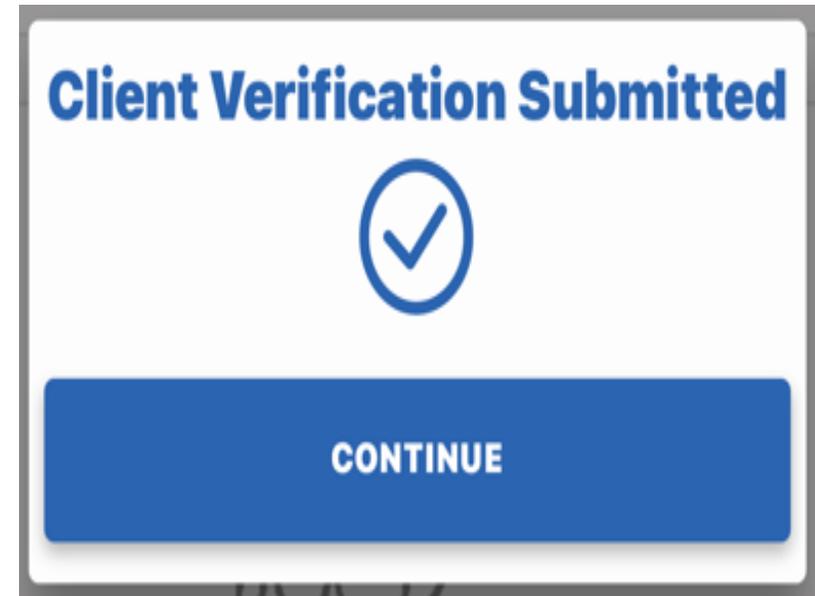
By Voice



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.



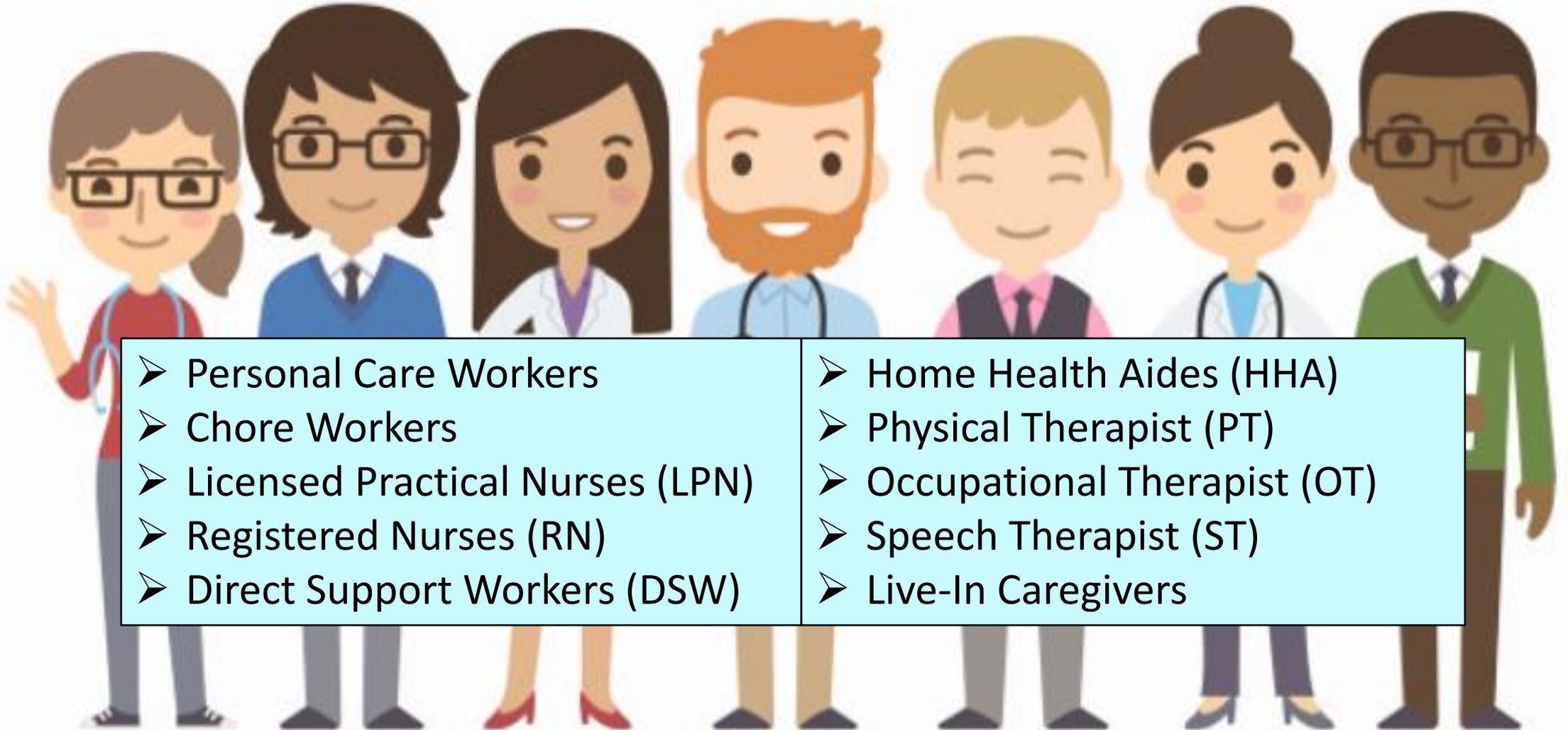
EVV – Benefits for you

- 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 | ➤ Home Health Aides (HHA) |
| ➤ Chore Workers | ➤ Physical Therapist (PT) |
| ➤ Licensed Practical Nurses (LPN) | ➤ Occupational Therapist (OT) |
| ➤ Registered Nurses (RN) | ➤ Speech Therapist (ST) |
| ➤ Direct Support Workers (DSW) | ➤ Live-In Caregivers |



EVV – Live-In Caregivers

- **Hawaii has chosen to require Live-In Caregivers to use EVV.**
- **Live-In Caregivers are also required to check-in and check-out when providing services.**





A few reminders about EVV

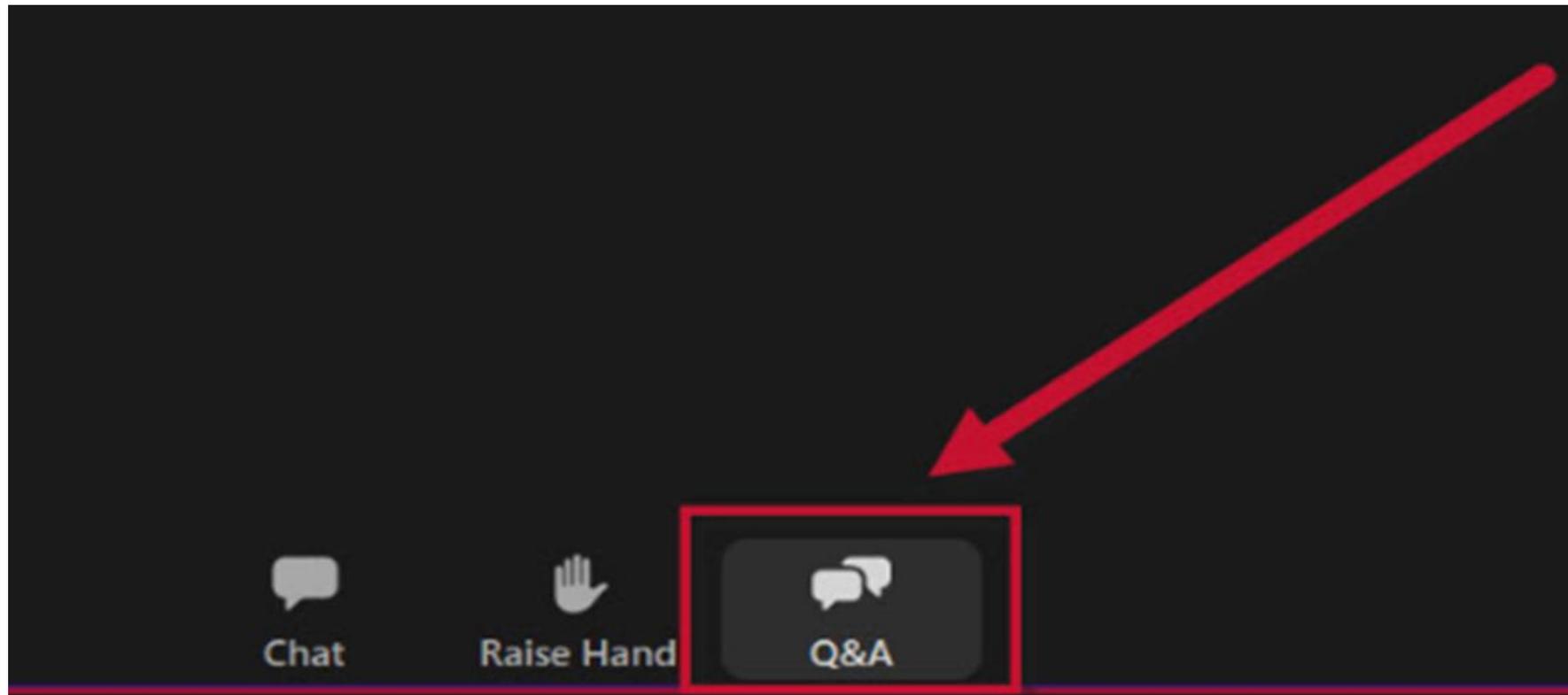
- Your role is to confirm and verify.
- Report to the agency when you need to reschedule.
- Call your agency if no one shows up.
- Provider agencies will set up schedules for your caregivers.





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



More information about EVV is available at:

➤ MQD EVV site: www.medquest.hawaii.gov/EVV

➤ Sandata Technologies: <https://www.sandata.com/>

➤ 21st 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!