

# Electronic Visit Verification (EVV) implementation in Massachusetts

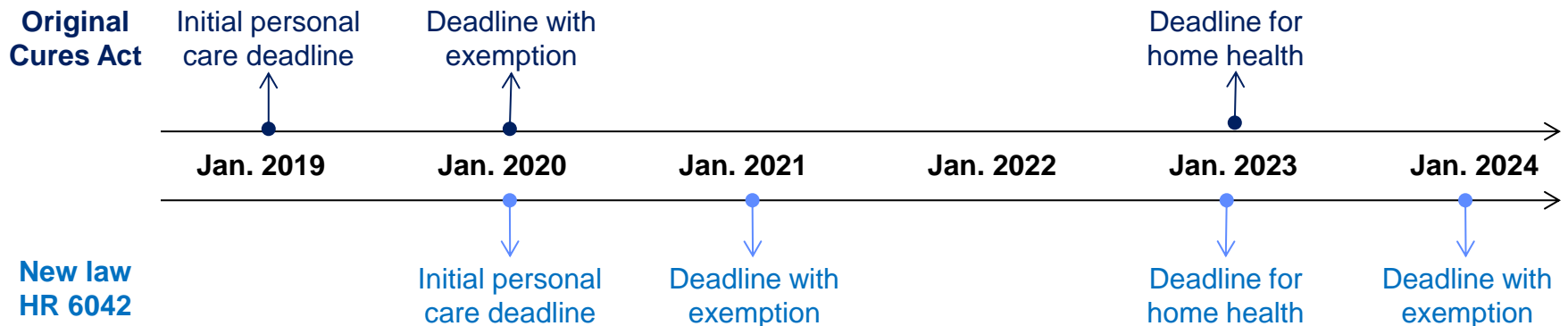
Thursday, October 4, 2018

Colleen Swartz

# 21<sup>ST</sup> Century Cures Act mandates EVV use

- Federal law requires EVV for the following Medicaid services:
  - Personal care by 1/1/2020
  - Home health by 1/1/2023
- 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
- EVV must record at least six data points for each visit: date of service, time service begins & ends, location of service, type of service, individual providing service, individual receiving service
- The state has contracted with Optum to develop MyTimesheet EVV software

## Schedule for EVV implementation



# Massachusetts' goals for EVV implementation

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

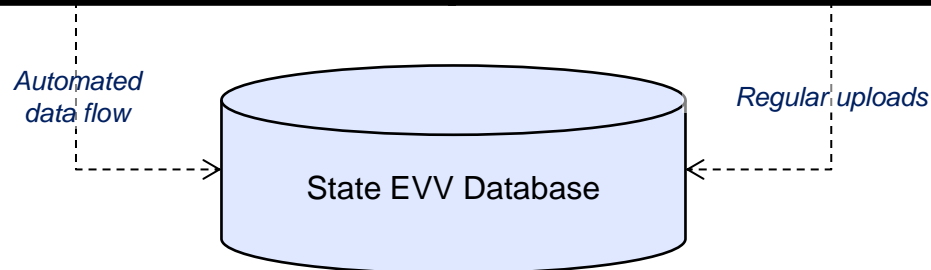
**Efficiency:** reduce administrative burden of paper timesheets

**Program Integrity:** reduce billing errors and unauthorized spending

# Hybrid EVV model to be deployed for Frail Elder Waiver program

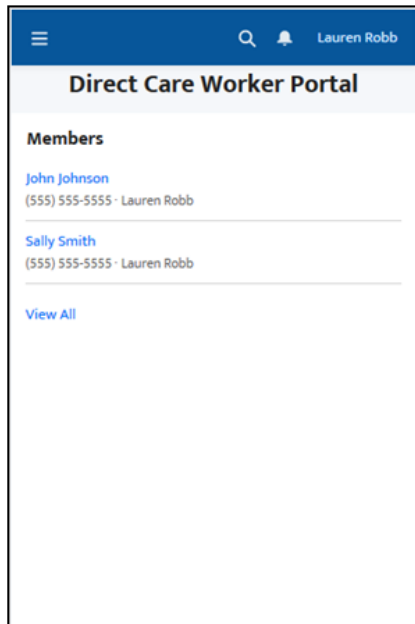
## EVV Options for ASAP-contracted providers in the Frail Elder Waiver program

	<b>MyTimesheet</b> <i>State-sponsored system developed by Optum</i>	<b>Alternate EVV systems</b> <i>Any system purchased by providers that meets certification 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"> <li>GPS check-in &amp; check-out on mobile devices</li> <li>Web-based portal for provider organizations and ASAPs</li> </ul>	Must provide same data elements as MyTimesheet, but can include additional features

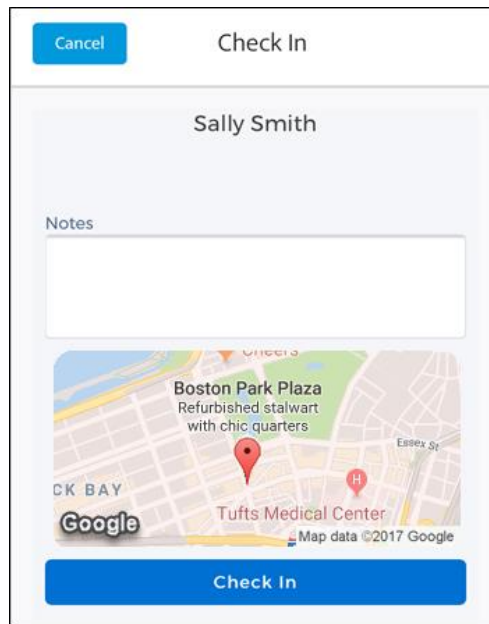


# MyTimesheet mock-ups (worker view)

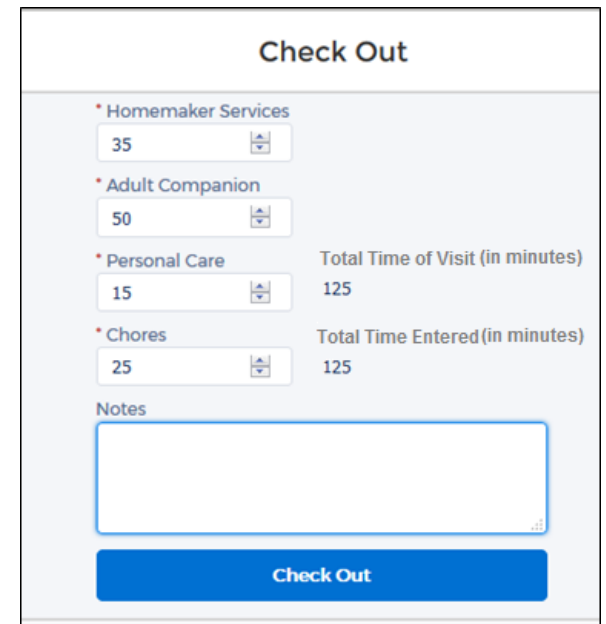
Worker landing page



Worker check-in



Worker check-out\*



\*Services shown are for the Personal Care Attendant program

# MyTimesheet mock-up (provider timesheet view)

MassHealth [Home](#) [Timesheet Management](#) [Agency Administrator](#) [Help & Training](#)  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	
<a href="#">V0000139</a>	4/17/2017	7:30 AM	8:30 AM	1hr 0min	SALLY SMITH	Verified	Modified	<input type="text"/>
<a href="#">V0000110</a>	4/17/2017	4:07 PM	6:59 PM	2hr 52min	JOHN DOE	Verified	Modified	<input type="text"/>
<a href="#">V0000111</a>	4/17/2017	8:00 PM	11:13 PM	3hr 13min	SALLY SMITH	Verified	New	<input type="text"/>
<a href="#">V0000112</a>	4/18/2017	7:29 AM	11:12 AM	3hr 43min	SALLY SMITH	Verified	New	<input type="text"/>
<a href="#">V0000113</a>	4/18/2017	4:00 PM	7:15 PM	3hr 15min	JOHN DOE	Needs Review	New	<input type="text"/>
<a href="#">V0000114</a>	4/19/2017	7:30 AM	11:01 AM	3hr 31min	JOHN DOE	Verified	New	<input type="text"/>

[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 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 with Provider Agencies planning on using Alt-EVV systems
- We anticipate seeking stakeholder input at each phase of the Implementation Project to test our assumptions about program operations and integrate insights from individuals who experience these services regularly.



Thank you