Electronic Visit Verification (EVV)

Phase 2 Implementation
Case Manager Guidance
ODA May 2019
WHAT IS EVV?

Electronic visit verification is a computer or telephone based technology that provides point – of – care confirmation of service delivery.

The 21st Century Cures Act, passed by Congress, requires State Medicaid programs to implement EVV systems for some home and community based services.

States that do not implement EVV will incur a reduction in federal funding.
SERVICES

EVV is required for all Medicaid personal care (1/1/2019) and home health services (1/1/2023)

Phase 2, including PASSPORT and MyCare Ohio services, will begin using EVV by August 2019 *
* consumer directed services will be added in Phase 3

The Ohio Department of Medicaid implemented EVV Phase 1 in January 2018 for state plan and other services directly billed to Medicaid, including the Ohio Home Care Waiver services
WHAT ARE THE BENEFITS OF EVV?

It records Individual worker’s activity
   Helps to ensures authorized services are provided
   Reduces the likelihood for error or fraud, waste and abuse

It helps to improve quality of care
   Individual worker’s activities are measurable

It increases efficiency
   Reporting is automated and claims submission is cleaner
WHAT ARE THE EVV REQUIREMENTS?

EVV Systems must verify:

- **Type** of service performed
- **Individual receiving the service**
- **Date** of the service
- **Location** of service delivery
- **Individual providing the service**
- **Time** the service begins and ends
HOW DOES EVV WORK?

Individuals or their authorized representative will verify worker start and end times and the service provided by voice recording or digital signature.

Voice verification is the primary verification method.

If GPS or cellular coverage are not a viable option for a specific visit, telephony or manual visit verification can be used to capture visit information.
HOW DOES EVV WORK?

ODM has contracted with Sandata Technologies LLC for the EVV system

Sandata will also provide technical support and provider training

Service providers will request a device for Individuals

Mobile devices will be mailed to the Individual receiving services
HOW DOES EVV WORK?

More than one provider can use the same device because every caregiver will have unique log in credentials.

The mobile device will stay with the Individual until he or she no longer needs qualifying services.

At that time, the device is returned to the vendor at no cost to the provider or Individual.
WHAT HAPPENS WHEN SERVICES END?

When a provider is no longer furnishing services that require EVV, the provider notifies Sandata.

If the Individual has no other providers with EVV required services, Sandata will send prepaid packaging so the Individual can return the device.

If the Individual moves, the provider will update the new address in the Sandata EVV portal.
DATA COLLECTION IN THE EVV SYSTEM

The preferred data collection options are the Sandata device and the app on a device owned by the provider or caregiver

Telephony should be used if neither the device nor the app are available

If telephony is unavailable, manual visit entry can be utilized
WHEN AN ALTERNATIVE METHOD WILL BE USED

The device is missing, broken or not charged

Neither the device nor the app can be used to meet the Individual’s needs

The Individual refuses to use the device or app
EVV MOBILE DEVICE

EVV devices have been purchased and configured for use with the Sandata system.

Device Specs:
- Caterpillar and LG Devices
- Android Operating System
- Large Screens
THE DEVICE

Charging Port: The charging port is on the upper left hand side of the device

Power Button: To turn on the device, push the black button on the lower right hand side of the device with the power symbol on it
THERE’S AN APP FOR THAT

Providers may download an EVV app from the marketplace on their phone

Sandata Mobile Connect ~ Choose the Blue icon for Ohio

The app works like the device located in the Individual’s home
WHAT IS MY ROLE AS A CASE MANAGER?

Educate the Individual about EVV

Update the person – centered care plan to document specific considerations related to EVV

Timely updates the service plan to ensure provider documentation accuracy and to help prevent improper payments
Talking To Individuals About EVV
IMPORTANT REMINDERS

EVV is a requirement for service providers of Personal Care and Home Health Services

Please encourage Individuals to cooperate with EVV requirements

There is no cost to Individuals for EVV

The Individual or their authorized representative verifies the provider delivered authorized services
IMPORTANT REMINDERS

EVV required use date is **August 5th, 2019**

Providers are required to participate in training to access the EVV system

Providers completing training may begin to use the EVV system before the required use date
IMPORTANT REMINDERS

Individuals should expect their service providers to use EVV no later than **August 5th, 2019**

Providers will also talk to Individuals about using the EVV system.
IMPORTANT REMINDERS

Microphone/Camera Concerns

Cameras are only used for scanning in setup/configuration of devices, then disabled before devices go out to Individuals

Microphones are only enabled while capturing voice verification

Microphones are not turned on when the app is not in use
EVV And The Person Centered Service Plan
CARE PLAN CONSIDERATIONS

EVV documentation should be in the care plan

When neither the device nor the app will be used indicate

- What will be the primary method of data collection
- Why the device or app won’t be used
CARE PLAN CONSIDERATIONS

**Identify** who will use EVV for service verification – Individual, legal guardian, authorize rep. etc.

**Describe** the Individual’s responsibility to use the EVV method of the provider’s choice to verify start and stop time of each visit

**Authorize** services appropriate to the Individual’s need and setting

**Meet** Individual’s needs
CARE PLAN CONSIDERATIONS

Method of Verification by Individual

Voice Recording
Digital Signature
Authorized Representative
Special Considerations
CARE PLAN CONSIDERATIONS

If the Individual cannot sign or voice verify for EVV

Document the reason Individual cannot verify EVV in the Individual’s care plan

Document who, if anyone, will verify the service for the Individual
CARE PLAN CONSIDERATIONS

Barriers to Using Device

EVV device won’t connect, No Geocoding

Individual Refuses to Use Device

Talk to provider about another method of data collection

Choose providers with preferred data collection method

Alternate Method of Visit Documentation
SERVICE PLAN CONSIDERATIONS

Review the person centered service plan with the Individual to ensure the service schedule meets the Individual’s needs and reflects the expected provider amount, scope, frequency and duration of service delivery.
SERVICE PLAN CONSIDERATIONS

The person centered service plan must address the Individual’s need for a *specific* schedule, as identified by the Individual

*or*

The person centered service plan must address the Individual’s need for a *typical* schedule, as identified by the Individual
SERVICE PLAN CONSIDERATIONS

Individuals whose needs require a service with specific start/stop time should have the specific times reflected on the service plan.

For example, if an Individual requires the aide to stay with them until ADS transportation arrives at 7:30 AM, this should be identified on the service plan.

Another example would be scheduled personal care service to begin at 11:00 AM.
SERVICE PLAN CONSIDERATIONS

Individuals with a preference for flexibility in their service scheduling should have the typical service schedule reflected on the service plan

Personal Care 3 days a week (MWF) for 2 hours as an example
NEXT STEPS

Educate Individuals about EVV during the upcoming quarterly visit

Update the care plan with EVV documentation

Review the person centered service plan to reflect the individual’s preferred service schedule

Provide timely updates to service plan as needed
MORE INFORMATION:

https://aging.ohio.gov/evv

https://www.medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification/Documentation#cm