



Med-QUEST presents:

ELECTRONIC VISIT VERIFICATION

DDD EVV Town Hall

2:00 PM November 5 & 12th, 2020

Agenda

- ▶ What is EVV?
- ▶ EVV - Why now?
- ▶ EVV - Services
- ▶ EVV - Verification
- ▶ EVV - Benefits
- ▶ Statewide EVV Vendor
- ▶ EVV- Sandata Devices
- ▶ EVV - Schedule
- ▶ Participant Training
- ▶ EVV - DDD Consumer Directed
- ▶ EVV - Live-in Caregivers (DSW)
- ▶ FAQs



What is EVV?

- Electronic Visit Verification (EVV) is a system that electronically verifies when and where services are provided to participants.
- Participants will confirm their direct support worker's (DSW) time upon completion of the visit.



EVV - Why now?

► Why is Hawaii implementing EVV?

Pursuant to section 12006 of the 21st Century CURES Act and H.R. 6042, all states must implement an EVV system for home care / personal care services by January 1, 2021 and home health services which require an in-home visit by a provider by January 1, 2023. **Hawaii is implementing EVV for both home health and home care services on January 1st, 2021**



EVV - Services

- ▶ Participation in the EVV implementation is mandatory for the following programs: Waivers 1115 and 1915c.
 - ▶ 1915c Waiver Services:
 - Chore*
 - Personal Assistance/Habilitation (PAB)*
 - Respite*
 - Private Duty Nursing
- *Consumer Directed (CD) Services



EVV - Verification

- ▶ Per CMS, the EVV system must electronically verify:
 - Individual providing the service (DSW)
 - Type of service performed
 - Individual receiving the services (participant)
 - Date of service
 - Time the service begins and ends
 - Location of service delivery at beginning and end

EVV - Benefits



- ▶ How will EVV help? EVV will:
 - Assist with timely service delivery
 - Ensures you receive your services!
 - Reduce administrative burden - no more paper!
 - Save costs - prevention of fraud, waste and abuse



Statewide EVV Vendor

- ▶ Hawaii is using **Sandata Technologies, LLC.** as the statewide EVV vendor. An EVV vendor captures the visit in an electronic format.
- ▶ Individual provider agencies may choose to use Sandata or another **3rd party EVV vendor.**

Providers using 3rd Party EVV Vendor		
Abilities Unlimited	Full Life	La'akea Foundation
Aloha Habilitation	Kahumana Learning Center	Mastercare
Bayada Home Care	Hi'ilani Health	RCH
Bocha	Imua Community Services	SECOH
Easter Seals Hawaii	Arc of Kona	Wilson Home Care

- ▶ For Consumer Directed Services, Acumen will be utilizing DCI as the **3rd party EVV vendor.**

EVV - Sandata Devices



▶ Electronic devices

1. Sandata Mobile Connect - free mobile app
 - **DSW's** mobile device (smartphone, tablet)
2. Sandata Mobile Connect - free mobile app
 - State supplied mobile/smart device, *if using Sandata*
3. Sandata Telephonic Visit Verification
 - **Participant's** landline
4. Sandata Fixed Visit Verification
 - **Fob**



EVV - Schedule

- ▶ Mandatory Statewide EVV use - 30th Dec 2020
- ▶ Agency Provider (your DSW) Training - Oct 5th
- ▶ EVV System Live - Oct 6th

Note: CD Services will have slightly different timelines



Participant Training

- ▶ Very minimal training needed for participants
- ▶ Your I/DD provider agency or DSW/Acumen will work with you and your family
- ▶ Four easy steps to confirm (or deny) the visit services (using Sandata EVV)



EVV - Consumer Directed (CD)

- CD Services require employees to use an EVV method on 1/1/2021. Begin using it now!
- EVV used for CHORE, PAB, RESPITE services, but not Community Learning Service (CLS)
- Methods used: Phone and EVV Mobile App
- Talk Story sessions to learn more details on 11/7 9-10am Call 1-800-689-9374 Code: 7576113#
- Instructions available via videos and written instructions on Acumen website and DCI portal, webinars via Eventbrite (register via website), Acumen customer service at (866) 759-9498, or your Acumen Agent.
- No landline? Employee has no access to a Smartphone or tablet with internet? Contact Arlina at (808) 452-1320.



EVV - Live-in Caregivers (DSW)

- ▶ What happens if my DSW lives with me, do they need to use EVV?
 - Yes, although not required by federal law, Hawaii has decided to require EVV for all DSWs receiving waiver funds for personal care services.
 - While the August 8th, 2019 CMCS Informational Bulletin below states it is not a federal requirement to use EVV for live-in caregiver (DSW), it also grants the states the latitude to use EVV to capture the visits on an hourly basis if they so choose.
 - **Hawaii has chosen to include the use of EVV for live-in caregivers (DSW) as this curbs and prevents fraud, waste and abuse.**
 - CMS Guidance: "Do EVV requirements apply if the individual receiving personal care or home health care lives with the caregiver providing the service?"
 - No, EVV requirements do not apply when the caregiver providing the service and the beneficiary live together. PCS or HHCS rendered by an individual living in the residence does not constitute an "in-home visit". However, states are encouraged to apply appropriate oversight to services provided in these circumstances to curb fraud, waste and abuse. **Additionally, states may choose to implement EVV in these instances, particularly when using discrete units of reimbursement, such as on an hourly basis."**



FAQs



EVV - FAQs

- ▶ What is the purpose of EVV?
 - The purpose of EVV is to verify that all participants are receiving the services authorized for their support and for which the state is billed.
 - The EVV System will also help record the hours that are worked by agency DSWs.



EVV - FAQs (part 2)

- ▶ Who will have to use the EVV System?
 - EVV is mandatory for all Intellectual and Developmental Disabilities (I/DD) Waiver Agencies who provide in-home services to Medicaid members in the 1915c waiver program.
 - I/DD Medicaid Waiver Agency staffing includes but is not limited to: Direct Support Workers, PAB Workers, Chore Workers, LPNs, RNs.



EVV - FAQs (part 3)

- ▶ Will there be a cost to use the EVV program?
 - No, there will not be a cost to the participants and families, and no cost to providers who use Sandata for EVV.
 - App is free
 - No monthly, start up, or initial fees of any kind
 - Reporting is free
 - If a provider decides to use a 3rd party EVV vendor, the provider will be responsible for the cost of the 3rd party EVV vendor.



EVV - FAQs (part 4)

- ▶ Who is the state approved EVV vendor?
 - MQD has contracted with one statewide EVV vendor, *Sandata* which will be available for use by providers and the DDD at no cost.



EVV - FAQs (part 5)

- ▶ Who sets up the work schedules for the DSWs?
 - The case manager or provider agency
- ▶ How will EVV know if my DSW does not start a visit?
 - There is a dashboard the provider agency will monitor that determines if a visit was recorded

EVV-FAQs (part 6)



- ▶ Will Consumer Directed employees need to use the EVV System?
 - YES - EVV is mandatory for all workers who provide in-home services to Medicaid members, this includes:
 - Consumer Directed Chore
 - Consumer Directed Personal Assistance/Habilitation (PAB)
 - Consumer Directed Respite



EVV - FAQs (part 7)

- ▶ How will my privacy be protected?
 - On the caregiver smartphone: The DSW can only see the name(s) of the members they are working for
 - The EVV Smart phone only records information at the start and end of a visit
 - Sandata has achieved HITRUST certification which incorporates FEDRAMP controls (along with NIST 800-53, MARS-E, ISO-27001 and others.)
 - Sandata also performs annual penetration testing ensuring member's data is secure



Resources

- ▶ Email: EVV-MQD@dhs.hawaii.gov
- ▶ MQD EVV site: www.medquest.hawaii.gov/EVV
- ▶ Sandata Technologies: <https://www.sandata.com/>
- ▶ 21st Century CURES Act:
<https://www.congress.gov/bill/114th-congress/house-bill/34/text>
- ▶ CMS Medicaid EVV site:
<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>



Q&A



Mahalo!