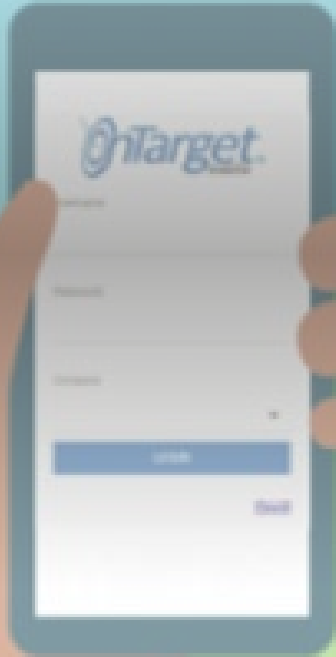


Med-QUEST presents:

ELECTRONIC VISIT VERIFICATION



EVV Town Hall for Self-Direct Members

April 19, 2022



Aloha



Today's Agenda

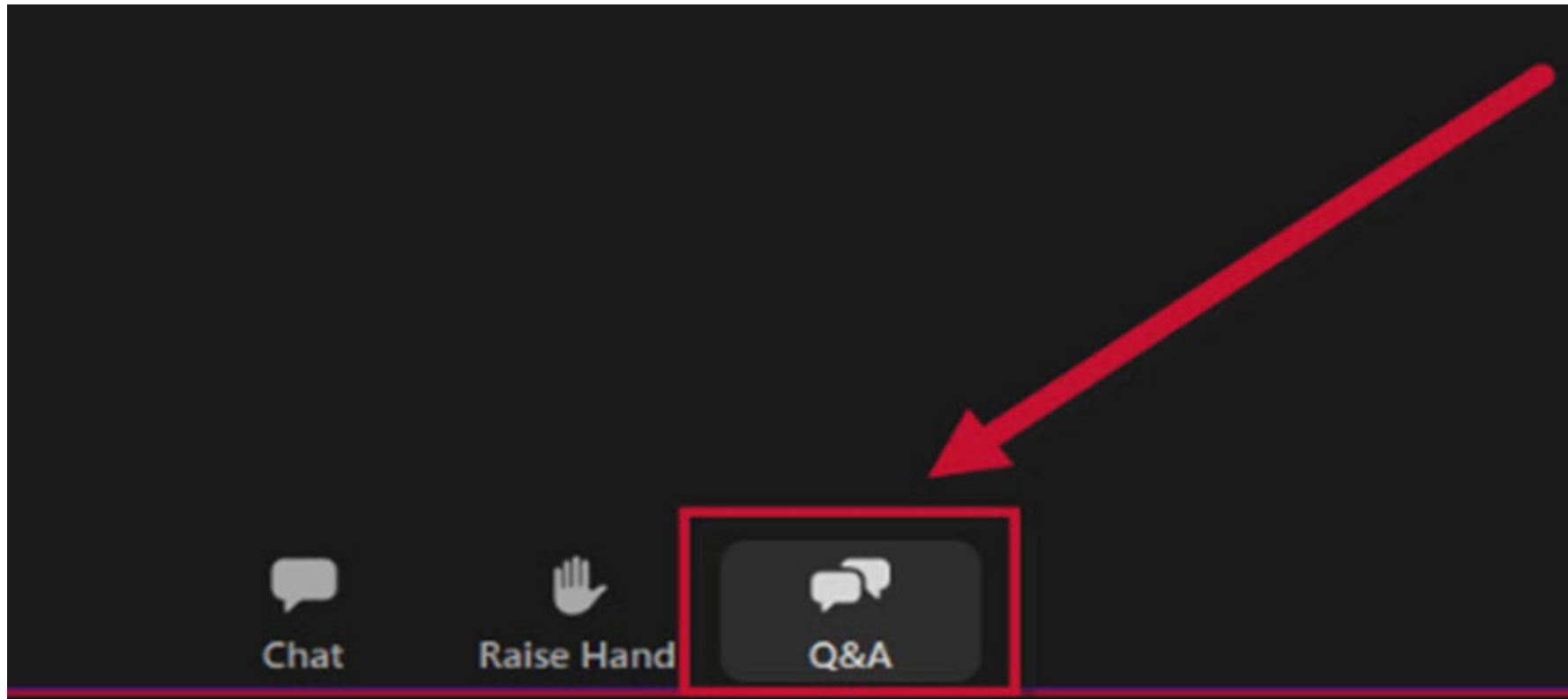
- What is EVV?
- Why are we using EVV?
- How does EVV work?
- Who uses EVV?
- What services require EVV?
- Live-in caregivers
- No More Timesheets
- EVV Device Types
- Your Role
- Benefits of EVV
- Reminders
- FAQs
- Questions
- Resources





Questions?

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





What is EVV?



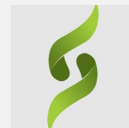
EVV stands for Electronic Visit Verification.



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 for the entire state.



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





How does EVV work?



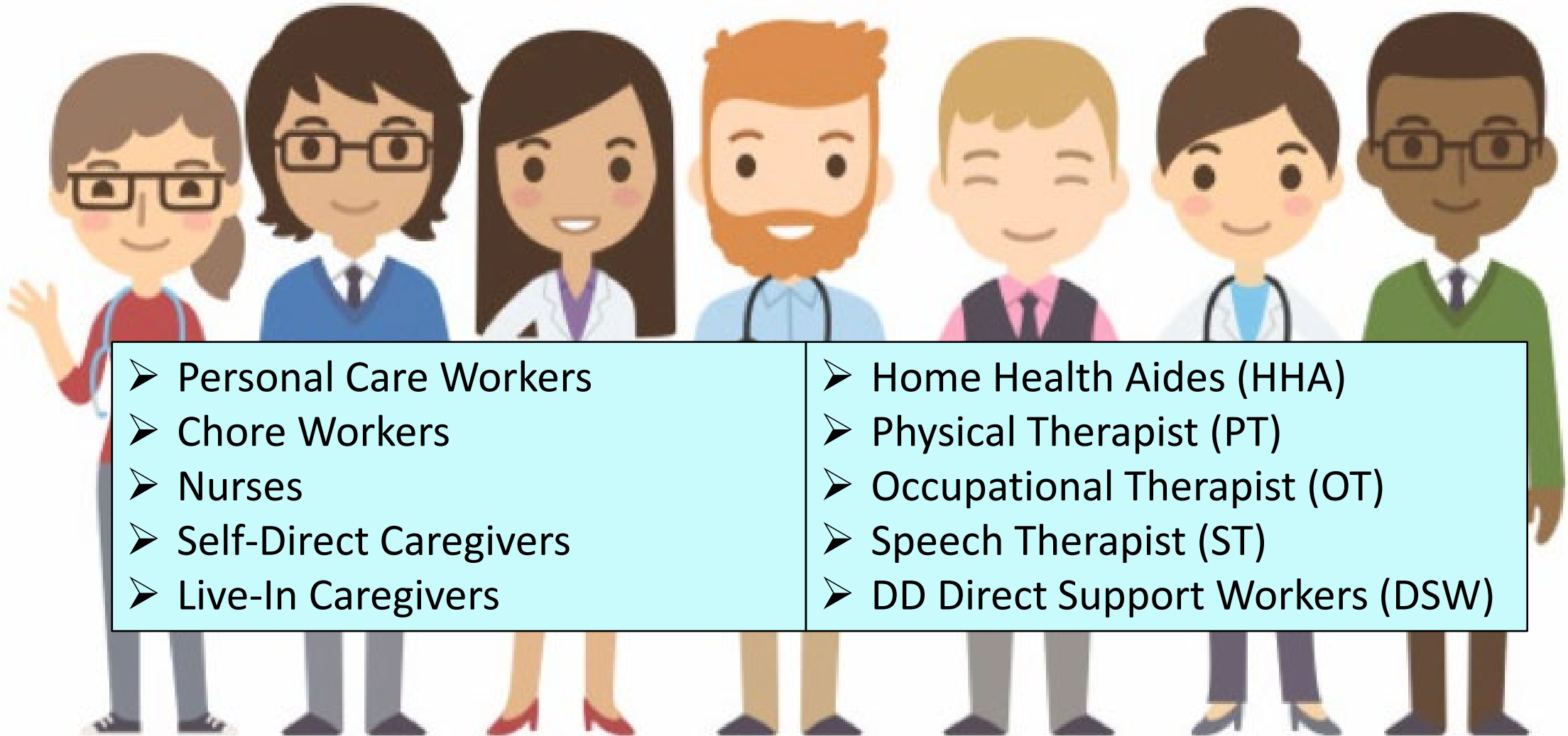
Each EVV Visit confirms electronically:

- **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 will be used by...

All AGENCY and SELF-DIRECT PROVIDERS



- Personal Care Workers
- Chore Workers
- Nurses
- Self-Direct Caregivers
- Live-In Caregivers

- Home Health Aides (HHA)
- Physical Therapist (PT)
- Occupational Therapist (OT)
- Speech Therapist (ST)
- DD Direct Support Workers (DSW)



What Services Require EVV?

EVV is mandatory for Self-Direct services provided in your home:

Self-Direct Services

- Personal Assistance Level I (PAI=Chore)
- Personal Assistance Level II (PAII=Bathing, Feeding etc.)
- Personal Assistance Level II Delegated (Nursing Tasks)

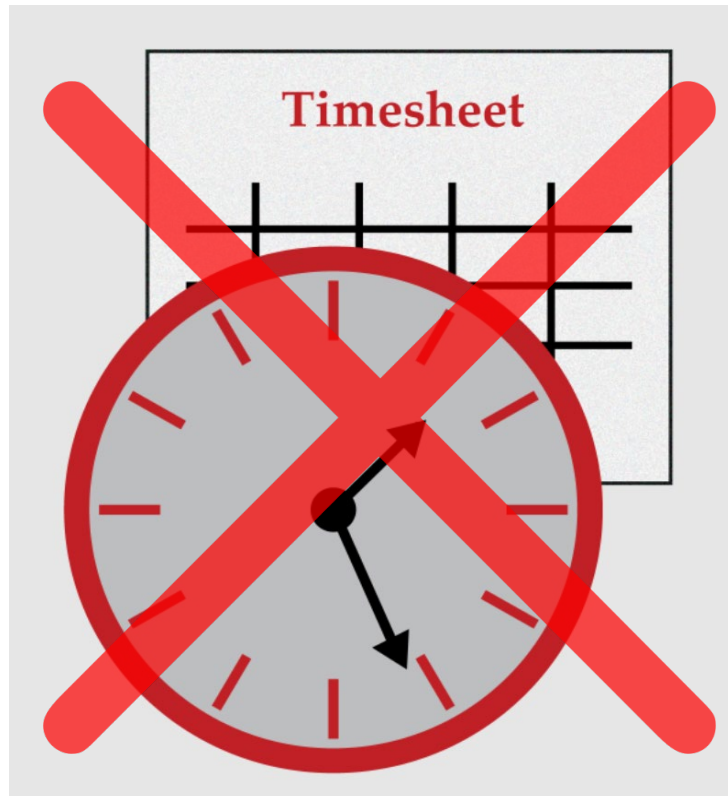


EVV – Live-In Caregivers

- **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.**



NO MORE TIMESHEETS



- Self-Direct Caregivers must use EVV to get paid for In-Home Personal Assistance (PA) Services.
 - Risk: No payment, late or smaller payment
- All Self-Direct Caregivers are required to use an EVV device to check-in and check-out when providing authorized self-direct services.
 - Risk: No payment, late or smaller payment
- Most Self-Direct Caregivers are now successfully using the EVV device and have completely stopped using timesheets.
- CONGRATULATIONS!!!!
- PRACTICE MAKES PERFECT!





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)



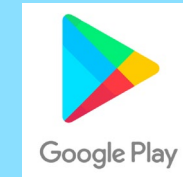
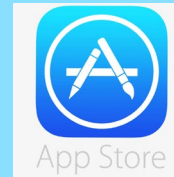
Using a smartphone – Sandata Mobile App



Your caregiver uses their own smartphone, or a smart device provided to them by the Health Plan (via Sandata).

Using a smartphone – Sandata Mobile App

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



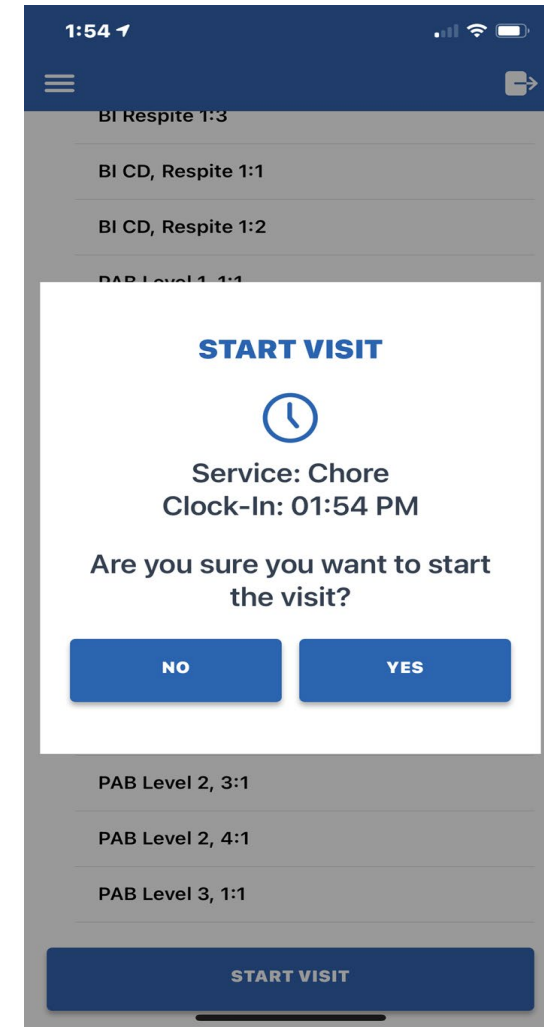
The smartphone will record the location of the caregiver only when services start and end.



Steps to use the Sandata Mobile App

Start Visit


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

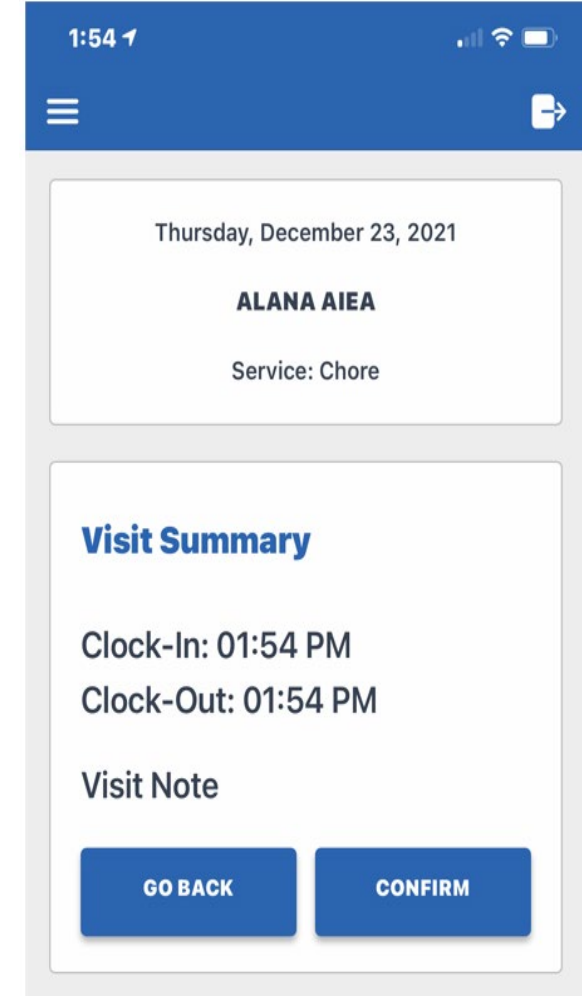




Steps to use the Sandata Mobile App

End Visit

- Caregiver is finished providing your service
- Checks out on smartphone 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, a blue header bar contains the time '1:54' and a location pin icon. Below the header, a white card displays the date 'Thursday, December 23, 2021', the name 'ALANA AIEA', and the service 'Chore'. Below this, another white card titled 'Visit Summary' shows 'Clock-In: 01:54 PM' and 'Clock-Out: 01:54 PM'. Under 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

This step is required for your caregiver to get paid!



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 image shows a mobile app interface for 'CLIENT VERIFICATION'. At the top, the status bar shows the time 1:55 and signal/battery 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'. The main content area is a light gray box with a white border. It contains the text 'Service(s): CHORE' followed by two buttons: 'DENY' (blue) and 'CONFIRM' (gray with a checkmark). Below this, it says 'Visit Time: 01:54 PM - 01:54 PM' followed by two buttons: 'DENY' (blue) and 'CONFIRM' (gray with a checkmark). At the bottom of the app, there are two blue buttons: 'GO BACK' and 'CONTINUE'. A red circle is drawn around the 'CONTINUE' button.

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

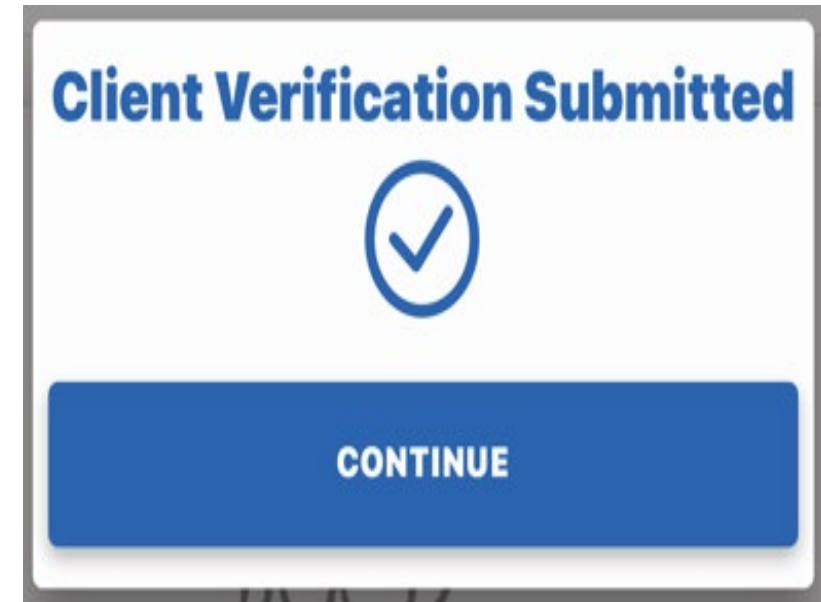
By Voice



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 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.

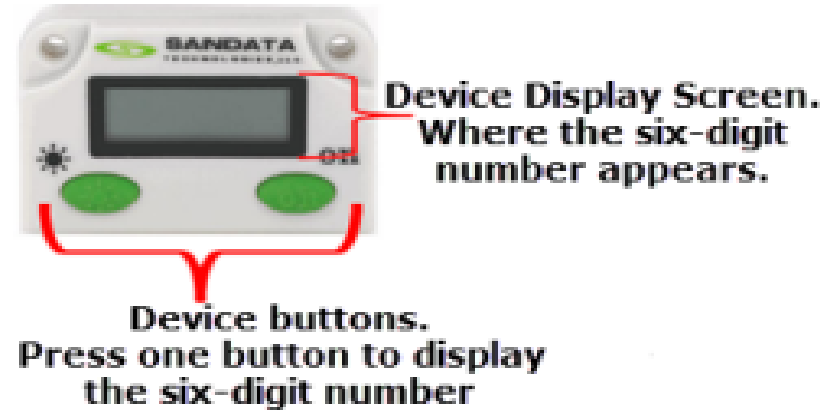


Using a FOB (Fixed Visit or FVV)



Steps to use FOB (Fixed Visit or FVV)

Start/End Visit



- A FOB device is ordered by the Health Plan – Health 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
- Training needed – you and your caregivers will receive training from your health plan and your health coordinator





A few reminders about EVV

- Your role is to confirm and verify.
- Report to your health plan when you need to reschedule.
- Call your health plan if no one shows up or if your caregiver is too sick to work.
- Your health plan Health Coordinator can help you set up schedules for your caregivers.



FAQs

Changing Services

Email address for Self-Direct Members

Out-of-State Services

Service Locations

My worker forgets to check in and check out

Password tips

Training

Changing Services

- If your caregiver is providing more than one service your caregiver must check in and out of each service.
 - For example, if your caregiver is providing both PA I Chore and PA II bathing during the same visit then the caregiver would start the visit for PA I Chore service.
 - Caregiver would then log in after finishing PA I Chore and click on “SWITCH SERVICE” to begin PA II bathing service.
 - After finishing PA II the caregiver would log in to complete the visit.

Email Address for Self-Direct Members

- Email addresses are required for self-direct members to fix visits.
 - For example, your caregiver forgot to check out.
- Contact your Health Coordinator at the Health Plan for assistance with entering your email address into the EVV system.

Out-of-State Services

- In certain cases, Self-Direct services can be provided out-of-state.
- Member must prearrange the services with the Health Coordinator prior to traveling.

Service Locations

- If you receive services in more than one location, the other addresses need to be added into EVV.
- Contact your Health Coordinator to receive training on how to add the additional addresses.
- Keep your Health Coordinator informed where you will be receiving services.

My Worker Frequently Forgets to Check in and Check out

- All visits require a check in and a check out.
- The visit must be recorded using an electronic solution (Smartphone, FOB, TVV) to be eligible for payment.
- Workers who don't use an electronic device to check in and check out are at risk for no payment, a delayed or smaller payment in that pay period.
- CMS requires less than 15% of the visits can be manually edited each month.
- The Health Plan will be monitoring the number of monthly manual visits.

PASSWORD TIPS



CHANGE PASSWORD: for caregivers and members

1. Every 90 days your password will change. This is for your security and protection against computer hackers
2. A Reminder Notice will show on your phone screen – 10 days before your password will expire.
3. Change your password right away, when you get the reminder notice.
4. If you forget to change your password, you will be blocked. Your caregiver cannot check in or out. Your caregiver might not get paid!

FORGOT PASSWORD Oops! Forgot your password?

Click button “forgot password” on login screen to have your password be reset.

REMEMBER YOUR PASSWORDS!

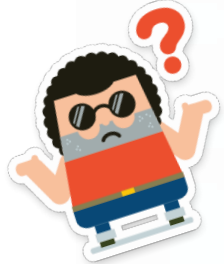
Need More Training?

- Call your Health Coordinator for more training.



Still have questions or problems using EVV?

➤ Step 1: Contact your Health Plan- Health Coordinator



Still have questions or problems using EVV

➤ Step 2: 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!