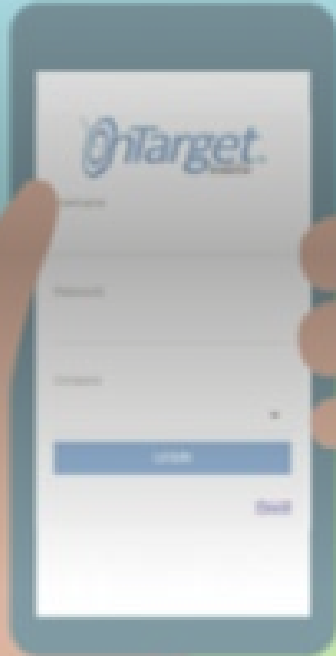


Med-QUEST presents: **Electronic Visit Verification (EVV)**



EVV Town Hall for QI Members and DDD Participants
April 19, 2022



Aloha



Today's Agenda

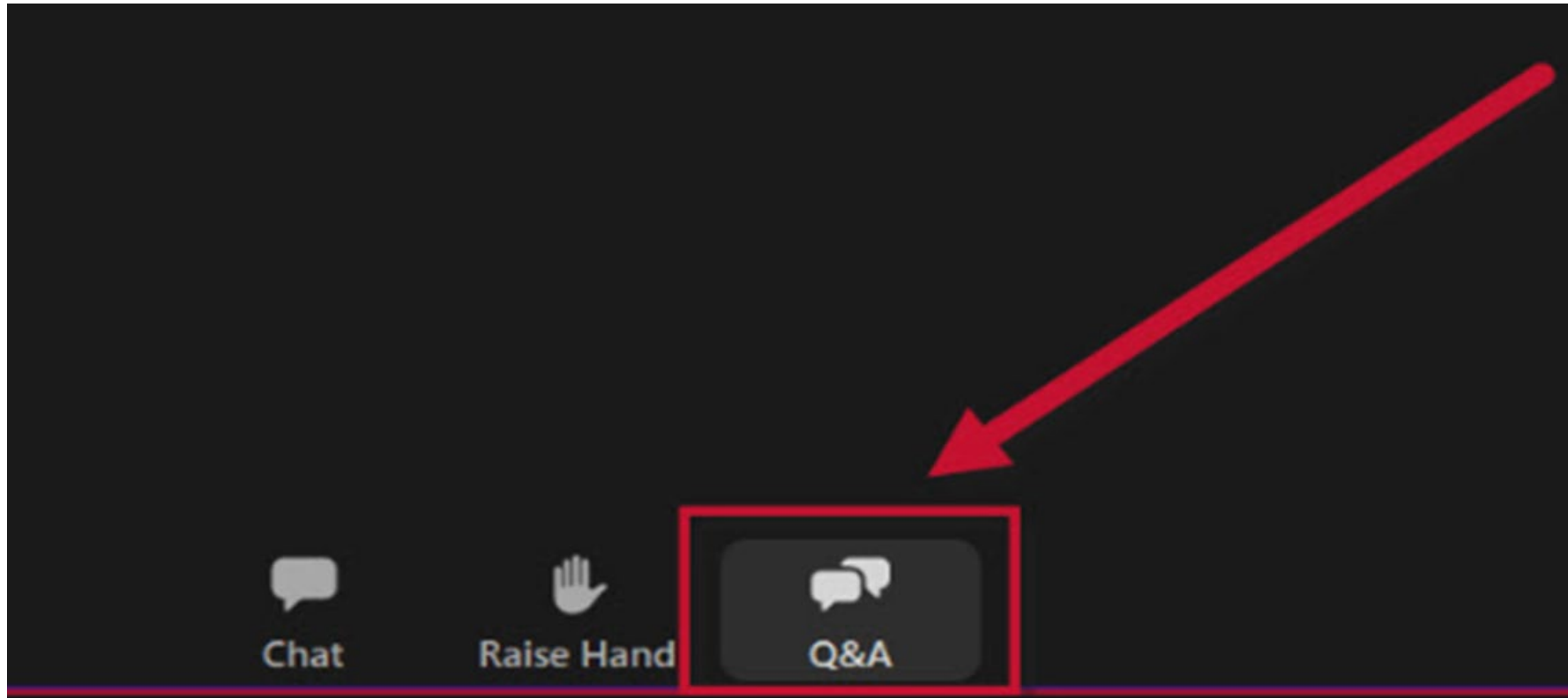
- What is EVV?
- Why are we using EVV?
- What services require EVV?
- How does EVV work?
- Alternative EVV Vendors
- EVV Device Types
- Your Role
- Benefits of EVV
- Who uses EVV?
- Reminders
- Questions
- Resources





Questions?

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





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.

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
- Therapy: 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

Alternative EVV Vendor (Alt EVV vendor)

The Hawaii Vendor for EVV is Sandata.

But some provider agencies may choose to go with another vendor (an Alt EVV vendor) for their EVV Services.

The Alt EVV vendor will collect the same EVV information, but the steps may be a little different.

The steps we are showing you in this presentation is for providers using Sandata.



EVV Device Types



Smartphone – 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)



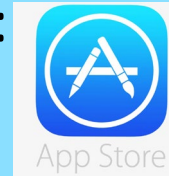
Using a Smartphone – Sandata Mobile App



Using a smartphone – Sandata Mobile App

Your caregiver/DSW uses their own smartphone, or a smart device provided to them by their agency.

Your caregiver/DSW must have the free Sandata Mobile App on their smartphone/smart device from:



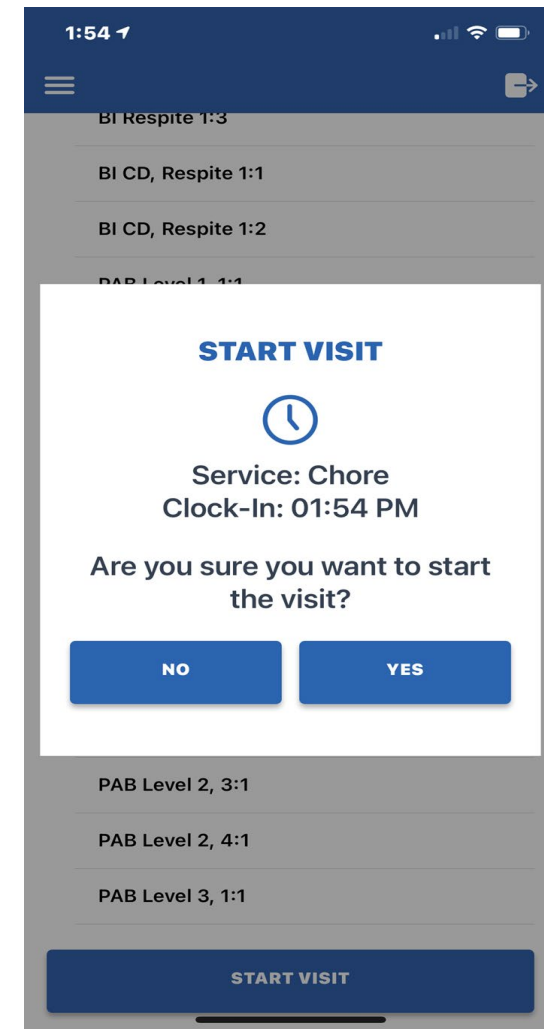
The smartphone/smart device will record the location of the caregiver/DSW only when services start and end.



Steps to use the Sandata Mobile App

Start Visit


- Caregiver/DSW arrives at your house
- Checks in on smartphone/smart device
- Date, current time and location recorded automatically
- It's fast - takes less than a minute!

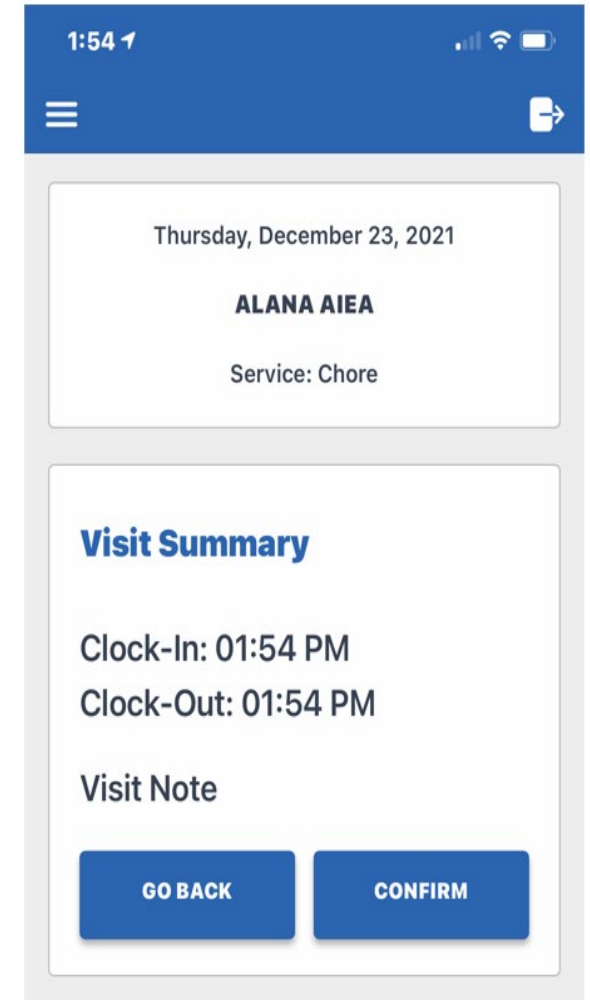




Steps to use the Sandata Mobile App

End Visit

- Caregiver/DSW is finished providing your service
- Checks out on smartphone/smart device and selects: 
- Date, current time and location recorded automatically
- Caregiver/DSW 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 hamburger menu icon on the left, and a back arrow icon on the right. Below the header, the date 'Thursday, December 23, 2021' is displayed. Underneath the date, the name 'ALANA AIEA' is shown in bold, followed by 'Service: Chore'. A section titled 'Visit Summary' in blue text contains the following information: 'Clock-In: 01:54 PM' and 'Clock-Out: 01:54 PM'. Below this, there is a 'Visit Note' section. At the bottom of the screen, there are 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

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. A white box contains the date 'Thursday, December 23, 2021' and the name 'ALANA AIEA' in bold. 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

1:55

Thursday, December 23, 2021

ALANA AIEA

Service: Chore

SIGNATURE VOICE RECORDING

Sign by using your finger on the device

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

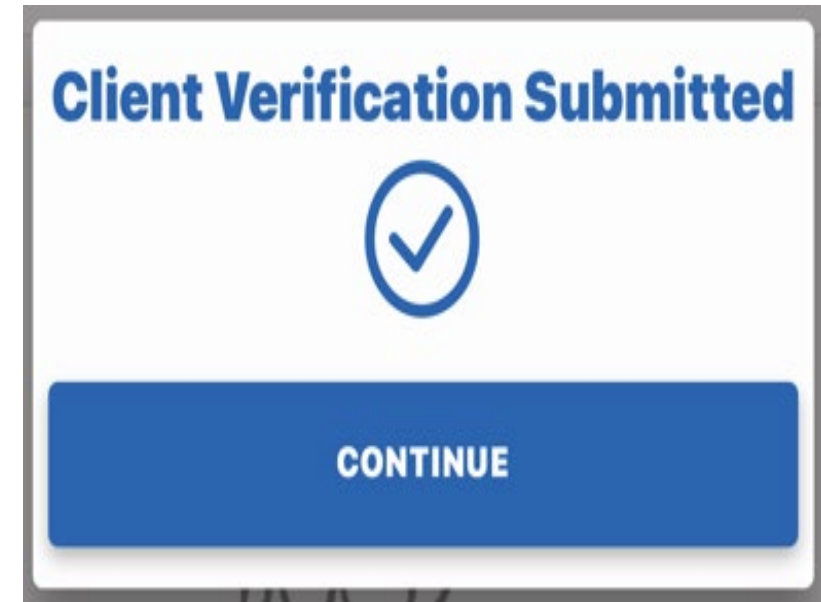
By Voice



Step 4:

Confirm Visit

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





Using a Landline (Telephony or TVV)



Steps to use a Landline (Telephony or TVV)

Start/End Visit



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

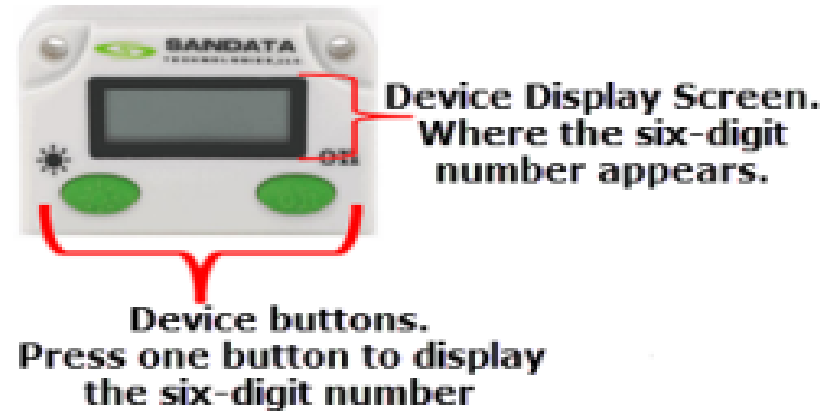


Using a FOB (Fixed Visit or FVV)



Steps to use FOB (Fixed Visit or FVV)

Start/End Visit



- **A FOB device is ordered by your provider agency and will remain at your house.**
- **Start/End Visit** – Caregiver/DSW 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/DSW has up to 7 days to enter the 6-digit codes into the system.



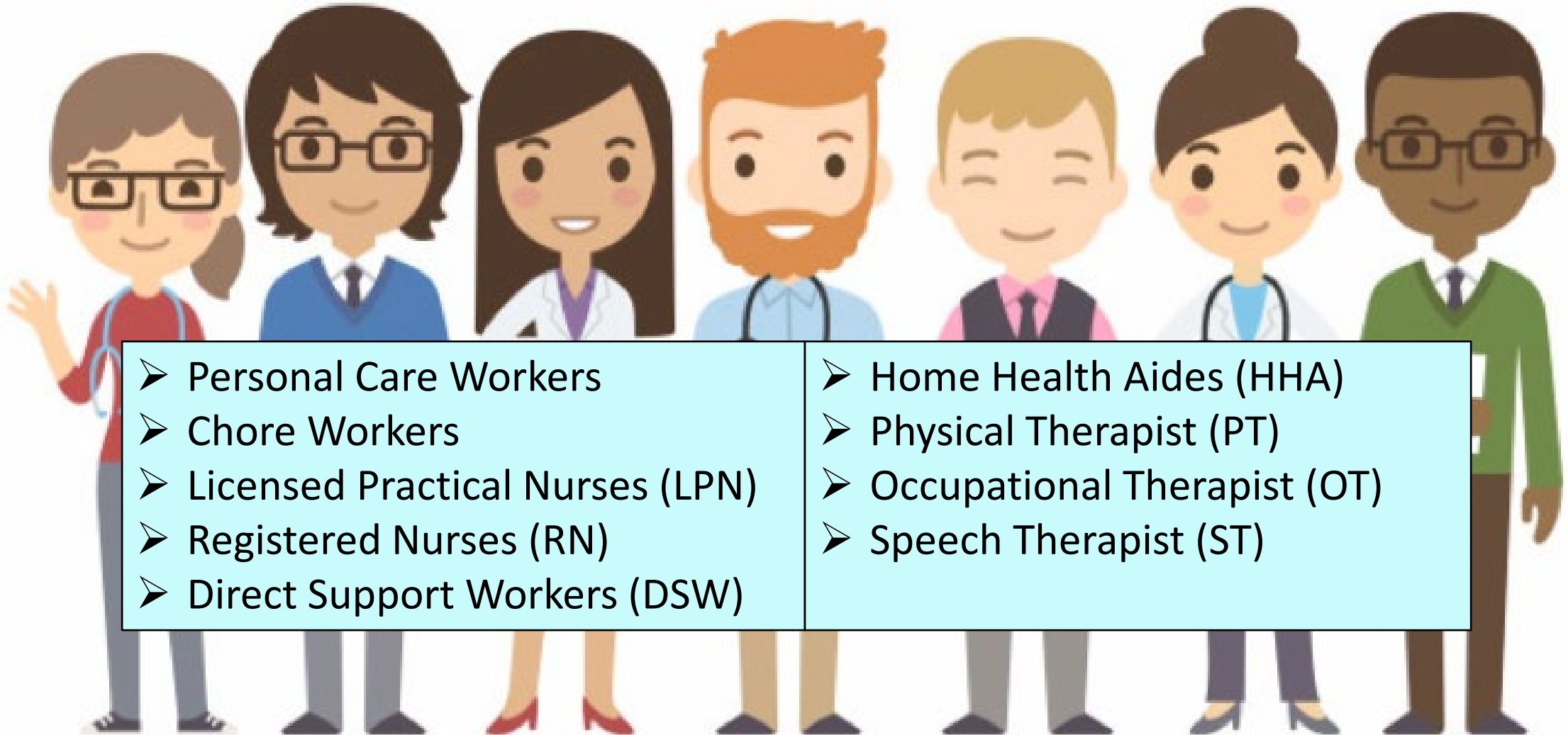
EVV – Benefits for you

- Ensures you receive your services!
- EVV is easy to use.
- No more paper task/timesheets!
- Mobile App is free for Caregivers/DSWs.
- No costs or fees to you or your Caregivers/DSWs.
- No training needed – Caregivers and DSWs will receive training from the agency that they work for.





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/DSWs.





Questions regarding EVV?

- Contact your Service Coordinator or DD Case Manager
- 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!