

Med-QUEST presents:

ELECTRONIC VISIT VERIFICATION

EVV Town Hall

3:00 PM 20th October 2020

Agenda

- ▶ Provider Types
- ▶ EVV Services
- ▶ What is EVV?
- ▶ Why now?
- ▶ Live-in caregivers
- ▶ Benefits
- ▶ EVV Verification
- ▶ Devices
- ▶ Schedule
- ▶ Training
- ▶ FAQs
- ▶ Q&A



Provider Types

- ▶ **Provider Agencies effected by EVV**
 - Provider type 23 - HOME HEALTH AGENCY
 - Provider type 24 - PERSONAL CARE ATTENDANT
 - Provider type 46 - NURSE (PRIVATE-RN/LPN)
 - Provider type H1 - DD/ID



EVV Services

- ▶ **Home Health Agency Services**
 - Skilled Nursing
 - PT, OT, ST, HHA
- ▶ **Home Care Agency Services**
 - Attendant Care
 - Personal Assistance Level I and II
 - Private Duty Nursing
 - Respite



EVV Services

- ▶ 1915c Waiver Provider Agency Services
 - Chore
 - Personal Assistance/Habilitation
 - Private Duty Nursing
 - Respite
- ▶ Self Directed (SD)/Consumer Directed Services (CDS)



EVV - Services

- ▶ What services require the use of EVV?
 - Participation in the EVV implementation is mandatory for the following programs: Waivers 1115 and 1915c.
 - See appendix for list of services and codes



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 January 1st, 2021**



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.**"



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 - DDD Consumer Directed

▶ How will EVV help? EVV will:

- Consumer Direct Services require employees to use an EVV method on 1/1/2021. Begin using it now!
- EVV used for RSP, PAB, CHOR services, but not CLS services
- Methods used: Phone and EVV Mobile App
- Talk Story sessions to learn more details on 10/27 5-6pm, 11/2 9-10am, 11/7 9-10am Call 1-800-689-9374 Code: 7576113#
- Instructions available via videos and written instructions on Acumen website and DCI portal, webinars via Eventbrite (register via website), Acumen customer service at (866) 759-9498, or your Acumen Agent.
- No landline? Employee has no access to a Smartphone or tablet with internet? Contact Arlina at (808) 452-1320.



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 end¹²

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

- ▶ Provider Training - Oct 5th
- ▶ EVV System Live - Oct 6th
- ▶ Mandatory Statewide EVV use - 30th Dec 2020



Medicaid Member Training

- ▶ No training needed for members
- ▶ Four easy steps to confirm (of deny) the visit services



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.



FAQs



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 is billed.
 - The EVV System will also help record the hours that are worked by agency employees on behalf of QI members.



EVV - FAQs

- ▶ Who will have to use the EVV System?
 - To include but not limited to: Direct Support Worker, 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, *Intellectual and Developmental Disabilities Agencies*, Self-Direct members, *Consumer-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, Provider or QI MCO
 - 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 by providers, MCOs, and the DDD at no cost.



EVV - FAQs Home Care (HCA)

- ▶ Who will have to use the EVV System?
 - EVV is mandatory for all Home Care Agencies serving Medicaid members in the QI program.
 - HCA staffing includes but is not limited to: Companions, Homemakers, Certified Nurse Aides (CNA), LPNs, RNs.



EVV - FAQs Home Health (HHA)

- ▶ Who will have to use the EVV System?
 - EVV is mandatory for all Home Health Agencies serving Medicaid members in the QI program.
 - HHA staffing includes but is not limited to: Home Health Aides (HHA), Certified Nurse Aides (CNA), LPNs, RNs, Physical Therapists, Occupational Therapists, and Speech Therapists



EVV - FAQs DDD

- ▶ Who will have to use the EVV System?
 - EVV is mandatory for all Intellectual and Developmental Disabilities (I/DD) Waiver Agencies who provide in-home services to Medicaid members in the 1915c waiver program.
 - I/DD Medicaid Waiver Agency staffing includes but is not limited to: Direct Support Workers, PAB Workers, Chore Workers, LPNs, RNs.



EVV-FAQs

Consumer Directed Services

- ▶ Will (non-agency) workers hired by QI members must use the EVV System?
 - YES - EVV is mandatory for all workers who provide in-home services to Medicaid members, this includes:
 - QI Self Direction (SD) Workers; and
 - I/DD Waiver Consumer Directed Personal Assistance (CDPA) Workers



EVV-FAQs

SD and CDPA Services

- ▶ Which SD and CDPA services require EVV participation for the worker I hired?

QI- SD	I/DD Waiver - CDPA
➤ PA1- Chore	➤ Chore
➤ PA2- Personal Assistance	➤ PAB
➤ PA2- Delegated (some nursing tasks)	➤ Respite



Q&A



Q&A

- ▶ Who sets up the work schedules for the caregivers?
 - ▶ The case manager or provider agency
- ▶ How will EVV know if my caregiver does not start a visit?
 - There is a dashboard that the provider agency will monitor that tracks all visits



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>



EVV - Services

- ▶ Developmental Disabilities Division (DDD): PA1 - Chore services (S5120), PAB - Attendant care services (S5125), Attendant care services - Big Island (99509), PAB - Personal Care Services (T1019), Private Duty Nursing - General (T1000), Private Duty Nursing - RN (T1002), Private Duty Nursing - LPN/LVN (T1003), Respite Care - unskilled, not hospice (S5150), Respite Care (T1005)



EVV - Services & Codes

- ▶ QI Home Health Services: Nursing Services - RN Hs (G0299), Nursing Services - LPN Hs (G0300), Nursing Services - RN Obs / Assessment (G0493), Nursing Services - LPN Obs / Assessment (G0494), Nursing Services - RN Training / Edu. (G0495), Nursing Services - LPN Training / Edu. (G0496), Home Health Aide (G0156), Phy Therapist - Services (G0151), Phy Therapy - Assistant Visit (G0157), Phy Therapist - Maintenance Program (G0159), Phy Therapy, in the home - Per diem (S9131), Occupational Therapy - Services (G0152), Occupational Therapy - Asst. Services (G0158), Occupational Therapy - Maint. Program (G0160), Occupational Therapy - Per diem (S9129), Speech Therapy - Services (G0153), Speech Therapy - Maint. (G0161), Speech Therapy - In the home (S9128)
- ▶ QI Home Care Services: PA1 - Chore services (S5120), Attendant care services (S5125), PA1 - Homemaker service, nos (S5130), PA1 - Companion care, adult (S5135), Respite Care - unskilled - 15 min (S5150), Respite Care - unskilled - Per diem (S5151), Respiratory Therapy - Initial Eval. (S5180), Respiratory Therapy, Nos - Per diem (S5181), PA2 - Pers Care Srv - Aide / Nurse Asst (S9122), Private Duty Nursing - RN (S9123), Private Duty Nursing - LPN/LVN (S9124), Respite Care - Per diem (S9125), Respite Care - 15 min (T1005)



Mahalo!