



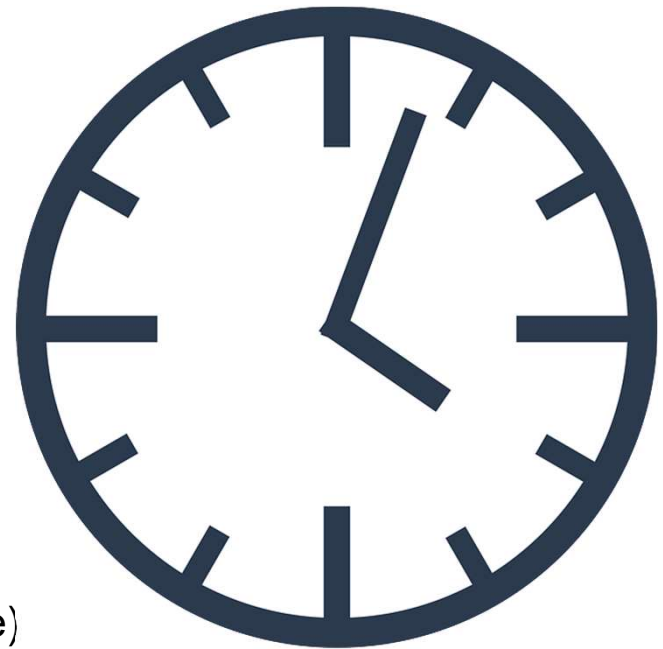
Electronic Visit Verification Implementation for ASAP-Contracted Providers

Executive Office of Health and Human Services

November 18, 2020

What is EVV?

- Electronic Visit Verification (EVV) refers to the technology used to capture timesheet and location information of a worker providing in-home services
- EVV systems can vary but, instead of a timesheet, the worker uses the EVV system to check in and check out. This process records:
 - The time the worker started working
 - Who the worker is
 - Who the consumer is
 - Where the worker is
 - The service being provided (i.e. personal care)
 - The time the worker stopped working
- The most common types of EVV systems are:
 - Mobile (using a personal device, usually a phone)
 - Telephony (using a landline)
 - Fixed device (acquiring a code from a device that is “fixed” in the consumer’s home)



What is EVV?

- EVV is a federal requirement based on the 21st Century Cures Act (Cures Act)
- The Cures Act requires EVV for all Medicaid-funded, in-home personal care services by January 1, 2020 and for all home health services by January 1, 2023
- The Commonwealth of Massachusetts got a Good Faith Effort extension that extended our implementation deadline to January 1, 2021
- CMS will issue financial penalties to states that miss the federal deadline
- Because of Covid-related delays, the Commonwealth will not meet the January 2021 deadline
- **Providers will not be held responsible for penalties associated with implementation after the federal deadline**



Who Should Be On This Call?

- EVV requirements impact several EOHHS state agencies and programs
- EOHHS will be implementing EVV in phases. The implementation process differs by phase.

Who Should Be On This Call

Phase I Providers

- Providers who:
 - Have contracts with ASAPs
- AND
- Providers who provide personal care, homemaking and companion services to Frail Elder Waiver and/or State Home Care members

Who Should Not Be On This Call

Providers with Future EVV Phases

- Providers who do NOT have contracts with ASAPs
- Providers who do NOT provide personal care services.
- Providers who offer home health services only
- Providers who serve the PCA program, DDS or MFP waivers

Providers without EVV Requirements

- Providers who offer companion services ONLY, example: COA

How Do I Use EVV?

EOHHS offers ASAP-contracted providers two options for achieving EVV compliance

Alternate EVV System

Any system purchased by a provider that meets Cures Act and EOHHS requirements

- Systems can use a variety of technologies to meet EVV requirements
- Systems are generally customized for the specific use of the provider
- Cost of system and devices, if applicable, is borne by the provider
- Providers upload a standard file on at least a monthly basis to EOHHS' Data Aggregator (a data warehouse of EVV visit data)

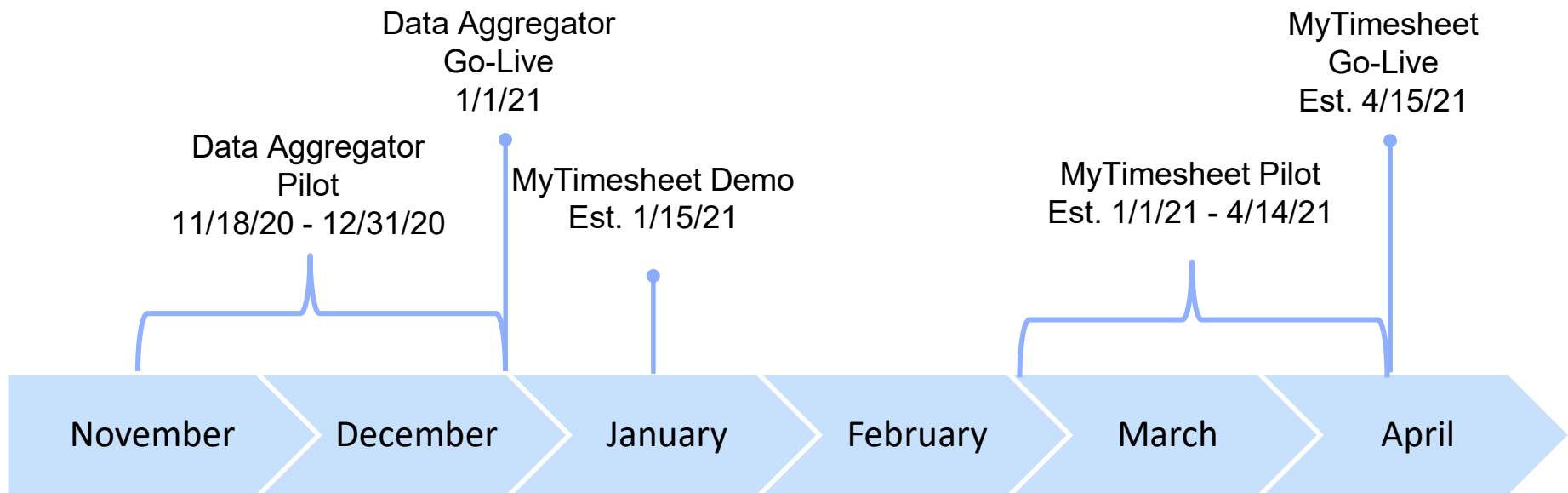
MyTimesheet

State-sponsored EVV system

- Mobile-based system offered by Optum and configured for Massachusetts' use
- Integrated with the SIMS system. Consumer, provider, service plan and suspension data will be uploaded nightly to simplify creation of appointments
- Use of MyTimesheet system is free of charge but does not include the cost of devices
- EVV data automatically uploaded to EOHHS' Data Aggregator

What is the Timeline for Implementing EVV?

EOHHS plans to implement EVV for ASAP-Contracted Providers over the next six months



What is an EVV Pilot?

- A software pilot is a way to test the system before it is released to everyone
 - Occurs after internal, pre-release testing
 - Selected provider organizations will use the system before other providers
 - Estimated 3 providers
 - 30-45 days in length
 - Users will identify any bugs
- EOHHS will be implementing two (2) separate pilots prior to go-live
 - Data Aggregator
 - MyTimesheet
- EOEa will select pilot participants representing a variety of provider organizations (i.e. small, large, EVV system in use, rural, urban, etc.)
- The pilot must meet success criteria for EOHHS to confirm that the system is ready for go-live



What does “Go-Live” mean?

- For the Data Aggregator, Go-Live means that providers may begin uploading EVV visit files to the Data Aggregator.
- For MyTimesheet, Go-Live means that providers may begin using the MyTimesheet system to schedule and capture EVV visits
- Go-Live does NOT mean that all providers will start using the Data Aggregator or MyTimesheet system on that date
- EOHHS is employing a “soft” Go-Live, which means that providers will go-live over the course of several months
- EOEa and EOHHS will establish expectations:
 - by which providers must be live with EVV
 - determine implications for providers who do not meet the deadlines

What Can I Do Now to Prepare for EVV?

If you have an Alternate EVV System

- Download the EVV Data Aggregator Technical Specifications and User Guide at <https://www.mass.gov/info-details/electronic-visit-verification-evv>
- Begin developing the file that will go from your alternate EVV system to the EOHHS Data Aggregator

If you plan to use MyTimesheet

- Do your due diligence on alternate EVV systems. If you decide MyTimesheet is not for you, you do not want to scramble for an EVV system at the last minute
- Plan to attend the MyTimesheet demo
- Determine how your organization will address the device requirement

If you are not sure if you are going to use MyTimesheet or purchase an alternate EVV system

- Research alternate EVV systems. If you determine after the MyTimesheet demo that you want to pursue alternate EVV, you should have an alternate EVV vendor in mind
- Plan to attend the MyTimesheet demo
- Consider how you would address the device requirement if you selected MyTimesheet

What If I Have Questions about EVV?

EOHHS and EOEa have developed multiple channels for you to obtain information

- **Mass.gov website.** EOHHS posts provider resources, EVV documents and general EVV information on our EVV website: <https://www.mass.gov/info-details/electronic-visit-verification-evv>
- **Email blasts.** EOHHS has an email distribution group for ASAP-contracted providers. We use this tool to notify providers when items are posted to the mass.gov site and to provide information about EVV implementation. If you would like to be added to this distribution list, please email us at evvfeedback@state.ma.us
- **Dedicated EVV email.** The evvfeedback@state.ma.us email account is monitored by the EOHHS EVV team. Feel free to contact us if you have a question about EVV implementation.
- **Bi-weekly WebEx sessions.** We will hold WebEx sessions every other Wednesday, starting November 18, 2020 from 12:30pm to 1:30pm. We will present on an EVV-related topic and answer questions from attendees.

Question Period

We will address questions submitted via Chat first and then open the lines for attendees to ask questions