



*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 - 21<sup>st</sup> Century Cures Act
- ▶ Med-QUEST goals for Electronic Visit Verification (EVV)
- ▶ Discussion



# 21<sup>st</sup> Century Cures Act

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



# 21<sup>st</sup> Century Cures Act

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

# 21<sup>st</sup> 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



# 21<sup>st</sup> 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*





# 21<sup>st</sup> 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.





# 21<sup>st</sup> 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

# 21<sup>st</sup> 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.



# 21<sup>st</sup> 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.



# 21<sup>st</sup> 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





# 21<sup>st</sup> Century Cures Act

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



# 21<sup>st</sup> 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>
- ▶ **21<sup>st</sup> Century CURES Act:**  
<https://www.congress.gov/bill/114th-congress/house-bill/34/text>

Mahalo!

