*Med-QUEST presents:*

# ELECTRONIC VISIT VERIFICATION

## *Key Performance Indicators (KPI)*

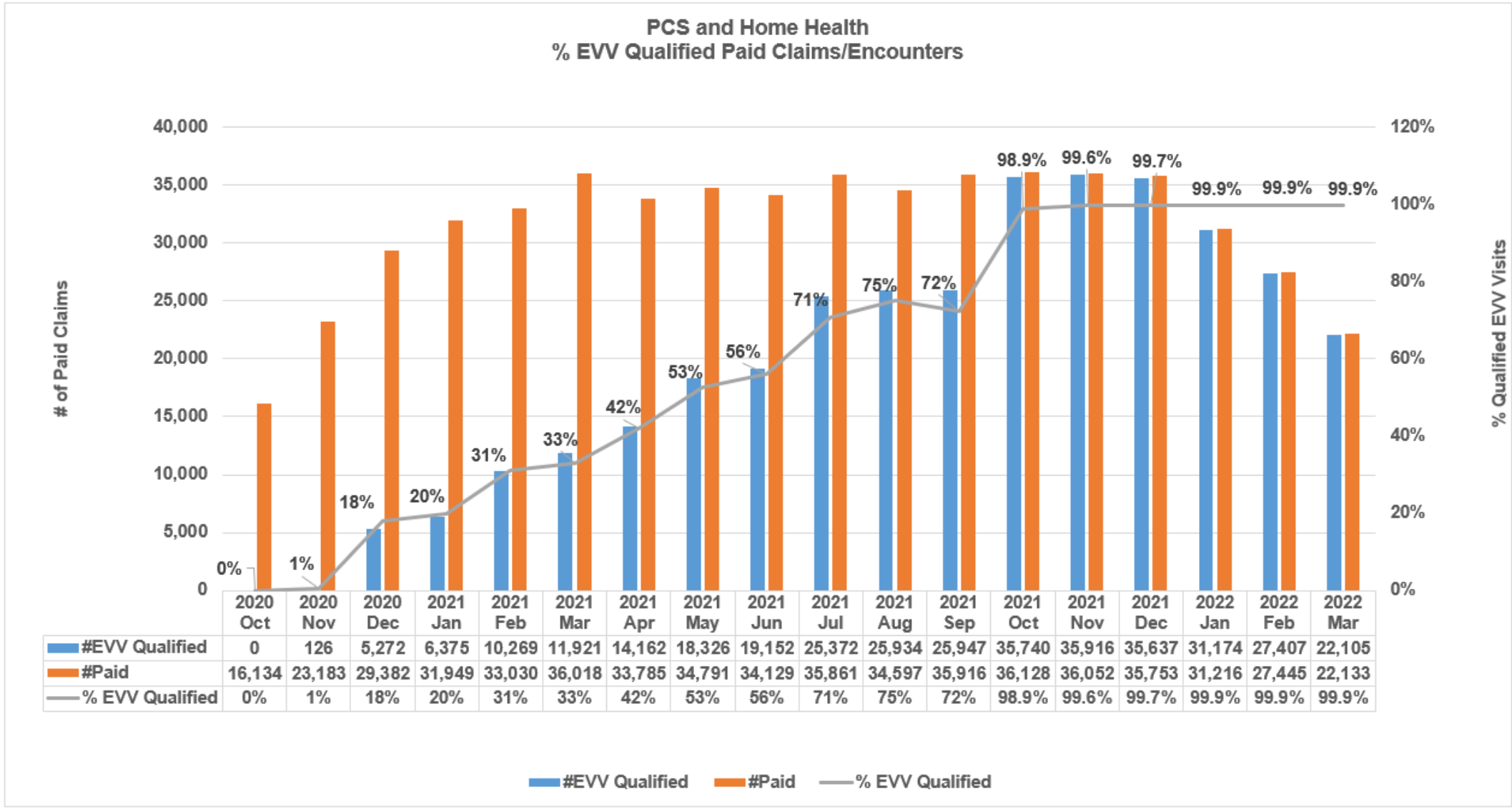
*2022 Q1*

# 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*



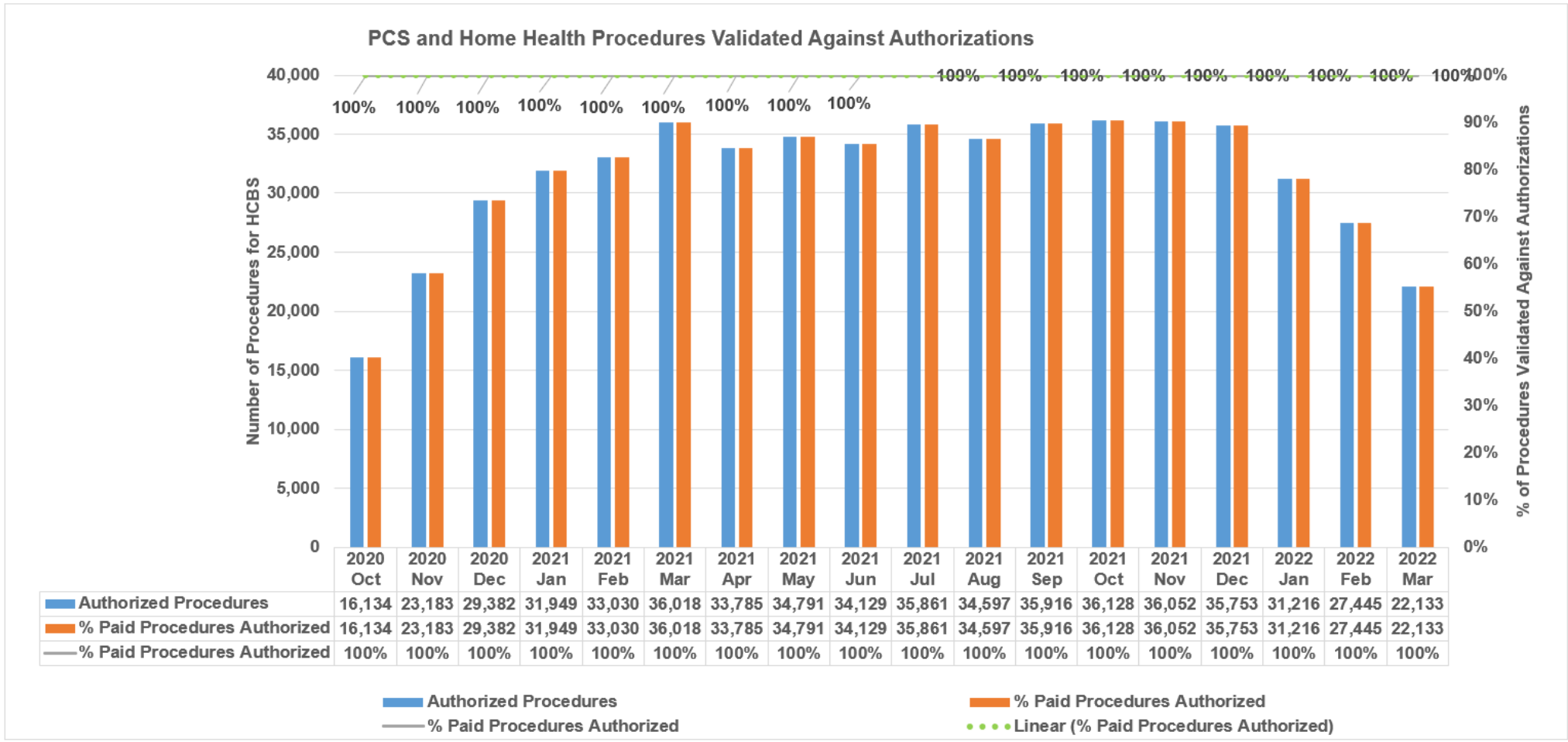

| | 2020 Oct | 2020 Nov | 2020 Dec | 2021 Jan | 2021 Feb | 2021 Mar | 2021 Apr | 2021 May | 2021 Jun | 2021 Jul | 2021 Aug | 2021 Sep | 2021 Oct | 2021 Nov | 2021 Dec | 2022 Jan | 2022 Feb | 2022 Mar |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| #EVV Qualified | 0 | 126 | 5,272 | 6,375 | 10,269 | 11,921 | 14,162 | 18,326 | 19,152 | 25,372 | 25,934 | 25,947 | 35,740 | 35,916 | 35,637 | 31,174 | 27,407 | 22,105 |
| #Paid | 16,134 | 23,183 | 29,382 | 31,949 | 33,030 | 36,018 | 33,785 | 34,791 | 34,129 | 35,861 | 34,597 | 35,916 | 36,128 | 36,052 | 35,753 | 31,216 | 27,445 | 22,133 |
| % EVV Qualified | 0% | 1% | 18% | 20% | 31% | 33% | 42% | 53% | 56% | 71% | 75% | 72% | 98.9% | 99.6% | 99.7% | 99.9% | 99.9% | 99.9% |

*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



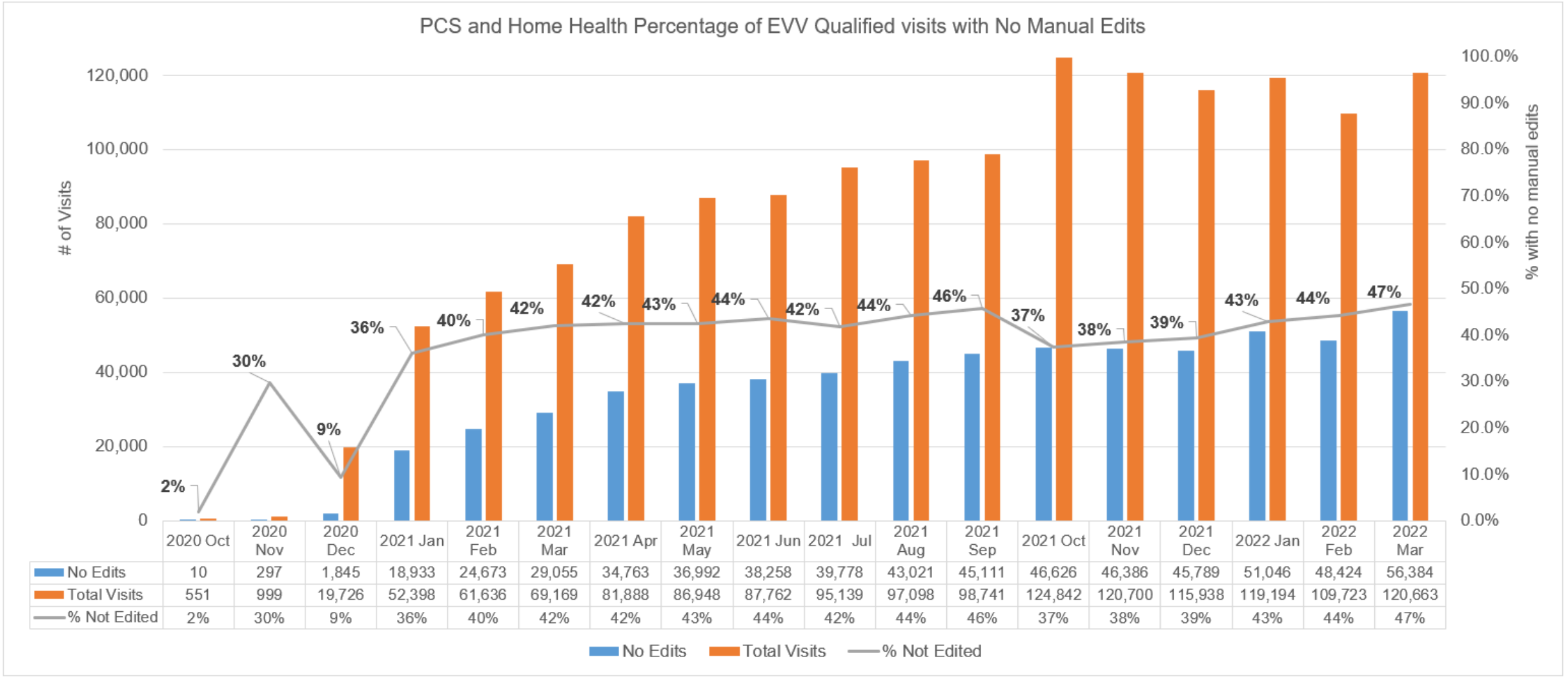

| | 2020 Oct | 2020 Nov | 2020 Dec | 2021 Jan | 2021 Feb | 2021 Mar | 2021 Apr | 2021 May | 2021 Jun | 2021 Jul | 2021 Aug | 2021 Sep | 2021 Oct | 2021 Nov | 2021 Dec | 2022 Jan | 2022 Feb | 2022 Mar |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Authorized Procedures | 16,134 | 23,183 | 29,382 | 31,949 | 33,030 | 36,018 | 33,785 | 34,791 | 34,129 | 35,861 | 34,597 | 35,916 | 36,128 | 36,052 | 35,753 | 31,216 | 27,445 | 22,133 |
| % Paid Procedures Authorized | 16,134 | 23,183 | 29,382 | 31,949 | 33,030 | 36,018 | 33,785 | 34,791 | 34,129 | 35,861 | 34,597 | 35,916 | 36,128 | 36,052 | 35,753 | 31,216 | 27,445 | 22,133 |
| % Paid Procedures Authorized | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

*As of: 12/10/21

# 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

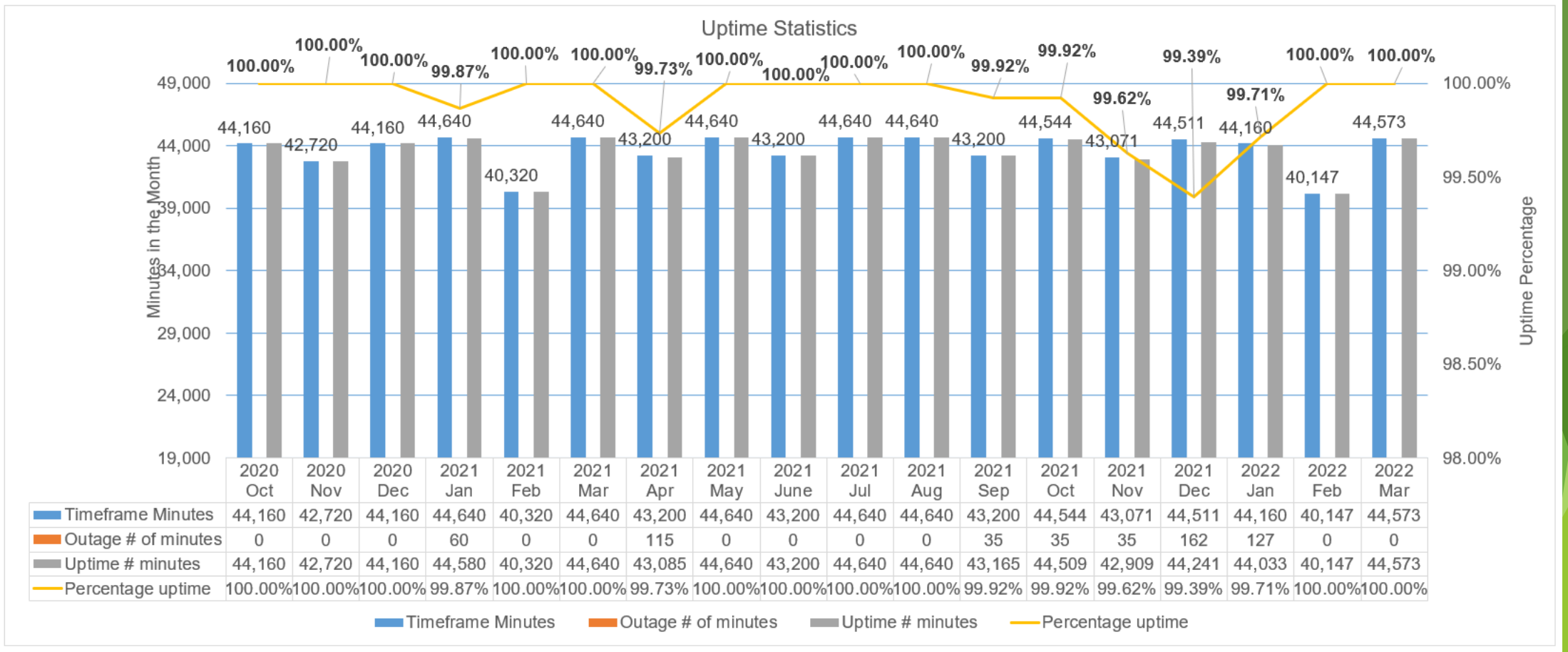



| | 2020 Oct | 2020 Nov | 2020 Dec | 2021 Jan | 2021 Feb | 2021 Mar | 2021 Apr | 2021 May | 2021 Jun | 2021 Jul | 2021 Aug | 2021 Sep | 2021 Oct | 2021 Nov | 2021 Dec | 2022 Jan | 2022 Feb | 2022 Mar |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No Edits | 10 | 297 | 1,845 | 18,933 | 24,673 | 29,055 | 34,763 | 36,992 | 38,258 | 39,778 | 43,021 | 45,111 | 46,626 | 46,386 | 45,789 | 51,046 | 48,424 | 56,384 |
| Total Visits | 551 | 999 | 19,726 | 52,398 | 61,636 | 69,169 | 81,888 | 86,948 | 87,762 | 95,139 | 97,098 | 98,741 | 124,842 | 120,700 | 115,938 | 119,194 | 109,723 | 120,663 |
| % Not Edited | 2% | 30% | 9% | 36% | 40% | 42% | 42% | 43% | 44% | 42% | 44% | 46% | 37% | 38% | 39% | 43% | 44% | 47% |

*As of: 12/10/21

# KPI 4- EVV System Availability

- **To Ensure The EVV System Has A High Availability**




| | 2020 Oct | 2020 Nov | 2020 Dec | 2021 Jan | 2021 Feb | 2021 Mar | 2021 Apr | 2021 May | 2021 June | 2021 Jul | 2021 Aug | 2021 Sep | 2021 Oct | 2021 Nov | 2021 Dec | 2022 Jan | 2022 Feb | 2022 Mar |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Timeframe Minutes | 44,160 | 42,720 | 44,160 | 44,640 | 40,320 | 44,640 | 43,200 | 44,640 | 43,200 | 44,640 | 44,640 | 43,200 | 44,544 | 43,071 | 44,511 | 44,160 | 40,147 | 44,573 |
| Outage # of minutes | 0 | 0 | 0 | 60 | 0 | 0 | 115 | 0 | 0 | 0 | 0 | 35 | 35 | 35 | 162 | 127 | 0 | 0 |
| Uptime # minutes | 44,160 | 42,720 | 44,160 | 44,580 | 40,320 | 44,640 | 43,085 | 44,640 | 43,200 | 44,640 | 44,640 | 43,165 | 44,509 | 42,909 | 44,241 | 44,033 | 40,147 | 44,573 |
| Percentage uptime | 100.00% | 100.00% | 100.00% | 99.87% | 100.00% | 100.00% | 99.73% | 100.00% | 100.00% | 100.00% | 100.00% | 99.92% | 99.92% | 99.62% | 99.39% | 99.71% | 100.00% | 100.00% |

# 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

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# Mahalo!