

Med-QUEST presents:
ELECTRONIC VISIT VERIFICATION

EVV Town Hall - QI Member

2:00 PM 22th 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 Types

- ▶ **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



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 end⁸



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
- ▶ Provider Agency Training - Nov/Dec
- ▶ 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



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 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 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

- ▶ 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:
<https://www.congress.gov/bill/114th-congress/house-bill/34/text>
- ▶ CMS Medicaid EVV site:
<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>



Mahalo!