Med-QUEST presents:

ELECTRONIC VISIT VERIFICATION

EVV Town Hall - QI Member

2:00 PM 22nd December 2020
Agenda

- What is EVV?
- Why now?
- Provider Types
- EVV Services
- EVV Verification
- Benefits
- Sandata Devices
- Schedule
- Training
- 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.
Provider Agencies effected by EVV

- Provider type 23 - HOME HEALTH AGENCY
- Provider type 24 - PERSONAL CARE ATTENDANT
- Provider type 46 - NURSE (PDN, 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

- Participation in the EVV implementation is mandatory for the Waivers 1115 and 1915c programs
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 end
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 6\textsuperscript{th}
- Provider Agency Training - Nov/Dec
- Mandatory Statewide EVV use - 30\textsuperscript{th} Dec 2020
Medicaid Member Training

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

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 schedule for the caregivers, who sets it up?
  ➢ The Provider Agency
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:
- CMS Medicaid EVV site:
Mahalo!