

Electronic Visit Verification



Agenda

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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**

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?

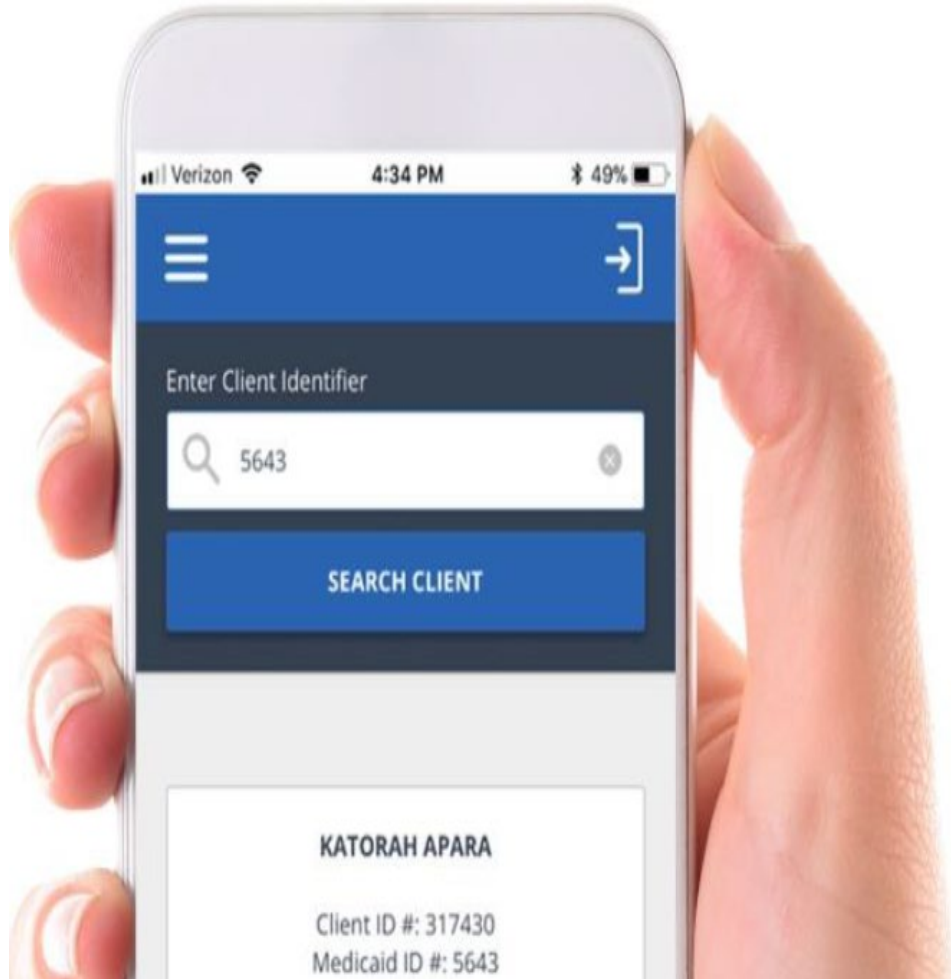
- ▶ The programs that must use EVV for personal care are:
 - ▶ Children's Personal Care.
 - ▶ Choices for Care (including Flexible Choices & Moderate Needs Group).
 - ▶ Attendant Services Program.
 - ▶ Traumatic Brain Injury Program.
- ▶ **EVV is not required when the caregiver lives in the home.**
- ▶ **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?



- ▶ 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.

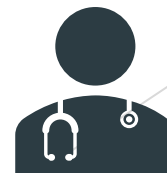
Sandata EVV Web Portal

- ▶ 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

- ▶ A Pilot Training Group with 225 participants starts September 23rd to test all learning modules, use EVV and provide feedback.
- ▶ Training & support options include:
 - ▶ Online instructor-led live & recorded 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.
- ▶ Full roll out training starts November 2nd, 2020.
- ▶ For more information on EVV Training www.arissolutions.org
- ▶ ARIS EVV Call Center
 - ▶ Call (800) 798-1658 or email EVV@arissolutions.org



Next Steps

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



EVV TRAINING

You have access to a variety of training options that include instructor-led webinars, an online video library, and user manuals with quick reference guides.

If you are in the EVV Pilot Group - please register for your webinar using the link sent from ARIS Solutions.

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



Employee (Care Provider)



Employer

Questions?