Med-QUEST presents:
ELECTRONIC VISIT VERIFICATION
Key Performance Indicators (KPI)
2022 Q1
Key Performance Indicators (KPIs)
KPI 1 - Association of EVV Record to Claim/Encounter

- To Ensure That Claims And Encounters Are Not Being Paid For Unverified Visits

- Results Table
  - The number of paid claims/encounters (visits) using an EVV solution and captured as a qualified event, as a percentage of total paid claims/encounters (visits) for PCS and Home Health in the period
  - Hawaii Hard Edit turned on for DOS 10/1/21 and beyond
  - The data includes PCS and Home Health claims/encounters

- (State) Data Exceptions:
  - Self-directed services use the state supplied EVV solution to capture time
  - The MCO payroll processes use the EVV time to generate payroll
  - There are no claims or encounters generated for the self-directed population. However, Hawaii is in the process of generating encounters for this population
KPI 1 - Association of EVV Record to Claim/Encounter*

As of: 12/10/21

*As of: 12/10/21
KPI 2 - EVV Record Match Against Approved Services, Providers, and Units

- **To Ensure Linkage Between Authorized Provider, Service, Units And Beneficiary For Home Visits**

- **Results Table**
  - The number of paid claims/encounters (visits) that were verified against authorizations for the provider, client, services and units in MMIS/MCO system prior to payment, as a percentage of the total paid claims/encounters (visits) for **PCS and Home Health** in the period.

- **(State) Data Exceptions**
  - Self-directed services use the state supplied EVV solution to capture time. The MCO payroll processes use the EVV time to generate payroll.
  - There are no claims or encounters generated for the self-directed population. However, Hawaii is in the process of generating encounters for this population.
  - While Self-Directed is not counted, for the self-direct population to generate a verified visit an active authorization is required.

- **No EVV services are paid without an authorization**

- The data includes PCS & Home Health claims/encounters
KPI 2 - EVV Record Match Against Approved Services, Providers, and Units

*As of: 12/10/21

<table>
<thead>
<tr>
<th>Month</th>
<th>Authorized Procedures</th>
<th>% Paid Procedures Authorized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 2020</td>
<td>16,134</td>
<td>100%</td>
</tr>
<tr>
<td>Nov 2020</td>
<td>23,183</td>
<td>100%</td>
</tr>
<tr>
<td>Dec 2020</td>
<td>29,382</td>
<td>100%</td>
</tr>
<tr>
<td>Jan 2021</td>
<td>31,949</td>
<td>100%</td>
</tr>
<tr>
<td>Feb 2021</td>
<td>33,030</td>
<td>100%</td>
</tr>
<tr>
<td>Mar 2021</td>
<td>36,018</td>
<td>100%</td>
</tr>
<tr>
<td>Apr 2021</td>
<td>33,785</td>
<td>100%</td>
</tr>
<tr>
<td>May 2021</td>
<td>34,791</td>
<td>100%</td>
</tr>
<tr>
<td>Jun 2021</td>
<td>34,129</td>
<td>100%</td>
</tr>
<tr>
<td>Jul 2021</td>
<td>35,861</td>
<td>100%</td>
</tr>
<tr>
<td>Aug 2021</td>
<td>35,979</td>
<td>100%</td>
</tr>
<tr>
<td>Sep 2021</td>
<td>35,916</td>
<td>100%</td>
</tr>
<tr>
<td>Oct 2021</td>
<td>36,128</td>
<td>100%</td>
</tr>
<tr>
<td>Nov 2021</td>
<td>36,052</td>
<td>100%</td>
</tr>
<tr>
<td>Dec 2021</td>
<td>36,573</td>
<td>100%</td>
</tr>
<tr>
<td>Jan 2022</td>
<td>31,216</td>
<td>100%</td>
</tr>
<tr>
<td>Feb 2022</td>
<td>27,445</td>
<td>100%</td>
</tr>
<tr>
<td>Mar 2022</td>
<td>22,133</td>
<td>100%</td>
</tr>
</tbody>
</table>

The chart illustrates the number of procedures for HCBS and the number of procedures validated against authorizations. The data is segmented by month from October 2020 to March 2022. The chart shows a consistent trend with months having similar numbers of authorized and paid procedures, indicating high match rates against approved services, providers, and units.
KPI 3- EVV Records Without Manual Edits

- To Reduce Incidence of Manually Entered or Edited EVV Records
  - Results Table
    - The number of visits that were verified without manual edits against the total number of visits, as a percentage for PCS and Home Health in the period.
  - (State) Data Exceptions
    - None associated with this KPI
  - Verified visits only include a status of Verified, Approved, or Processed
KPI 3 - EVV Records Without Manual Edits

PCS and Home Health Percentage of EVV Qualified visits with No Manual Edits

*As of: 12/10/21
KPI 4 - EVV System Availability

To Ensure The EVV System Has A High Availability
KPI 5 - Privacy and Security

- To Ensure The State Is Managing Privacy and Security Risks
  - HITRUST Re-Certification - September 30, 2020
  - Sandata Annual Penetration Testing - May 2021
  - No High or Very High risks for 2020-2021
  - HITRUST Interim assessment dated October 13, 2021

- Future Audits
  - Q1 2022 SOC2 Type 2
  - Q2 2022 HITRUST Re-Certification - moving up annually from Q3
  - Q2 Annual Penetration Testing
Mahalo!