

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)



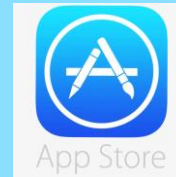
Using a Cell Phone – Sandata Mobile App



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:



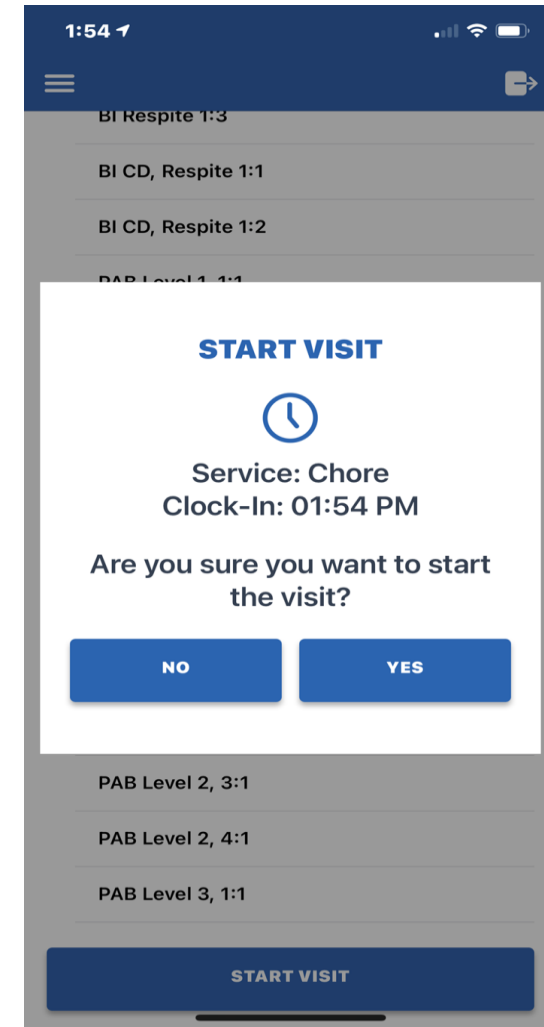
The Cell Phone will record the location of the caregiver only when services start and end.



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!

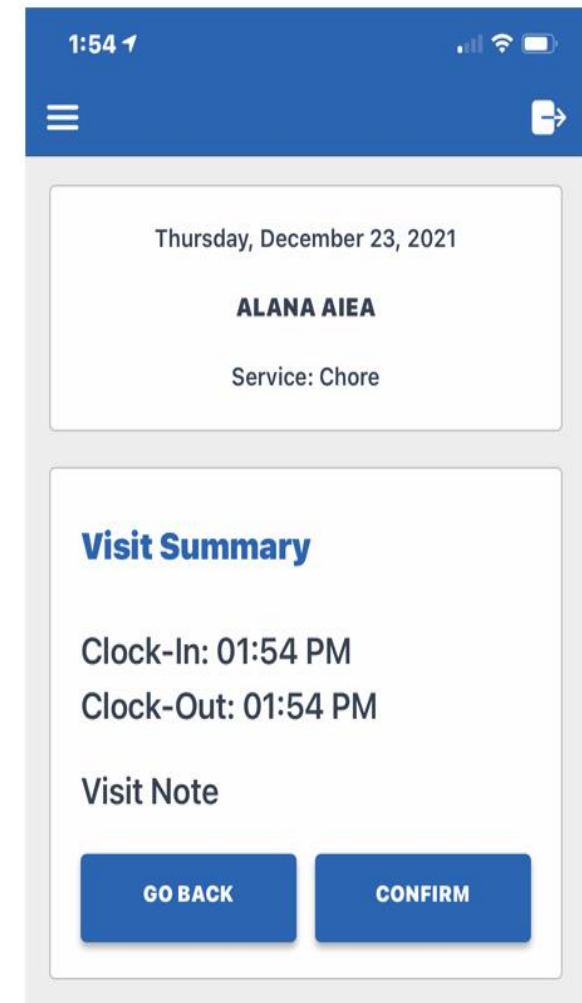




Steps to use the Sandata Mobile App

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



The screenshot shows the Sandata Mobile App interface. At the top, there is a blue header bar with the time '1:54' and a location pin icon on the left, and signal, Wi-Fi, and battery status icons on the right. Below the header, there is a white card with the date 'Thursday, December 23, 2021', the name 'ALANA AIEA', and the service 'Service: Chore'. Below this card, there is another white card titled 'Visit Summary' in blue. This card displays 'Clock-In: 01:54 PM' and 'Clock-Out: 01:54 PM'. Below the summary, there is a 'Visit Note' section with two blue buttons: 'GO BACK' and '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

The screenshot shows a mobile app interface for client verification. At the top, the status bar displays the time 1:55 and signal icons. The app header is blue with the title "CLIENT VERIFICATION" in white. Below the header, there is a white box containing the date "Thursday, December 23, 2021" and the name "ALANA AIEA". Below this, there is a white box containing the service type "Service(s): CHORE" and two buttons: "DENY" (blue) and "CONFIRM" (grey with a checkmark). Below the service type, there is a white box containing the visit time "Visit Time: 01:54 PM - 01:54 PM" and two buttons: "DENY" (blue) and "CONFIRM" (grey with a checkmark). At the bottom of the app, there are two blue buttons: "GO BACK" and "CONTINUE". The "CONTINUE" button is circled in red.

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 app interface with a blue header bar at the top displaying the time '1:55' and status icons for signal, Wi-Fi, and battery. Below the header, the title 'CLIENT CONFIRMATION SUMMARY' is centered in bold blue text. The main content area is divided into two sections. The first section is a white box containing the date 'Thursday, December 23, 2021' and the name 'ALANA AIEA' in bold black text. The second section is a white box with the title 'Confirmation Summary' in bold blue text. Below this title, the text 'Chore: Confirmed' and 'Visit Time: Confirmed' are displayed. At the bottom of this section are two blue buttons: 'GO BACK' and 'CONFIRM'.



Step 3: Confirm Visit

1:55

Thursday, December 23, 2021

ALANA AIEA

Service: Chore

SIGNATURE VOICE RECORDING

Sign by using your finger on the device

CONTINUE

This screenshot shows the 'By Signature' verification screen. The status bar at the top shows the time as 1:55. The main content area displays the date 'Thursday, December 23, 2021', the name 'ALANA AIEA', and the service 'Chore'. Below this, there are two tabs: 'SIGNATURE' (which is selected and underlined) and 'VOICE RECORDING'. Under the 'SIGNATURE' tab, there is a large white box with the instruction 'Sign by using your finger on the device'. At the bottom right of this box is a blue circular button with a white 'X' icon. At the very bottom of the screen is a blue button labeled 'CONTINUE'.

By Signature

OR

1:56

Thursday, December 23, 2021

ALANA AIEA

Service: Chore

SIGNATURE **VOICE RECORDING**

Press the record button to start recording and press again to stop. Please say your name and the date.

CONTINUE

This screenshot shows the 'By Voice' verification screen. The status bar at the top shows the time as 1:56. The main content area displays the date 'Thursday, December 23, 2021', the name 'ALANA AIEA', and the service 'Chore'. Below this, there are two tabs: 'SIGNATURE' and 'VOICE RECORDING' (which is selected and underlined). Under the 'VOICE RECORDING' tab, there is a white box with the instruction 'Press the record button to start recording and press again to stop. Please say your name and the date.' Below this instruction box are three icons: a red circular record button, a blue play button, and a blue square stop button. At the very bottom of the screen is a blue button labeled 'CONTINUE'.

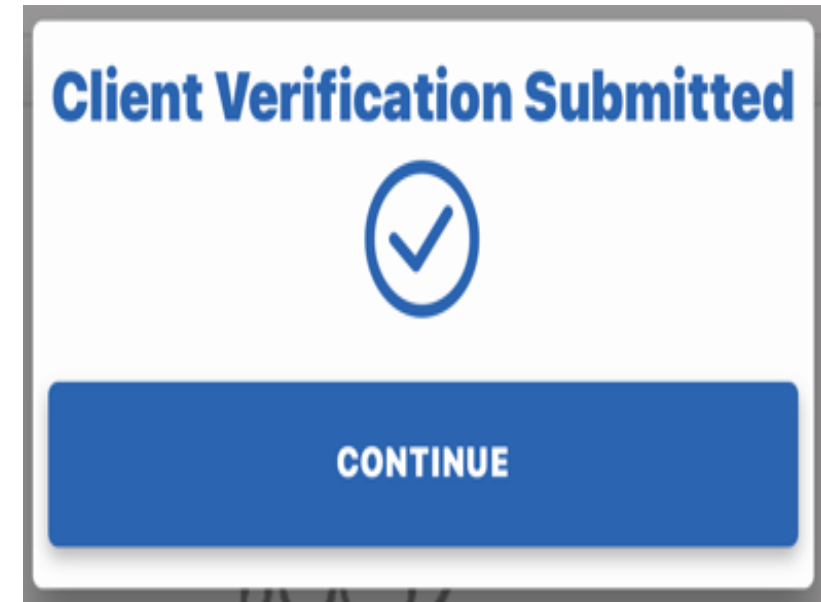
By Voice



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.



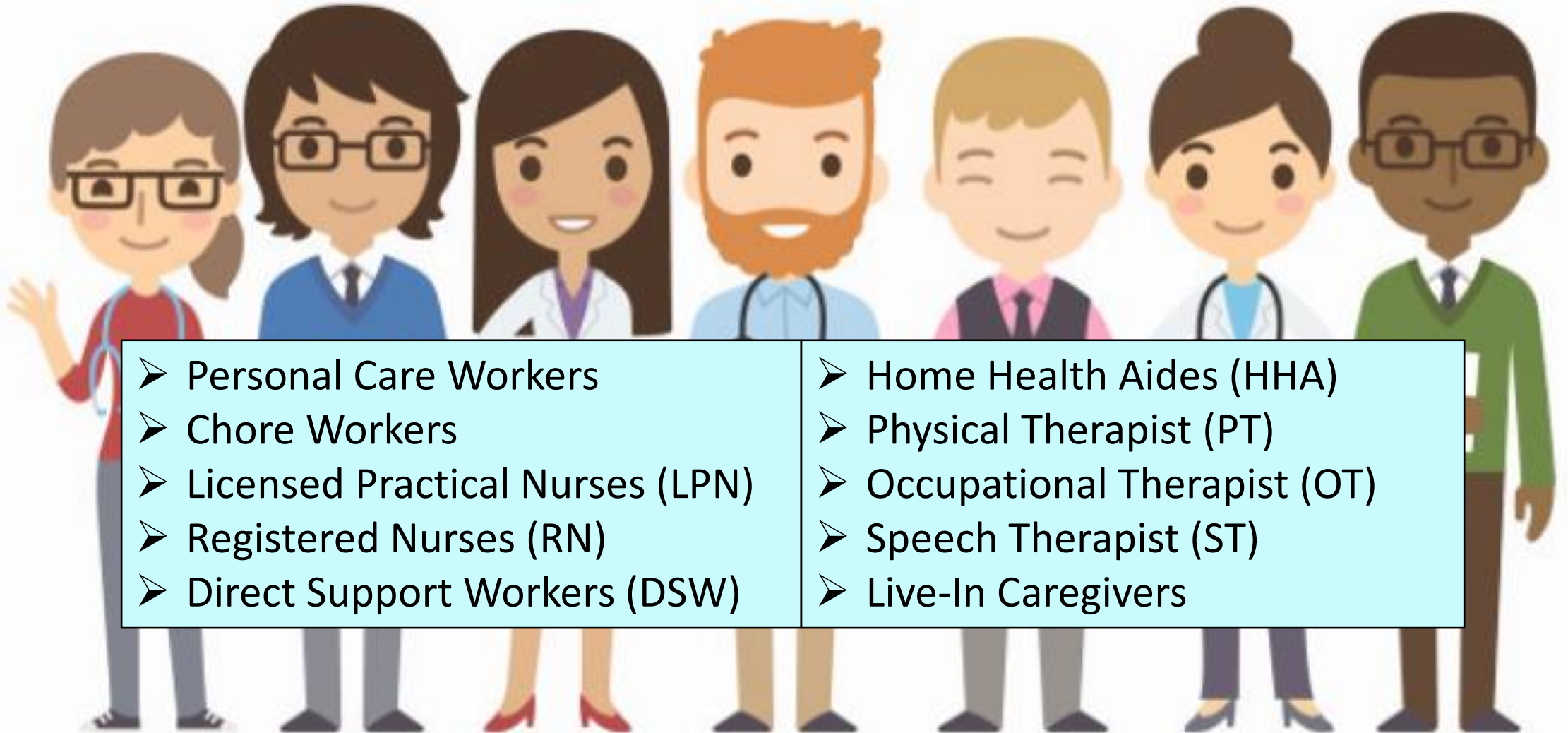
EVV – Benefits for you

- 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)
- 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

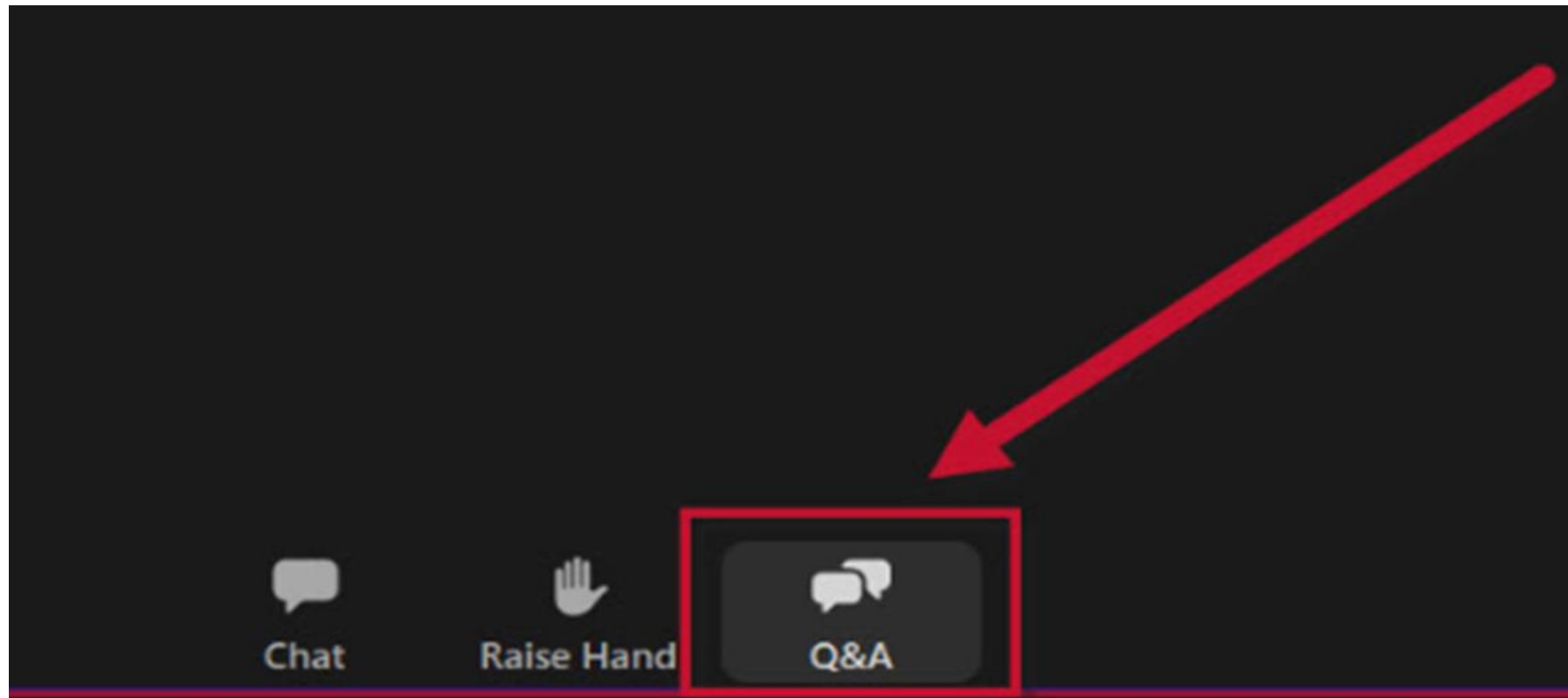
- Your role is to confirm and verify.
- Report to the agency when you need to reschedule.
- Call your agency if no one shows up.
- Provider agencies will set up schedules for your caregivers.





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!