

Electronic Visit Verification



Agenda

- ▶ 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

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**



View Animation: <https://youtu.be/HxMknzrZec8>

Why do we need EVV?

- ▶ 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.

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.

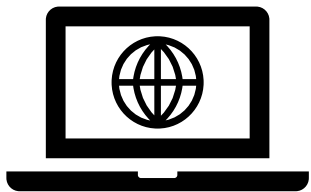
What is the Vermont EVV Solution?



E-TimeSheet

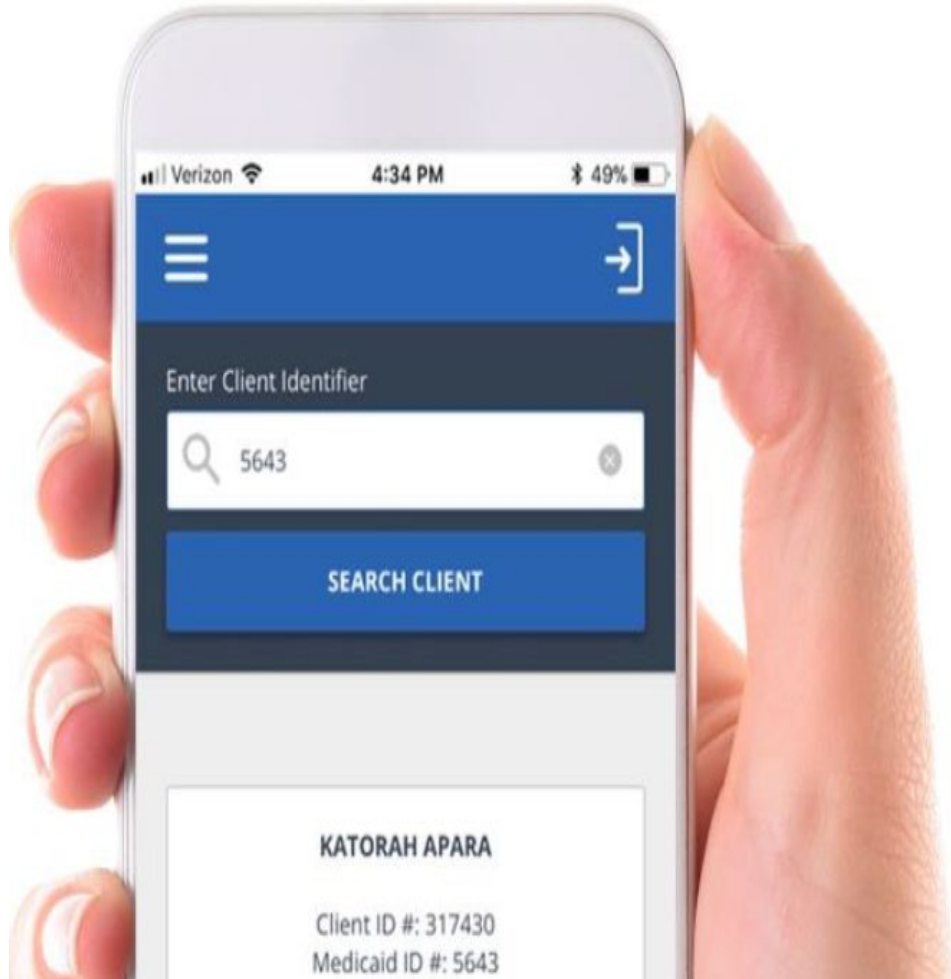


Portal



- ▶ 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.

Sandata Mobile Connect



- ▶ 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.

Telephone Visit Verification



- ▶ 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.

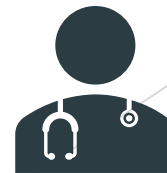
Sandata EVV Web Portal

- ▶ 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.



EVV Training & Implementation

- ▶ **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



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

Questions?