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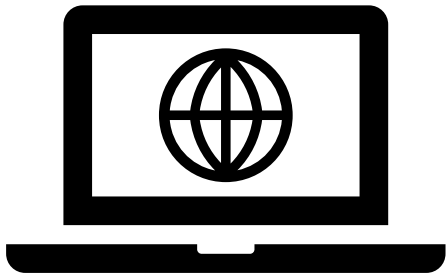
- The Vermont EVV system will use a Mobile Application (Sandata Mobile Connect) or Telephony to collect visit information.

- 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
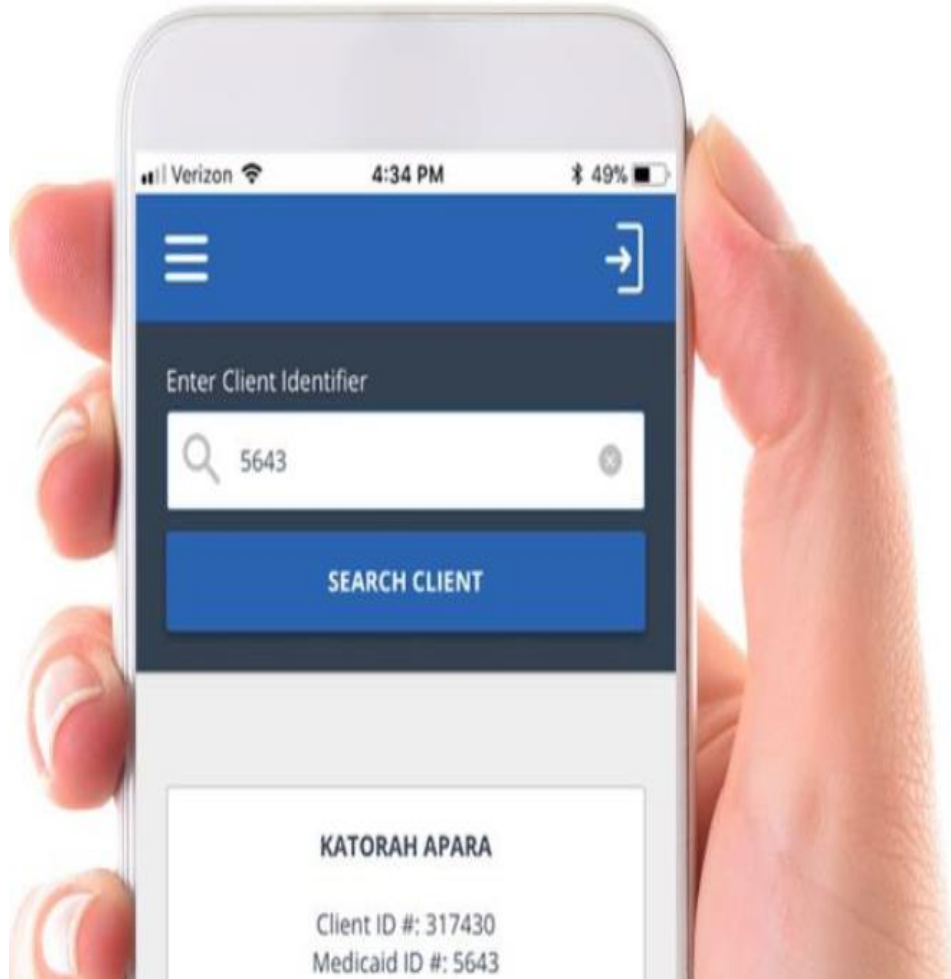
- Bring Your Own Device Model.

- 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 member addresses.

- GPS location captured at check in and out only.

- Visit notes can be added prior to visit end.

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

- 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/electronic-visit-verification-1

- 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 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 **<u>refuses</u>** 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://dvha.vermont.gov/electronic-visit-verification-1**