

# *Electronic Visit Verification (EVV)*

Day: **Saturday 11/2/2019**

Location: **North Branford Intermediate School**

- **What is EVV?**
- **DSS Goals**
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## What is Electronic Visit Verification (EVV)?

Electronic Visit Verification (EVV) is a telephonic, mobile, and computer-based system that documents the precise time and actions taken by caregivers in the home.

# DSS Goals

## ✓ **Meet 21st Century Cures Act Requirements**

In 2016, the Centers for Medicare and Medicaid Services established a requirement for all states to use an EVV system, in accordance with the 21st Century CURES Act.

- Personal Care Services must use EVV by January 1, 2020
  - » DSS received approval to implement by January 1, 2021
- Home Health Care Services must use EVV by January 1, 2023
- Failure to meet these deadlines results in reduction of Federal Financial Participation for those services

## ✓ **Transition from paper timesheets to EVV data for payroll processing**

# EVV Methods

## EVV Methods – Telephonic Visit Verification (TVV)



Employee makes a toll free telephone call from the consumer's home land line or consumer's mobile phone. A call is made at the start of service and a call is made at the end of the service.

Captures all 21<sup>st</sup> Century Cures Act data elements, including state required tasks

Consumer direct features:

- Employee speaker verification employs voice recognition technology to ensure the right employee is providing service
- At conclusion of visit, the employee passes telephone to the consumer who can approve both service and visit times by supplying a voice recording, stating their name and current date

## EVV Methods – Sandata Mobile Connect (SMC)



Sandata's visit capture and verification application is downloaded to either the employee or the consumer's mobile device.

The application triangulates location using GPS and captures all 21<sup>st</sup> Century Cures Act data elements, including state required tasks.

Consumer direct feature:

- At conclusion of visit, the caregiver passes the mobile device to the consumer/authorized representative who can approve both service and visit times by either providing a signature or supplying a voice recording, stating their name and current date
- **IMPORTANT – The employee must have a valid email address on file with Allied in order to use the SMC application.**



# EVV Portal

- A real time view of a consumer's visits captured via TVV or SMC or by manual entry into the portal
- Available to consumers, their assigned authorized representative, employees and Allied
- Once mandatory portal training is completed, the consumer/authorized representative/employee receives credentials to their portal
  - **Email address is critical to accessing the portal**
- Portal access allows consumer/authorized representative to view, add, modify and approve visits
- Portal access allows employee to view, add or modify visits – **cannot approve visits**
- Allied has access to view, add, modify or approve based on consumer's authorization
- Approved visits are imported into the Fiscal Intermediary's payroll system

# EVV Portal

Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Pay Hours	Visit Status	Approve
PCA-CFC	10/28/2019	09:18 AM	02:00 PM	04:42	09:18 AM	02:00 PM		04:42	Approved	<input checked="" type="checkbox"/>
PCA-CFC	10/29/2019	09:05 AM	●		09:05 AM				In Process	<input type="checkbox"/>

# Paper Timesheets

## Elimination of paper timesheets

**Important:** While a consumer's employees are learning how to use EVV, and while the consumer/authorized representative learns how to approve visits, **paper timesheets will continue to be sent to Allied for payroll.**

Allied will compare EVV visit data to the paper timesheet data to determine how often the paper timesheet and the EVV visit data match.

Once a consumer's visits reach a match rate of 95% or better for several pay periods, Allied will inform the consumer that they can discontinue submitting paper timesheets and their EVV visit data will be used for payroll.

**Paper timesheets must continue to be sent to Allied until the consumer is alerted by Allied to stop.**

# Implementation Update

DSS successfully implemented EVV effective January 1, 2017 for **waiver agency providers** and April 3, 2017 for **home health providers**.

- **336** provider agencies are currently using EVV system for an average of **350,700** verified visits per month
- Reports for January, February and March, 2019, demonstrate an overall provider compliance rate of **81%**

Effective November 2018, DSS piloted the consumer-direct EVV solution.

Effective September 2019, DSS rolled-out EVV to approximately 147 consumer's whose last name begins with the letter A.

Effective October 2019, DSS rolled-out EVV to approximately 300 consumer's whose last name begins with the letter B.

Roll-out with remaining DSS consumers will continue throughout 2020.

Roll-out of EVV to the DDS population and the Mental Health Waiver population is targeted by the end of 2020.

## Self-Directed Program Size

**Fiscal Intermediaries**

1

**Employees**

7,000

**Consumers**

4,500

**Avg Visits/Consumer/Month**

41



# EVV Training

# Consumer Training – Implementation Phase

- ❑ Instructor led webinar
  - Interactive webinar accommodating up to 100 consumers with opportunity for attendees to ask questions
  
- ❑ Online recorded webinars
  - Instructor led webinars are recorded and posted to Learning Management System for consumers to view at their leisure
  
- ❑ In-person hands on training
  - Classroom training with computers with time allotted at end of class to practice using the portal in a test environment. Class size is limited.

# Employee Training – Implementation Phase

- ❑ Online self-paced training
  - Stored on the Learning Management System for employees to view at their leisure. Employees are paid a 15.00 stipend for completing this training.
  
- ❑ Telephony Visit Verification (TVV) Toolkit
  - Employees who choose to use TVV only, a TVV Toolkit is the only training needed
  
- ❑ In-person hands on training
  - After an employee completes the online self-paced training, they have the option to attend a consumer's in-person hands on training if there is capacity



# Resources

# EVV Support Center

## 833-675-4306

# Questions?