

Med-QUEST presents:
ELECTRONIC VISIT VERIFICATION

EVV Town Hall - Self-Directed Member

1:00 PM 17th November 2020

Agenda

- ▶ What is EVV?
- ▶ EVV - Why now?
- ▶ EVV - Services
- ▶ EVV - Verification
- ▶ EVV - Benefits
- ▶ EVV - Sandata Devices
- ▶ EVV - Schedule
- ▶ EVV - Training
- ▶ Live-in caregivers
- ▶ FAQs
- ▶ Resources



What is EVV?

- EVV is a system that electronically verifies when and where services are provided to members. Members will be able to confirm their individual provider's time upon completion of the visit.



EVV - Why now?

- ▶ Why is Hawaii implementing EVV?
 - Pursuant to section 12006 of the 21st Century CURES Act and H.R. 6042, all states must implement an EVV system for home care / personal care services by January 1, 2021 and home health services which require an in-home visit by a provider by January 1, 2023. **Hawaii is implementing EVV for both home health and home care services on December 30th, 2020**



EVV Self-Directed Services

- ▶ Home Care Services
 - Attendant Care
 - Personal Assistance Level I and II
 - Private Duty Nursing - Delegated
 - Respite



EVV - Verification

- ▶ Per CMS, the EVV system must electronically verify:
 - Individual providing the service
 - Type of service performed
 - Individual receiving the services
 - Date of service
 - Time the service begins and ends
 - Location of service delivery at beginning and end⁶



EVV - Benefits

- ▶ How will EVV help? EVV will:
 - Assist with timely service delivery
 - Ensures you receive your services!
 - Reduce administrative burden - no more paper!
 - Save costs - prevention of fraud, waste and abuse

EVV - Devices



▶ Electronic devices

1. Sandata Mobile Connect - free mobile app
 - **Caregivers** mobile device (smartphone, tablet)
2. Sandata Mobile Connect - free mobile app
 - State supplied mobile device (smart device)
3. Sandata Telephonic Visit Verification
 - **Members** landline
4. Sandata Fixed Visit Verification
 - **Fob**



EVV - Schedule

- ▶ EVV System Live - Oct 6th
- ▶ Training - Nov/Dec
- ▶ Mandatory Statewide EVV use - 30th Dec 2020



Medicaid Self-Directed Member Training

- ▶ QI members will be trained by the health plan. Training (based on ability and desire) may include:
 - How to meet the responsibility to make sure each home visit is “Verified”.
 - How to access the EVV website to view and manage details about the services received.
 - How to use the EVV website to correct visit start and end times, update details regarding services and print reports on past visits.



EVV - Live-in Caregivers

- ▶ Do EVV requirements apply if the individual receiving personal care or home health care lives with the caregiver providing the service?
 - While the August 8th, 2019 CMCS Informational Bulletin below states it is not a federal requirement to use EVV for live-in caregivers, it also grants the states the latitude to use EVV to capture the visits on an hourly basis if they so choose.
 - **Hawaii has chosen to include the use of EVV for live-in caregivers as this curbs and prevents fraud, waste and abuse.**
 - CMS Guidance: "Do EVV requirements apply if the individual receiving personal care or home health care lives with the caregiver providing the service?"
 - No, EVV requirements do not apply when the caregiver providing the service and the beneficiary live together. PCS or HHCS rendered by an individual living in the residence does not constitute an "in-home visit". However, states are encouraged to apply appropriate oversight to services provided in these circumstances to curb fraud, waste and abuse. **Additionally, states may choose to implement EVV in these instances, particularly when using discrete units of reimbursement, such as on an hourly basis.**"



FAQs



EVV-FAQs

Self-Directed Services

- ▶ Which SD services require EVV participation for the worker I hired?
 - PA1- Chore
 - PA2- Personal Assistance
 - PA2- Delegated (some nursing tasks)



EVV - FAQs

- ▶ What is the purpose of EVV?
 - The purpose of EVV is to verify that all members are receiving the services authorized for their support and for which the state pays through the health plans.
 - The EVV System will also help record the hours that are worked by employees on behalf of QI members.



EVV - FAQs

- ▶ Who will have to use the EVV System?
 - To include but not limited to: Caregiver, Companion, Homemaker, Home Health Aide (HHA), Certified Nurse Aide (CNA), LPN, RN, Physical Therapist, Occupational Therapist, and Speech Therapist will use EVV when they provide services to members.
 - The EVV System is mandatory for all Home Health Agencies, Home Care Agencies, *Self-Direct members and their workers who provide in-home services to members in the QI program.*



EVV - FAQs

- ▶ Will there be a cost to use the EVV program?
 - No, there will not be a cost to the QI member
 - The App is free
 - No monthly, start up, or initial fees of any kind
 - Reporting is free



EVV - FAQs

- ▶ Who is the state approved EVV vendor?
 - MQD has contracted with one statewide EVV vendor, *Sandata* which will be available for use at no cost.
- ▶ If I want to have a work schedule for the caregivers, who sets it up?
 - The Self-Directed Employer or the Service Coordinator



Resources

- ▶ Email: EVV-MQD@dhs.hawaii.gov
- ▶ 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.medicare.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>



Mahalo!