Electronic Visit Verification (EVV) implementation in Massachusetts

Monday, December 10, 2018

Colleen Swartz
21st Century Cures Act mandates EVV use

- Electronic Visit Verification (EVV) refers to the technology a worker uses during a home visit to capture information about the services provided.

- Federal law requires EVV for the following Medicaid services:
  - Personal care by 1/1/2020
  - Home health by 1/1/2023

- EVV required for Medicaid services but EOHHS will be requiring it for EOEAA Non-Medicaid services as well.

- States face a reduction in federal matching funds if they do not implement EVV on time, although states can apply for a 1 year exemption.

**Schedule for EVV implementation**

<table>
<thead>
<tr>
<th>Original Cures Act</th>
<th>New law HR 6042</th>
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</thead>
<tbody>
<tr>
<td><strong>Initial personal care deadline</strong></td>
<td><strong>Initial personal care deadline</strong></td>
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<tr>
<td><strong>Deadline with exemption</strong></td>
<td><strong>Deadline with exemption</strong></td>
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<tr>
<td>Jan. 2020</td>
<td>Jan. 2021</td>
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<tr>
<td><strong>Deadline for home health</strong></td>
<td><strong>Deadline for home health</strong></td>
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<td>Jan. 2021</td>
<td>Jan. 2022</td>
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<tr>
<td><strong>Deadline with exemption</strong></td>
<td><strong>Deadline with exemption</strong></td>
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<tr>
<td>Jan. 2022</td>
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<td><strong>Deadline with exemption</strong></td>
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<tr>
<td>Jan. 2023</td>
<td>Jan. 2024</td>
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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

- States may choose their own model for EVV Implementation
- States are required to obtain stakeholder input.
Massachusetts’ goals for EVV implementation

**Quality:** promote quality outcomes for consumers by ensuring appropriate service delivery

**Efficiency:** reduce administrative burden of paper timesheets

**Program Integrity:** reduce billing errors and unauthorized spending
Hybrid EVV model to be deployed for EOEAA programs (Frail Elder Waiver and Home Care)

EVV Options for ASAP-contracted providers

<table>
<thead>
<tr>
<th>Providers served</th>
<th>Any ASAP-contracted provider</th>
<th>Providers with existing EVV systems in place or those who choose to adopt one</th>
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<tbody>
<tr>
<td>Software platform cost</td>
<td>Free use of platform (devices not included)</td>
<td>Depends on vendor charge</td>
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<tr>
<td>Vendor</td>
<td>Optum (contracted by MassHealth)</td>
<td>Numerous EVV products already in use</td>
</tr>
<tr>
<td>Functionality</td>
<td>• GPS check-in &amp; check-out on mobile devices • Web-based portal for provider organizations and ASAPs</td>
<td>Must provide data elements meeting Cures Act and EOHHS requirements, but can include additional features</td>
</tr>
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**MyTimesheet**

*State-sponsored system developed by Optum*

**Alternate EVV systems**

*Any system purchased by providers that meets Cures Act and EOHHS requirements*

Automated data flow

Regular uploads

State EVV Database
Alt-EVV: Process & **Estimated** Timeline

- Provider organizations using alternate EVV systems will:
  - Attest to meeting Cures Act and EOHHS requirements
  - Complete a data transfer testing and certification process with Optum
- Alt-EVV will be piloted before going live
- Optum cannot begin development of data aggregator until CMS approves EOHHS' Advance Planning Document (APD)
MyTimesheet: Process & *Estimated* Timeline

- EOHHS is working with Optum to define requirements for MyTimesheet
- Optum cannot begin development of MyTimesheet until CMS approves EOHHS’ Advance Planning Document (APD)
- MyTimesheet will be piloted before going live
- Provider organizations will be able to evaluate MyTimesheet and determine if they want to use MyTimesheet or Alt-EVV

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
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<th>2019</th>
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<th>2020</th>
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<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td>Q1</td>
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<td>Jan</td>
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<tr>
<td>Define requirements</td>
<td>Stakeholder engagement</td>
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<td>APD Process</td>
<td>Stakeholder engagement</td>
<td>Development</td>
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</tbody>
</table>
MyTimesheet mock-ups (worker view)

Worker landing page

Worker check-in

Worker check-out*

*Services shown are for the Personal Care Attendant program
MyTimesheet mock-up (provider timesheet view)
Stakeholder Engagement

• Federal law requires stakeholder input from:
  • Beneficiaries
  • Family Caregivers
  • Workers
  • Other stakeholders

• Developing Stakeholder Management Plan to ensure a thoughtful and comprehensive plan of engagement

• The Commonwealth expects that stakeholder engagement will provide an opportunity to both to share information as well as to gather input and feedback.

• Stakeholder engagement to date includes listening sessions, surveying, meetings and presentations.

• Expect a meeting in the near future for Provider Agencies planning on using Alt-EVV systems

• We anticipate seeking stakeholder input at each phase of the Implementation Project.
Thank you