



Med-QUEST Division

Electronic Visit Verification Information Sessions - FEEDBACK

February to March 2018

Med-QUEST Division conducted fourteen statewide in-person Electronic Visit Verification (EVV) information sessions in Kapolei, Pearl City, Honolulu, Hilo, Kona, Kahului and Lihue. Video conferencing was also used to further increase participation. These sessions were another way for MQD to gather stakeholder input related to EVV implementation and also a way to learn about the present use of EVV in Hawaii. These sessions were also another way that MQD has fulfilled the requirement as stated in section 120006 of the 21st Century Cures Act (Cures Act) to seek stakeholder input. The feedback from these sessions were instrumental in designing an EVV system which will best accommodate Hawaii's stakeholders.

Altogether, a total of 102 interested parties attended. The attendees represented a varied range of stakeholders: Medicaid beneficiaries, home and community based service providers, Quest Integration managed care organizations, Developmental Disabilities Division from the Department of Health, and EVV vendors. Attendees were presented with an overview of the Cures Act and the EVV requirement, the MQD goals for EVV implementation, and the MQD's next steps on EVV implementation. All attendees were provided the opportunity to speak and all feedback was recorded and is provided in summary in this document. The specific questions and comments collected will be added to this document at a later date.

The majority of feedback focused on the EVV system and costs. There was also feedback about the timeline, affected services, vendor selection, billing, and technology.

More information about EVV in Hawaii can be found at:

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



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FEEDBACK SUMMARY BY GENERAL TOPIC

