Electronic Visit Verification

VERMONT
AGENCY OF HUMAN SERVICES

Agenda

▶ What is Electronic Visit Verification?

▶ Why do we need EVV?

▶ Who will use EVV?

▶ What is the Vermont EVV Solution?

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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:

> ▶ the person receiving the service.
>
> ▶ the person providing the service.
>
> ▶ the date of the service.
>
> ▶ the time the service starts and ends.
>
> ▶ the location of the service.
>
> ▶ the type of service.

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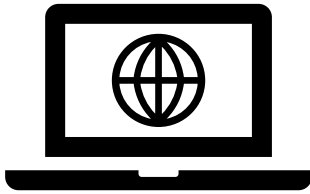
- The Vermont EVV system will use a Mobile Application (Sandata Mobile Connect) or Telephony to collect visit information.

- 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.

- An alternate EVV system (AltEVV) is one that can provide the necessary visit data and connect with the Vermont EVV system (data aggregator).

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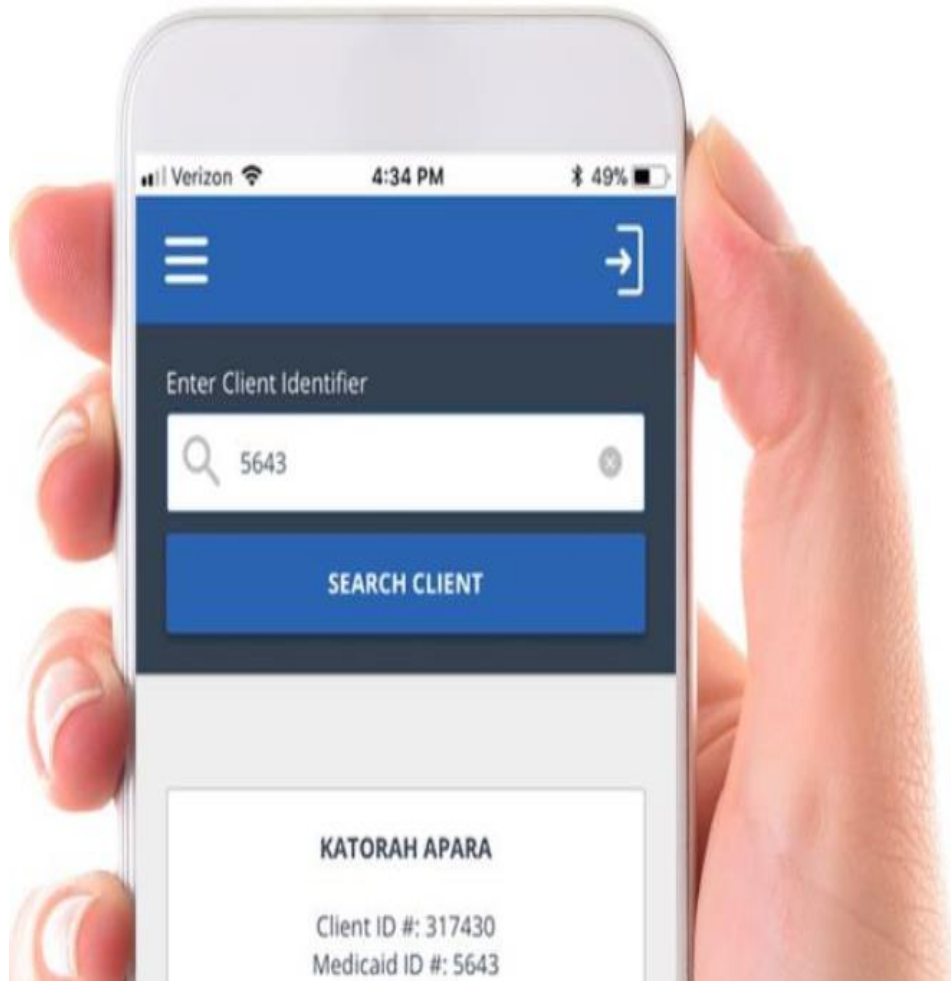
- ▶ Works regardless of cell/wi-fi connection in rural areas (connected or disconnected).

  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 or a cell phone.

- ▶ 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.
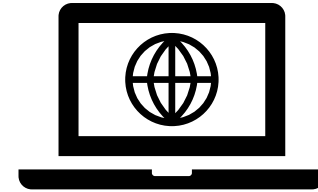
EVV Implementation & Training

▶ Vermont is planning a 6-month phased approach for training and implementation using a pilot group to test learning modules.

▶ Vermont and Sandata will provide instructor-led webinar training sessions.

▶ Self-paced/online training via a Learning Management System will include recorded webinars and an online library of role-based training modules.

▶ In-person instructor-led classroom trainings are being considered.

▶ Providers of care will be trained in both caregiver and client modules.

▶ Printed manuals and user-guides will be provided to all users.
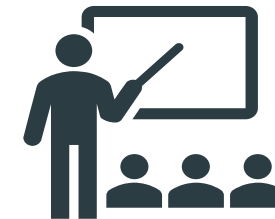
EVV Communications

- **Individuals (Recipients)**

    - Stakeholder meetings.

    - Written correspondence from ARIS Solutions.

    - Monthly "What is EVV" flyers.

- **Home Health Providers**

    - Monthly stakeholder meetings.

    - Ongoing correspondence and access to AltEVV specifications.

- DVHA has an EVV webpage https://dvha.vermont.gov/initiatives/electronic-visit-verification

- DVHA has an email address for any EVV questions ahs.dvhaevv@vermont.gov

Stakeholder Input – EVV Exceptions

- **EVV Exceptions**

  - How can we educate employees and employers about exceptions (temporary or on-going) to the EVV requirements?

    - Certain programs don't require EVV.

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

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

    - The caregiver doesn't have a cell phone, or the cell phone isn't available (dead battery/lost/broken).

    - The person receiving services doesn't have a landline or it's unavailable.

  - What should the state do if an employee/employer is required to use EVV and is able to use EVV, but **refuses** to use EVV?

Stakeholder Input – Training & Adoption

- **EVV Training**

  - How should we inform/train employees and employers about using EVV? Examples of training methods include:

    - Online video training with step-by-step instructions.

    - Written instructions.

    - Support from a person by telephone.

    - In-person classroom training

- **EVV Adoption**

  - How else can we increase adoption of the new EVV solution?

  - Do you have any suggestions of what barriers might prevent EVV adoption?

Stakeholder Input – Feedback Survey

- We are interested in your views on Electronic Visit Verification.

- We welcome your ideas or suggestions regarding:

  - Our EVV design solution.

  - Improving adoption of EVV.

  - What barriers might prevent EVV adoption?

  - Our training approach and training content.

- Please visit our EVV website and complete our EVV Feedback Survey

  - **https://www.surveymonkey.com/r/VermontEVV**