

Subject: Med-QUEST Electronic Visit Verification (EVV) - Update #1: Mandatory training projected to start in Fall 2019. And introducing Med-QUEST EVV Project Manager, Douglas Forsell

To: QUEST Integration Health Plans and Department of Health DDD

Introducing MQD's EVV Project Manager, Douglas Forsell. Douglas joined MQD last month and is the contact for all issues related to EVV for the duration of implementation. Douglas can be contacted at dforsell@dhs.hawaii.gov. The EVV mailbox EVV-MQD@dhs.hawaii.gov will continue to be available during and after the implementation.

Please share the following information through your usual modes of communication (newsletter, website, mailers, etc.) with all applicable provider stakeholders including Home and Community Based Service (HCBS) providers. This information will also be uploaded to the EVV webpage on our website: <https://medquest.hawaii.gov/en/plans-providers/electronic-visit-verification.html>. There will be future email blasts for the HCBS provider community. In separate future email blasts, we will be sending out communication intended for Medicaid beneficiaries receiving HCBS. Finally, future email blasts of this nature will be coming directly from Douglas Forsell.

Aloha HCBS Providers:

Mandatory EVV training

Please be advised that mandatory Electronic Visit Verification (EVV) training is projected to start in Fall 2019. The following will be required to take EVV training:

- MCO, DDD, and MQD staff whose duties include HCBS
- HCBS Providers
- Medicaid beneficiaries receiving HCBS

Training will be provided by the EVV statewide vendor. MQD anticipates that training will be delivered in several modes including face-to-face, webinar, and self-paced learning.

More details will be provided after the EVV statewide vendor is selected.

Although MQD encourages that this information be shared with all applicable stakeholders, please note that MQD will also be notifying HCBS providers and Medicaid beneficiaries receiving HCBS about mandatory EVV training when more details are available.

EVV Overview

The 21st Century Cures Act passed by Congress in December 2016 requires states to implement EVV for certain home and community-based services: personal care services (PCS) by January 1, 2020, and home health care services (HHCS) by January 1, 2023.

The EVV system must electronically verify:

- **Type of service** performed

- **Individual receiving** the services
- **Date** of service
- **Location** of service delivery at beginning and ending of service
- **Individual providing** the service
- **Time** the service **begins** and **ends**

Hawaii will be implementing both PCS and HHCS at the same time. “Open Vendor” was selected as the EVV system model. The Open Vendor model utilizes a single EVV vendor but allows HCBS providers, MCOs & DDD to use other EVV vendors at their own cost. Stakeholders choosing to use an alternate system will incur any and all related costs, including costs related to system requirements necessary to transmit data to the statewide EVV vendor data aggregator.

EVV Implementation Timeline (projected, subject to change)

- Spring 2019 - Statewide EVV vendor selected & awarded*
- Summer 2019 – EVV Design / Configuration / Testing
- Fall 2019 - Mandatory EVV training
- Winter 2019 - Full implementation

*Pending CMS and ADAO-ASET approval

EVV Resources

Additional MQD EVV information can be found here: <https://medquest.hawaii.gov/en/plans-providers/electronic-visit-verification.html>

Post implementation of EVV, the mailbox EVV-MQD@dhs.hawaii.gov will continue to be available for all EVV related questions.