Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

**February 22, 2021
10am-12pm**

1.	10:00	Call to Order	Devon Green and Erin Maguire, Co-Chairs
2.	10:05	Roll Call Establish Quorum	Zack Goss, Health Care Training and Communication Manager (DVHA)
3.	10:10	Approve Previous Minutes	Devon Green and Erin Maguire, Co-Chairs
4.	10:15	Electronic Visit Verification: Overview and Status	Bill Clark, Medicaid Compliance Officer (DVHA)
5.	10:40	Integrated Enrollment and Eligibility: Overview and Status	Jonathan Zehnacker, Deputy Program Sponsor (DVHA)
6.	11:00	Commissioner's Update – Including DVHA SFY2022 Recommended Budget	Cory Gustafson, Commissioner (DVHA) Lisa Schilling, Financial Director (DVHA)
7.	11:15	Committee Budget Discussion	Devon Green and Erin Maguire, Co-Chairs
8.	11:45	Public Comment	Devon Green and Erin Maguire, Co-Chairs
9.	11:50	Final Committee Discussion	Devon Green and Erin Maguire, Co-Chairs
10.	12:00	Adjourn	Devon Green and Erin Maguire, Co-Chairs

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Roll Call and Quorum

Zack Goss, Health Care Training and Communication Manager (DVHA)

January 25, 2021 Meeting Minutes

Devon Green and Erin Maguire, Co-Chairs

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Electronic Visit Verification

Bill Clark

Medicaid Compliance Officer (DVHA)

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- What is Electronic Visit Verification?

- Why do we need EVV?

- Who will use EVV?

- What is the Vermont EVV Solution?

- EVV Training & Implementation

- Next Steps

- Questions

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What is Electronic Visit Verification?

- Electronic Visit Verification (EVV) is a telephone and computer-based system that records information about services provided.

- The 21st Century Cures Act (Cures Act) requires all states to use an EVV system for Medicaid funded personal care and home health services.

- In accordance with the Cures Act, the Vermont Medicaid EVV system will collect the following information:

Performed Care Details

Person Receiving the Visit

Date of the Visit

Location of Visit Delivery

Person Providing the Visit

Time the Visit Begins and Ends

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Electronic Visit Verification

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- It is a federal requirement for all states to use an EVV system.

- If we do not use EVV, we will not receive funding from the federal government for our programs.

- The purpose of EVV is to ensure:

    - The correct services are provided at the right location.

    - The services are recorded accurately.

    - Services that are not provided are not submitted for payment.

   - Compliance with the 21st Century Cures Act.

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Who will use EVV?

- The programs that must use EVV for personal care are:

  - Children's Personal Care.

  - Choices for Care (including Flexible Choices & Moderate Needs Group).

  - Attendant Services Program.

  - Traumatic Brain Injury Program.

- **EVV is not required when the caregiver lives in the home.**

- **EVV is not required for services performed entirely outside the home.**

- Personal care services must use EVV by January 1, 2021.

- Home Health Services will have to use EVV by 2023.

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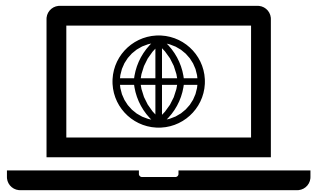
- The Vermont EVV system will use a Mobile Application (**Sandata Mobile Connect**) or **Telephony** to collect visit information.

- An **Online EVV Portal** will be used by providers to review and correct EVV data.

- Home Health Agencies (HHA) can use the Vermont EVV system or an alternative EVV system which connects to Vermont's EVV system.

- EVV data will automatically go into the **E-TimeSheet Portal**. This will save caregivers and members time when completing and approving timesheets.

E-TimeSheet

Portal

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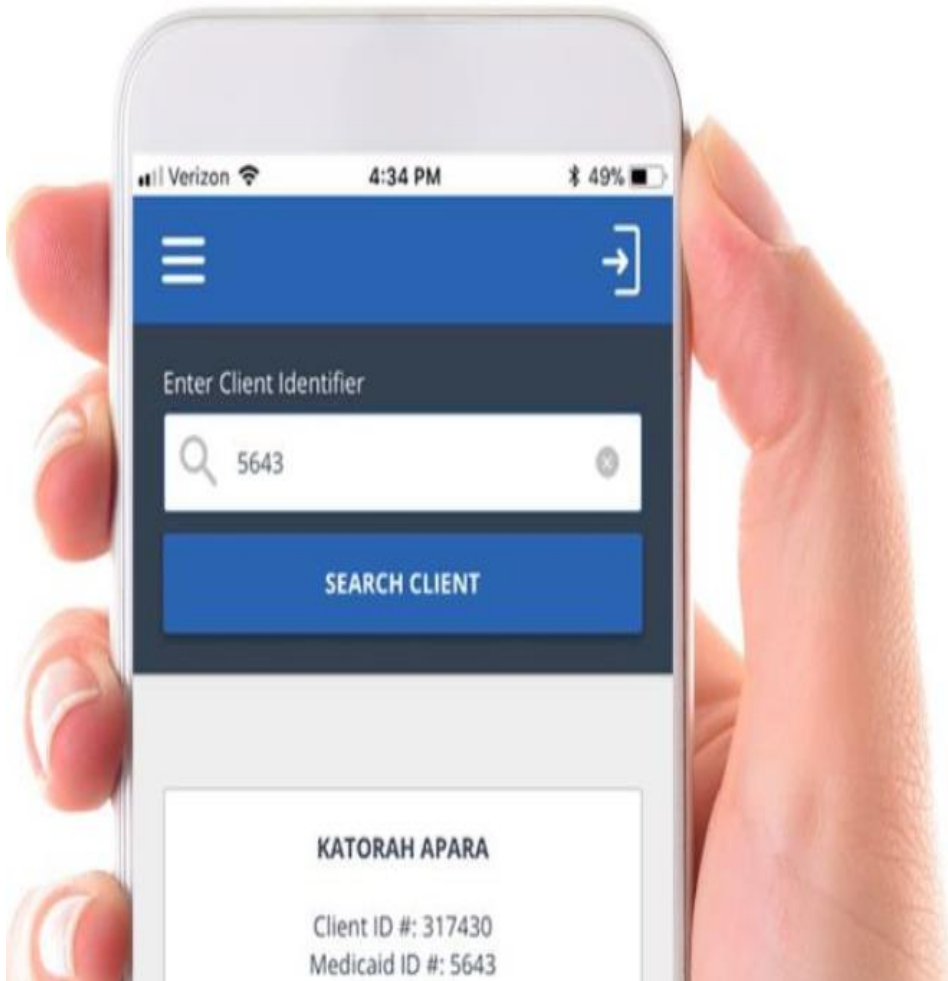
- Works regardless of cell/wi-fi connection in rural areas (connected or disconnected).

- Bring Your Own Device Model.

- Application download is available free of charge for iOS and Android.

- Client is selected and service selected from a drop-down list.

- Start and end time are verified with GPS to the client's address.

- GPS location captured at check in and out only.

- Visit notes can be added prior to visit end.

- Multiple languages, ADA 508 and HIPAA compliant.

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- Caregiver calls at the beginning and end of each individual visit.

- Caregiver can use the participant's home telephone.

- Caregiver enters their EVV ID, the Clients ID and appropriate Service ID numbers based on the provided services.

- Toll-free numbers will be provided and made available 24/7.

Sandata EVV Web Portal

▶ Near real-time capture of data and monitoring.

▶ Exception flags for visits that are missing required data can be fixed right away.

▶ Visit corrections require a reason code and are logged in the history tab.

▶ Data supports claims submission and reporting.

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- **September 23rd, 2020:** A Pilot Training Group with 225 participants started to test all learning modules, use EVV and provide feedback.

- **November 17th, 2020:** Employers received credentials and training.

- **December 3rd, 2020:** Employees received credentials and training in 3 phases.

- **January 4th, 2021:** All active employees credentialed and trained.

- **January 18th, 2021:** All non-active employers/employees credentialed.

- **Ongoing training & support options include:**

  - Recordings of live instructor-led webinars.

  - Online Video Library with step-by-step tutorials.

  - Downloadable user manuals and quick reference guides.

  - ARIS EVV Call Center

  - Participants have access to both caregiver and client modules.

- **For more information on EVV Training www.arissolutions.org**

User Guide

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Next Steps

- Visit www.arissolutions.org and click on the EVV Icon

On-Demand EVV Training

Learn at your own pace with a variety of training options that include an online video library, user manuals, and quick reference guides.

To get started, click on the icon below that best describes your role.

Employee (Care Provider)

Employer

Electronic Visit Verification

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Integrated Enrollment and Eligibility: Overview and Status

Jonathan Zehnacker, Deputy Program Sponsor (DVHA)

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IE&E's *N*orth Star Statement

We Live In A World Where…

Eligible Vermonters have a simple and easy way to apply for, access, and maintain healthcare and financial benefits, without coverage gaps. We deliver these services efficiently and sustainably, using innovative ways of working and modern technology.

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A better customer experience

- Fill out a single, simple application to apply for benefits

- Do so online, by phone, on paper, or in person.

- Eligibility determinations will be correct and on-time.

- Information will be presented clearly and concisely, in method and language of their choosing

A better staff experience

- Empowered to focus more on customer service than program rules and systems.

- Fewer manual processes and less paperwork

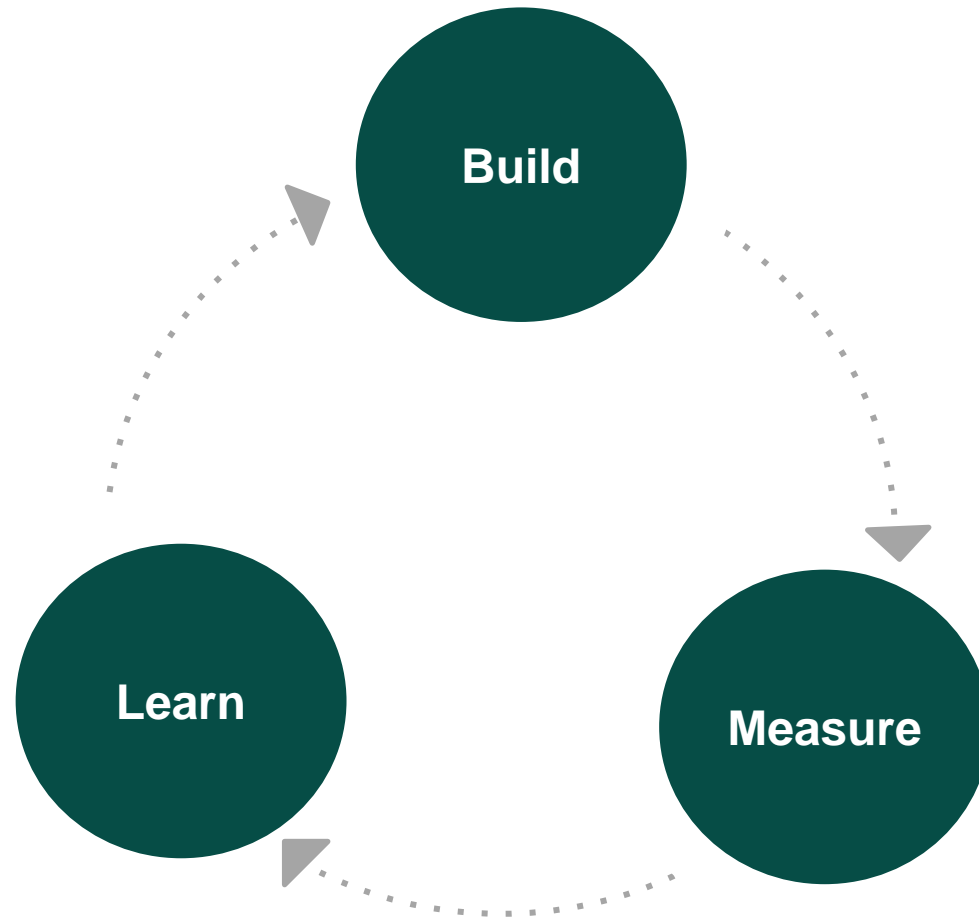- Better coordination across programs

- Less redundancy

We're focusing on our customers first

Using customer feedback to make improvements along the way...

We're breaking up big pieces of IT work using a modular strategy and implementing small manageable pieces that immediately begin to improve customer and staff experience.

Accomplishments in 2020....

- Launched our electronic **Document Uploader** tool in November of 2019.
  - This new application is a technical solution that allows Vermonters to utilize mobile and online technology to submit verification documentation.
  - The solution improves the efficiency of the eligibility determination process and results in a better customer experience for Vermonters.
  - Proved to be a critical tool during pandemic with people staying home

- Completed our **Enterprise Content Management (ECM) Migration** project in May of 2020.
  - This was an effort to bring all documents and all workflows from Oracle Web Center (OWC) Content management system into the State of Vermont Hyland OnBase Electronic Content Management solution.
  - This allowed for cost savings and staff efficiency by moving from two document management systems to one.

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Accomplishments in 2020....(cont'd)

- Completed the **Enterprise Content Management (ECM) Encryption** project in May of 2020.
  - Brings the Onbase system into security compliance as we move to expand the use of our doc uploader application to VHC/QHP enhancing service to Vermonters.

- Completed the source policy update phase of our **Business Rules Management** effort in July 2020.
  - This is a critical step in preparing policies for eventual translation in to use in a new Case Management system which is on our roadmap for SFY 2024.

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- Completed our **Customer Portal Phase 2 – Authentication (i.e. customer log-in) and MABD Online Application Pilot project** in October of 2020.

  - The authentication part of this effort allows us to consolidate two log-ins for Vermonters to a single log-in thus making it easier for a customer to access our systems.
  - In addition, adding authentication to our document uploader brings us in to federal compliance which allows our Medicaid and Qualified Health Plan customers to submit verification documentation electronically.
  - The MABD Online Application Pilot will allow customers to have an MABD application completed while they are on the phone with a State call center representative.
  - This is a first step towards meeting the federal compliance requirement of providing the ability to apply through all modalities (paper, in person, phone, online).

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- The **Business Intelligence – OBIEE to OFE project** closed in mid-September of 2020.
  - This was a project to get our Health Access Eligibility and Enrollment unit business reporting application moved over to an upgraded environment for reliable and secure use going forward.
  - This a project that then allows us to begin preparing for future case management related projects.

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Other work includes the following:

- A new IE&E Implementation Advance Planning Document (IAPD) that explains our IEE strategy and budget was submitted to CMS in mid-July.
- Worked with FNS/CMS on an updated Cost Allocation Methodology (CAM) with the final submission made in late January 2021.
- Received approval for funding through March 2021 and quarterly approval after that as we work to finalize the CAM and APD.
- The IE&E Steering Committee and related governance teams continue to meet regularly and are actively engaged in the program.
- The IE & E roadmap has been updated and is continuously reviewed with the IE& E Steering Committee.

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Commissioner's Update – Including DVHA SFY2022 Recommended Budget

Cory Gustafson, Commissioner (DVHA)

Lisa Schilling, Financial Director (DVHA)

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Public Comment & Final Committee Discussion

Adjourn

Devon Green and Erin Maguire, Co-Chairs