

Med-QUEST presents:
ELECTRONIC VISIT VERIFICATION

Informational session for providers

February 2018

Introductions

- ▶ Med-QUEST (MQD) staff
- ▶ VCC check-in

Agenda

- ▶ Overview of Federal mandate - 21st Century Cures Act
- ▶ Med-QUEST goals for Electronic Visit Verification (EVV)
- ▶ Discussion



21st Century Cures Act

- ▶ Passed by Congress in December 2016
- ▶ Contains many requirements, including EVV



21st Century Cures Act

- ▶ Intent of the act is to improve quality of care through:
 - ▶ Research
 - ▶ Enhanced quality controls
 - ▶ Strengthened mental health parity

21st Century Cures Act

States are required to implement an EVV system for Personal Care Services and Home Health Care provided in a member's home by:

- ▶ **Jan 1, 2019** for Personal Care Services
(Attendant care, respite care & habilitation services)
- ▶ **Jan 1, 2023** for Home Health Care Services



21st Century Cures Act

States shall work with providers to ensure that EVV system is:

- ▶ *Minimally burdensome*
- ▶ *Health Insurance Portability and Accountability (HIPAA) compliant*
- ▶ *Mindful of best practices*
- ▶ *Developed and implemented with stakeholder input*





21st Century Cures Act

What is EVV?

- ▶ EVV is a tool for electronically capturing confidential point of service information for certain home and community based services
- ▶ EVV is a telephone and/or computer based system that documents the precise time service delivery begins and ends.
- ▶ EVV system will also have back up methods for collecting data.



21st Century Cures Act

EVV system must electronically verify:

- ▶ **Type** of service performed
- ▶ **Individual** receiving the services
- ▶ **Date** of service
- ▶ **Location** of service delivery
- ▶ **Individual** providing the service
- ▶ **Time** the service begins and ends

21st Century Cures Act

Potential benefits of EVV:

- ▶ Improves program efficiencies by:
 - ▶ Eliminating the need of paper documents to verify services.
 - ▶ Facilitating flexibility for appointments and services.
- ▶ Strengthens quality assurance for PCS and HHCS by:
 - ▶ Improving Health and Welfare of individuals by validating delivery of services.
 - ▶ It is important to note that EVV is not a complete replacement for on-site, in-person case management visits.



21st Century Cures Act

Potential benefits of EVV (cont'):

- ▶ Aims to reduce potential Fraud, Waste, and Abuse (FWA):
 - ▶ Validates services are billed according to the individual's personalized care plan by ensuring appropriate payment based on actual service delivery.
 - ▶ Is part of the pre-payment validation methods that allows individuals and families to verify services rendered.



21st Century Cures Act

Will not:

- ▶ Limit the services provided
- ▶ Limit provider selection
- ▶ Limit the individual's choice of caregiver
- ▶ Impede how care is delivered
- ▶ Establish an employer-employee relationship





21st Century Cures Act

States are required to provide training to providers and members on the use of the EVV system



21st Century Cures Act

Hawai'i will lose Federal match for services for failure to comply to requirements



Noncompliance = less \$\$\$

Med-QUEST goals



- ▶ **Timely service delivery**

including real time service gap reporting and monitoring

- ▶ **Administrative burden reduced**

related to hard copy timesheet processing

- ▶ **Cost savings**

prevention of fraud, waste and abuse

Med-QUEST plan



- ▶ **Scope of EVV Requirement in Hawaii**
- ▶ **Proposed EVV Design**
- ▶ **Collaboration with Arizona**
- ▶ **Stakeholder Involvement**

Med-QUEST plan



- ▶ **Scope of EVV Requirement in Hawaii**
 - Nursing services provided in the home and the community
 - 1915c PAB services provided in the home and the community
 - Personal Assistance/Care services (PA/PCS) provided in the home and the community
 - Home Health Agency services
 - Self Direction (SD)/ Consumer Directed Services (CDS) programs

Med-QUEST plan



▶ Proposed EVV Design

- One state-wide EVV system
- Existing provider EVV systems may be maintained as long as they meet system requirements and can interface with the state system
- If the state develops the system:
 - 90% of development costs are reimbursed
 - 75% of ongoing costs are reimbursed

Med-QUEST plan



▶ Collaboration with Arizona

- Nearly 20 year history of collaboration with AZ
- System procurement led by Arizona team, in partnership with MQD
- System configuration & testing led by Arizona team, in partnership with MQD
- System rollout and training led by MQD team

Med-QUEST plan



▶ Stakeholder Involvement

- MQD EVV website:

<https://medquest.hawaii.gov/en/plans-providers/electronic-visit-validation.html>

- Information sessions
- Public comment & feedback
- Provider survey

Discussion





Resources

- ▶ MQD EVV site: <https://medquest.hawaii.gov/en/plans-providers/electronic-visit-validation.html>
- ▶ MQD EVV email address:
EVV-MQD@dhs.hawaii.gov
- ▶ 21st Century CURES Act:
<https://www.congress.gov/bill/114th-congress/house-bill/34/text>

Mahalo!

