

Electronic Visit Verification Implementation for ASAP-Contracted Providers

Executive Office of Health and Human Services

December 16, 2020

Agenda

- High Level Overview of EVV
- Options for EVV Compliance
- EVV Implementation Schedule
- EVV Implementation Process
- The Provider Identification Packet Process
- EVV FAQ
- EVV Communication
- Q & A

Please write your questions in the chat box. We will go through any questions in the chat box first during the Q & A period and then open it up for additional questions.

High-Level Overview of 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
- 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)



High-Level Overview of 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. (EOEA will also collect for Home Care services.)
- 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**



Options for EVV Compliance

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

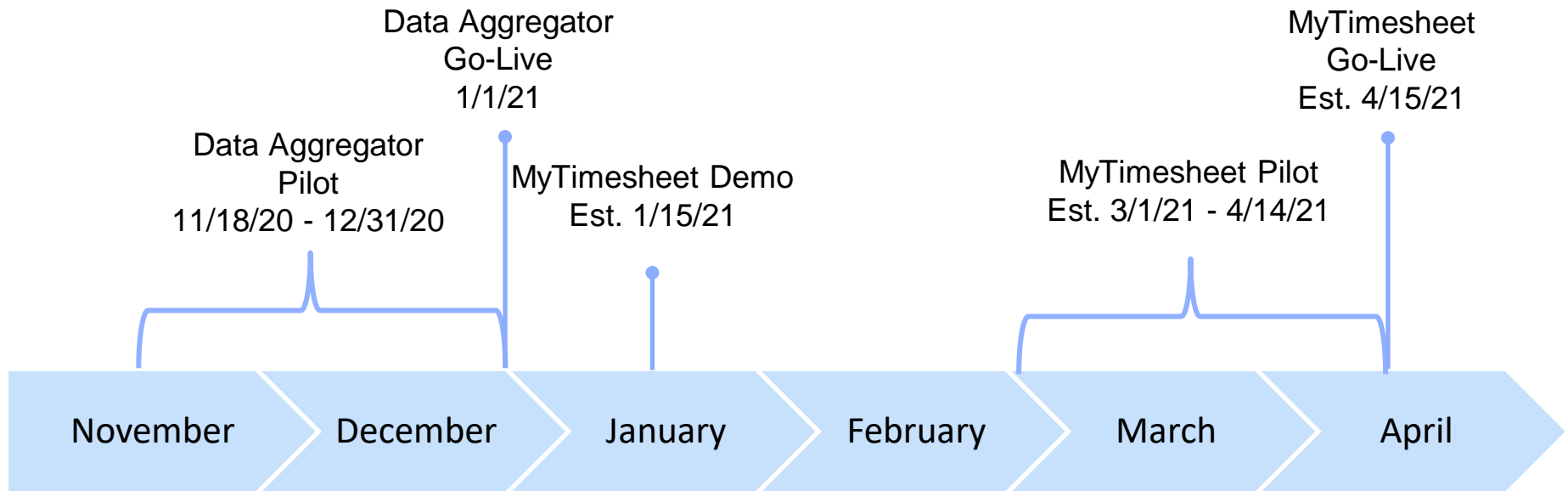
State-sponsored EVV system

- 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

Details on MyTimesheet operations will be posted publicly once they are finalized

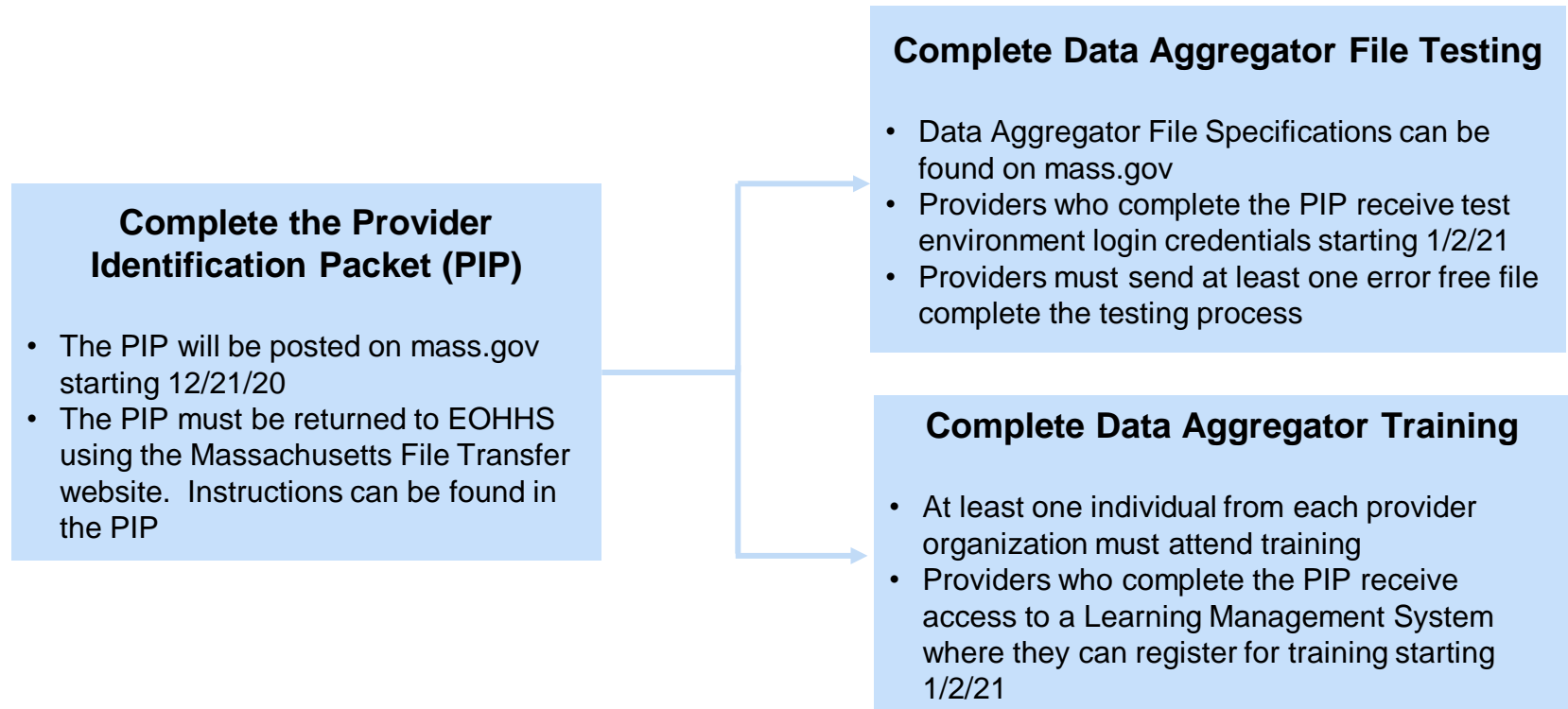
EVV Implementation Schedule

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



EVV Implementation Process

For providers choosing to use an Alternate EVV system and send their EVV data to the EOHHS Data Aggregator, there is a 3-step process to going live



Each step is required

EVV Implementation Process

For providers choosing to use the MyTimesheet system, there is a 2-step process to going live

Complete the Provider Identification Packet (PIP)

- The PIP will be posted on mass.gov starting 12/21/20
- The PIP must be returned to EOHHS using the Massachusetts File Transfer website. Instructions can be found in the PIP

Complete MyTimesheet Training

- At least one individual from each provider organization must attend training
- Providers who complete the PIP receive access to a Learning Management System where they can register for training
- The training schedule for MyTimesheet is TBD

Both steps are required.

The Provider Identification Packet Process

- Each ASAP Contracted Provider Organization will need to submit its Provider Identification Packet (PIP) to EOHHS using the Massachusetts Managed File Transfer (MFT) website.
- Each ASAP Contracted Provider Organization will receive an email from mft@mass.gov. The subject should be “New User Account for Commonwealth of Massachusetts.”
 - The EOHHS EVV team will use the ASAP contract Provider distribution list to identify the individual at each organization to receive the above email.
 - If more than one individual at your organization is on the ASAP Contract provider distribution list, the EOHHS EVV team will email you this week asking you to identify the ONE individual who should receive the email from mft@mass.gov.
 - If the EOHHS EVV team does not hear back from provider organizations on that individual, we will sort the last names alphabetically and use the person with the first last name (i.e. closest to ‘A’) to receive the email.
- Each provider organization must act on the email and set up a username and password for the MFT website to upload your PIP documents. You **cannot** return them to evvfeedback@mass.gov.
- There are some organizations on the distribution list who do not have ASAP contracts for personal care, homemaking and companion. These organizations do not meet EVV requirements for Phase 1.

EVV FAQs

Q: How are signatures handled with EVV?

A: The current policy on signatures and service verification for services provided through the ASAP network has not changed. Any questions should be directed to the ASAP Contracts Manager.

Q: Will EVV cover Home Health Aide Services?

A: EVV is currently required for Personal Care, Homemaking and Companion Services. Starting in 2023, EVV will be required for Home Health Aide Services and Supportive Home Care Aide Services. These services are not required now. Records submitted by provider organizations with Alt-EVV systems that include home health aide or supportive home care aide services will be rejected. The MyTimesheet system will only offer personal care, homemaking and companion service for scheduling.

Q: How should I submit visits with multiple services?

A: Provider organizations with Alt-EVV systems should submit these visits with multiple services (personal care, homemaking and/or companion) with one row per service using the same visit ID. Provider organizations using MyTimesheet will schedule an appointment that includes multiple services. The worker will clock in at the start of the appointment and clock out at the end of the appointment. The MyTimesheet system will divide the total time equally between the services.

EVV Implementation Process

What you can do now:

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

EVV Communication

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 that we use 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.

EOHHS will be communicating with providers on EVV requirements, not EVV software vendors. Since the federal requirements impact you, we want you to understand how we will work with you to meet them. Our intent is to provide documentation that you can provide to your vendors that is self-explanatory and user friendly. We welcome feedback on areas where we can improve our documentation to meet that standard.

Question Period

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