

Electronic Visit Verification (EVV) implementation in Massachusetts

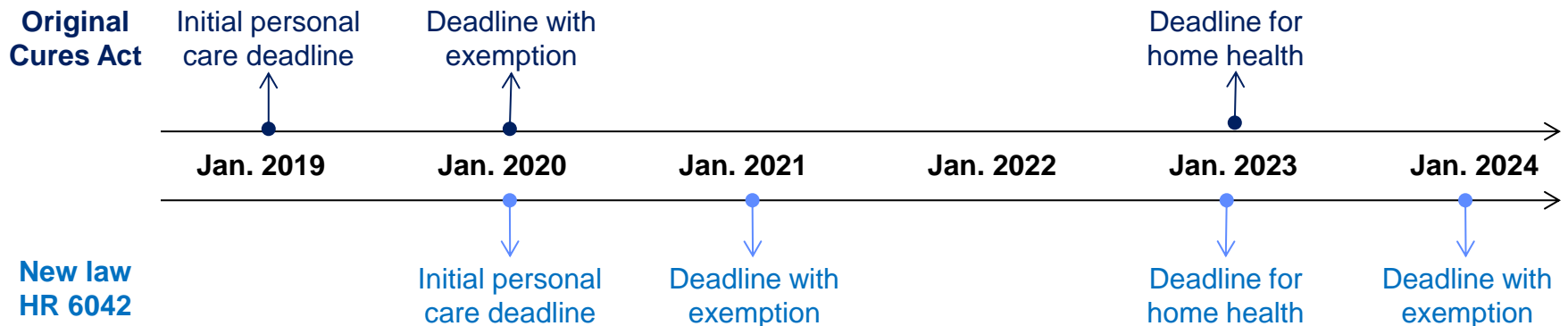
Monday, December 10, 2018

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 EOEAs 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



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

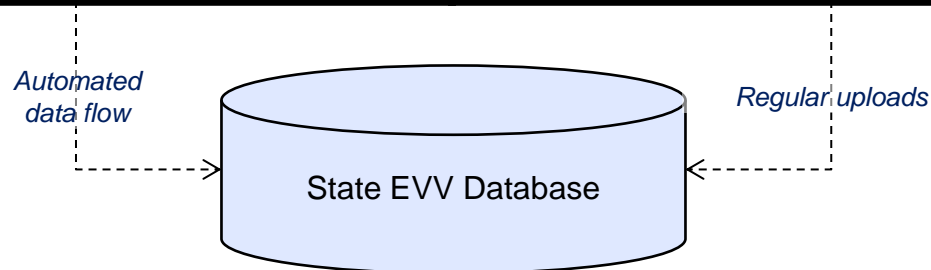
Efficiency: reduce administrative burden of paper timesheets

Program Integrity: reduce billing errors and unauthorized spending

Hybrid EVV model to be deployed for EOEA programs (Frail Elder Waiver and Home Care)

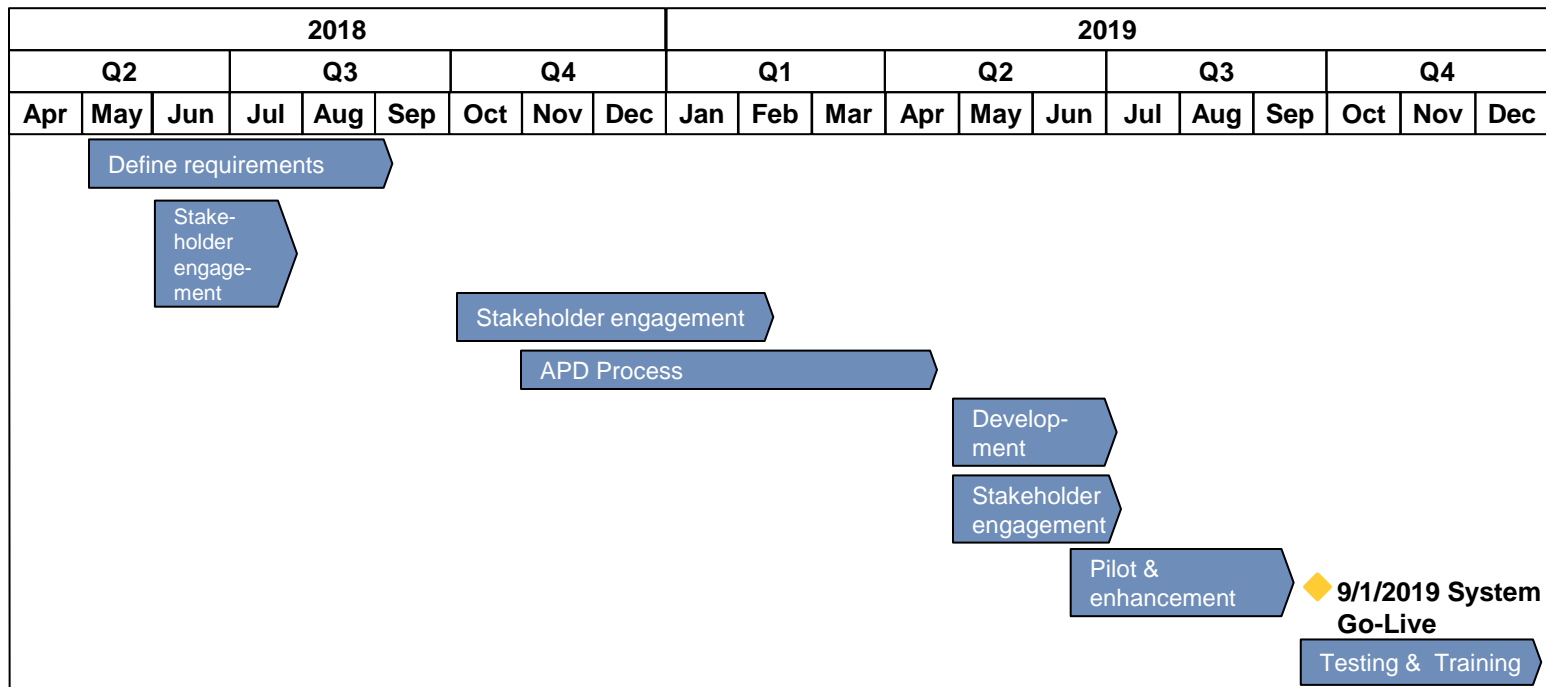
EVV Options for ASAP-contracted providers

	MyTimesheet <i>State-sponsored system developed by Optum</i>	Alternate EVV systems <i>Any system purchased by providers that meets Cures Act and EOHHS requirements</i>
Providers served	Any ASAP-contracted provider	Providers with existing EVV systems in place or those who choose to adopt one
Software platform cost	Free use of platform (devices not included)	Depends on vendor charge
Vendor	Optum (contracted by MassHealth)	Numerous EVV products already in use
Functionality	<ul style="list-style-type: none"> GPS check-in & check-out on mobile devices Web-based portal for provider organizations and ASAPs 	Must provide data elements meeting Cures Act and EOHHS requirements, but can include additional features



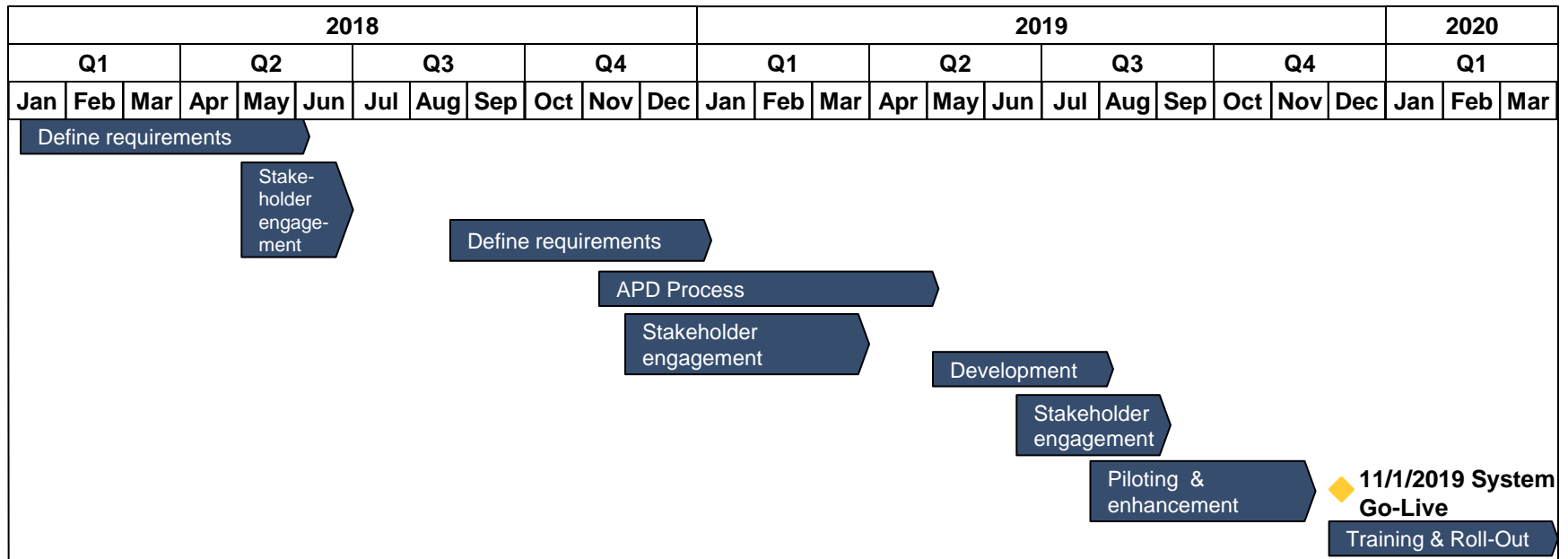
Alt-EVV: Process & Estimated Timeline

- 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)



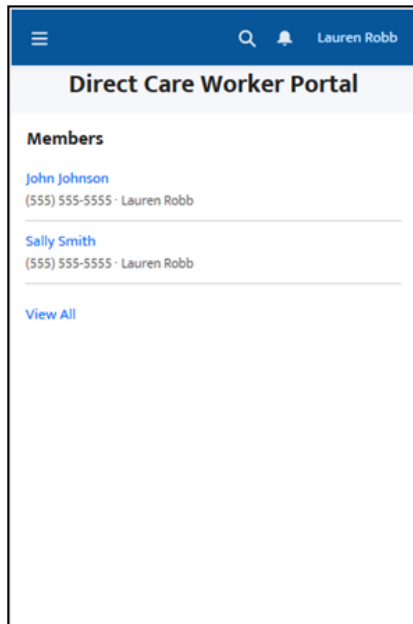
MyTimesheet: Process & Estimated Timeline

- 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

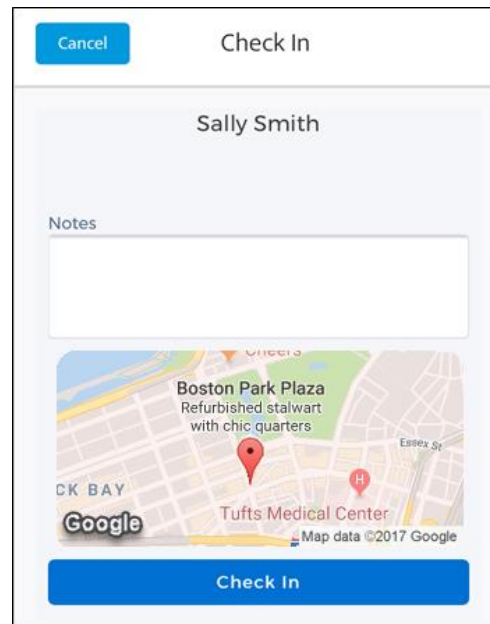


MyTimesheet mock-ups (worker view)

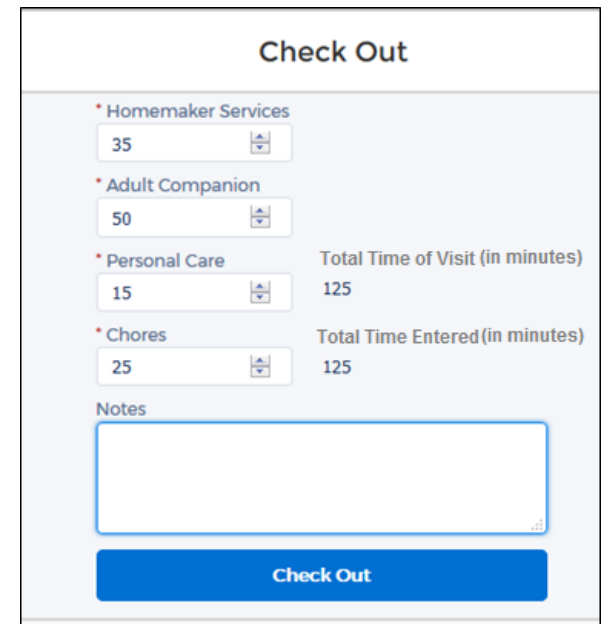
Worker landing page



Worker check-in



Worker check-out*



*Services shown are for the Personal Care Attendant program

MyTimesheet mock-up (provider timesheet view)

MassHealth

Timesheet Management Agency Administrator Help & Training Search... Lauren Robb

TIMESHEET Member Name
20170414-00016 **Sam Johnson**

[Approve Timesheet](#) [Add Visit](#)

Week of: 4/17/17 – 4/30/17

Visits (6+) SALLY SMITH Total Time 17hr 34min Timesheet Status In Progress

VISIT ID	DATE	CHECK IN	CHECK OUT	DURATION	PROVIDER	ACTION	STATUS
V0000139	4/17/2017	7:30 AM	8:30 AM	1hr 0min	SALLY SMITH	Verified	Modified
V0000110	4/17/2017	4:07 PM	6:59 PM	2hr 52min	JOHN DOE	Verified	Modified
V0000111	4/17/2017	8:00 PM	11:13 PM	3hr 13min	SALLY SMITH	Verified	New
V0000112	4/18/2017	7:29 AM	11:12 AM	3hr 43min	SALLY SMITH	Verified	New
V0000113	4/18/2017	4:00 PM	7:15 PM	3hr 15min	JOHN DOE	Needs Review	New
V0000114	4/19/2017	7:30 AM	11:01 AM	3hr 31min	JOHN DOE	Verified	New

[View All](#)

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