

Bi-Monthly Electronic Visit Verification PCA Public Listening Session

Executive Office of Health and Human Services

November 2021

CONFIDENTIAL; FOR POLICY DEVELOPMENT PURPOSES ONLY

Agenda

Logistics

Intent of Public Listening Sessions

Program Updates

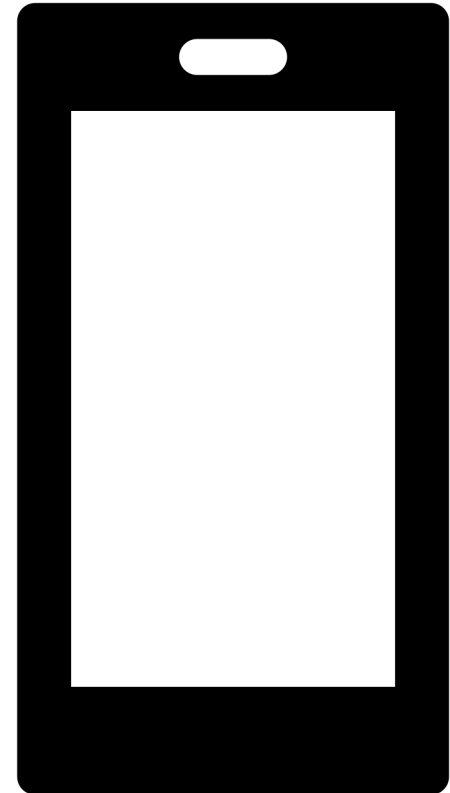
EVV Policy Decisions

Open Discussion

Thank You

Joining from a Mobile Device

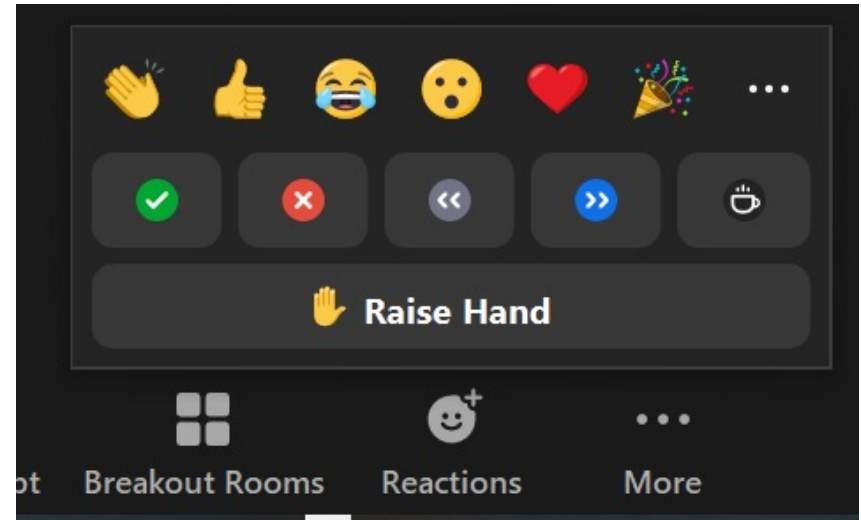
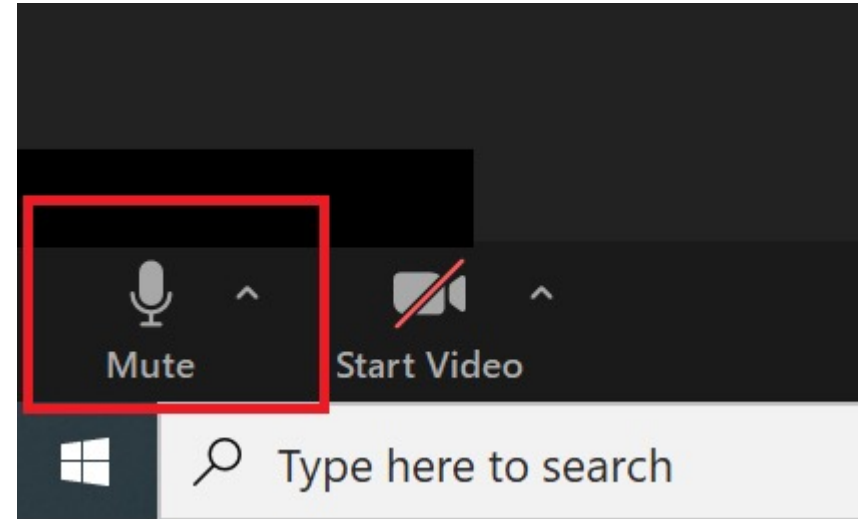
- If you are joining this meeting from a mobile device, you have two options:
 - Join by calling in
 - Join via the Zoom mobile application
- Listening session details, including call in information and the meeting password, can be found online at mass.gov by searching “Notice Bi-Monthly Public Listening Session” and opening the search result for November 2021.
- If you are having difficulty joining via the mobile application, please call in using the information provided in the communications sent for this listening session.
- If you call in, the deck we are reviewing will be posted on mass.gov and can be found by searching “November Bi-Monthly Public Listening Session”.



MassHealth asks that you please hold all comments until the end of the presentation.

Muting and Unmuting Your Line

- MassHealth requests that all attendees keep their phone muted if they are not talking to minimize background noise. MassHealth may mute your line if there is background noise.
- If you need to **unmute** your line, you can do so by following these instructions:
 - If you are connected to audio **on your computer or via the Zoom app**: Click the Mute icon at the bottom of the screen.
 - If you are connected to audio **on your phone**: Press *6 on your phone.
- You can also get MassHealth's attention by "raising your hand" by clicking the Reactions button and choosing Raise a Hand.
- If we run out of time and you are unable to share your feedback, written responses will be accepted at any time at PCAfeedback@massmail.state.ma.us



MassHealth asks that you please hold all comments until the end of the presentation.

Providing Input

- This Public Listening Session will include a presentation by MassHealth followed by an opportunity for attendees to provide input. **Please hold all comments until the end of MassHealth's presentation.**
- Attendees can provide input by either typing their comment into the chat section of Zoom or by unmuting and verbally giving their comments.
 - MassHealth asks that individuals providing comments indicate their role as a stakeholder. For example, identifying if you are a consumer, a PCA, a PCM employee, etc.
 - Feedback will be prioritized in the following order:
 1. A MassHealth representative will read any comments submitted to the comments section.
 2. A MassHealth representative will call on anyone using the “raise hand” feature.
 3. Attendees will have the opportunity to unmute and provide feedback.
 - MassHealth anticipates that many individuals will want to provide feedback. We ask that you be as concise as possible to ensure that all attendees who want to provide input have time to do so.
- During Public Listening Sessions, MassHealth **does not** respond to feedback. MassHealth asks that when the time for comments comes, participants frame their feedback in the form of a comment as questions cannot be answered.
- If we run out of time and you are unable to share your feedback, written responses will be accepted at any time at PCAfeedback@mass.gov

Agenda

Logistics

Intent of Public Listening Sessions

Program Updates

EVV Policy Decisions

Open Discussion

Thank You

Intent of Public Listening Sessions

Public Listening Sessions are voluntary. PCAs are **NOT** required to attend.

- MassHealth is holding bi-monthly Public Listening Sessions specific to the implementation of Electronic Visit Verification (EVV) within consumer-directed programs.
- The intention of these Public Listening Sessions is to share updates about MassHealth policy decisions related to EVV implementation in the PCA and HCBS MFP Self-Directed Waiver programs and seek stakeholder feedback as it relates to key focus areas of the implementation.
- This Public Listening Session is **not** a training.
- Each session includes a presentation by MassHealth with updates related to EVV implementation within the PCA and HCBS MFP Self-Directed Waiver programs, followed by an opportunity for attendees to provide input.
- During Public Listening Sessions, MassHealth **does not** respond to feedback or answer questions. The purpose of this session is for MassHealth to share updates and for stakeholders to provide feedback that will help inform ongoing policy development.
- The deck being reviewed is available at mass.gov by searching “Bi-Monthly Public Listening Session”. The deck will also be available in Spanish, however, it is not yet posted.

MassHealth asks that you please hold all comments until the end of the presentation.

Agenda

Logistics

Intent of Public Listening Sessions

Program Updates

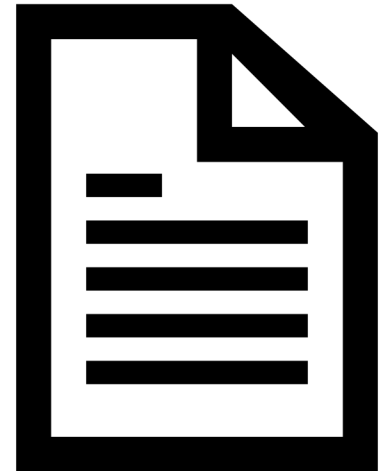
EVV Policy Decisions

Open Discussion

Thank You

FI Transition Update

- Before MassHealth implements EVV, the PCA Program will complete the FI Transition to Tempus. This change is unrelated to EVV.
- Tempus will be the sole Fiscal Intermediary for the PCA and MFP Programs as of Jan. 1, 2021
- All consumers and PCAs who received FI services from either NE Arc or Stavros must **submit updated employment paperwork** to Tempus by Dec. 17, 2021
 - Forms were mailed/emailed to consumers and PCAs in both September and October
 - Forms can be returned via email, fax or mail
- You can get help for paperwork completion in any of the following ways:
 - Go to <https://tempusunlimited.org/ma-transition/>
 - Call Tempus at 877-479-7577
 - Email Tempus at mafms@tempusunlimited.org



MassHealth asks that you please hold all comments until the end of the presentation.

FI Transition Update

Importance of Completing Transition Paperwork

Consumer Employers

- IRS 2678 form tells the IRS that you authorize Tempus to submit documents to the IRS on your behalf
 - All employers must submit withholding taxes and tax forms to the IRS
- Conveys to Tempus that you understand the privacy practices utilized by Tempus and that you authorize them to release Protected Health Information, where necessary

PCAs

- Authorizes direct deposit
- Confirms that PCA understands rules and responsibilities of PCA Program

Consumers and PCAs are **REQUIRED** to complete and return their forms to Tempus by 12/17/21. Those who do not complete their forms could face termination from the program.

Tempus Transition Website: <https://tempusunlimited.org/ma-transition/>

MassHealth asks that you please hold all comments until the end of the presentation.

Agenda

Logistics

Intent of Public Listening Sessions

Program Updates

EVV Policy Decisions

Open Discussion

Thank You

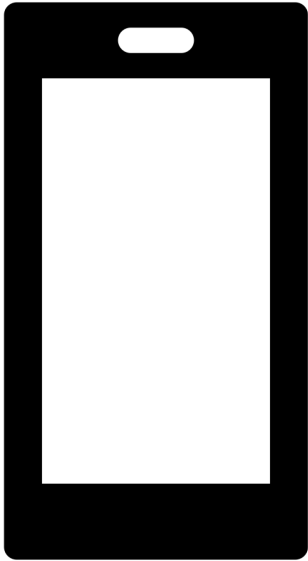
Electronic Visit Verification (EVV) Background

- EVV is required by federal law for in-home personal care services.
- MassHealth must implement EVV. Not implementing EVV will result in financial penalties for MassHealth from the federal government.
- MassHealth will implement EVV gradually over calendar years 2022 & 2023.
- Many questions about how EVV will be implemented are still being considered. As policy decisions are made, updates and clarifications will be provided through these Public Listening Sessions.



MassHealth asks that you please hold all comments until the end of the presentation.

An Introduction to the EVV System



- MassHealth is working with Tempus to configure an EVV system for the PCA Program.
- The EVV system will be an application that is downloaded on a smartphone device.
- A worker will “check-in” and “check-out” of each shift.
- The EVV system will capture the data elements required by federal law:
 - Name of the worker
 - Name of the consumer
 - Name of the service (i.e., personal care)
 - Date of the service
 - Visit start and end time
 - Visit start and end location (as either home or community)
- A consumer, surrogate, or administrative proxy will log into the EVV system and approve or edit, if needed, the time reported.
- Once implemented, EVV **will** replace your existing timesheet.

MassHealth asks that you please hold all comments until the end of the presentation.

The EVV Web Portal

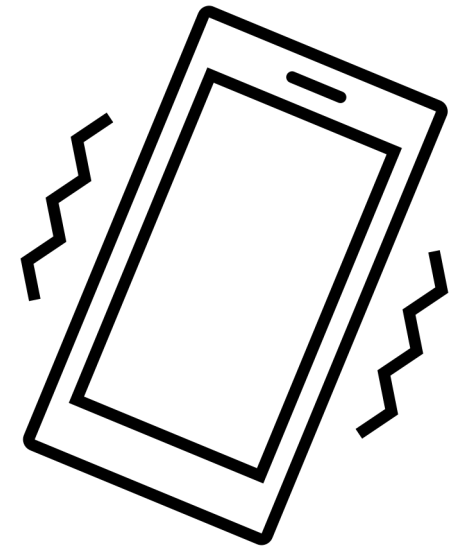
In addition to the EVV mobile application, there will be an EVV web portal that can be accessed by both Consumers and PCAs.

- Consumers or their Surrogates/Administrative Proxies will use the EVV web portal to review and approve time that has been submitted by PCAs.
- Consumers and PCAs will have the ability to add and edit time in the web portal that was not captured by the mobile application or captured incorrectly.
- The web portal can be used when:
 - There is an emergency when the PCA arrives at the Consumer's home
 - The PCA forgets to check in or out of a visit
 - The PCA's phone dies during a visit
- Note that time submitted manually in the web portal **is not** considered EVV compliant and therefore policies will be established to minimize manual entries.
- Consumers will be able to use the web portal to access historical visit information.

MassHealth asks that you please hold all comments until the end of the presentation.

Access to Personal Devices

- MassHealth will provide PCAs and consumers with smartphones, upon request, to enable them to complete EVV duties
- This benefit is available to all PCAs and consumers who are required to use EVV (users who are exempt from EVV are not eligible)
- Users will need to submit an application to Tempus to request the device and attest to understanding that the purpose of the device is to complete EVV duties
- MassHealth will not be able to provide phone replacements or upgrades at this time
 - To ensure that MassHealth can offer this benefit to all consumers and PCAs who need it, MassHealth will only be able to provide one phone per consumer and/or PCA.
- Tempus will provide training on the EVV application but is not responsible for training on how to use the phone generally



MassHealth asks that you please hold all comments until the end of the presentation.

EVV Exemptions

Two groups of PCAs will not need to use EVV:

Live-In Exemption

Available to PCAs who live with their consumer either permanently or for an extended period of time (eating and sleeping for 5 consecutive days and nights)

Safety Exemption

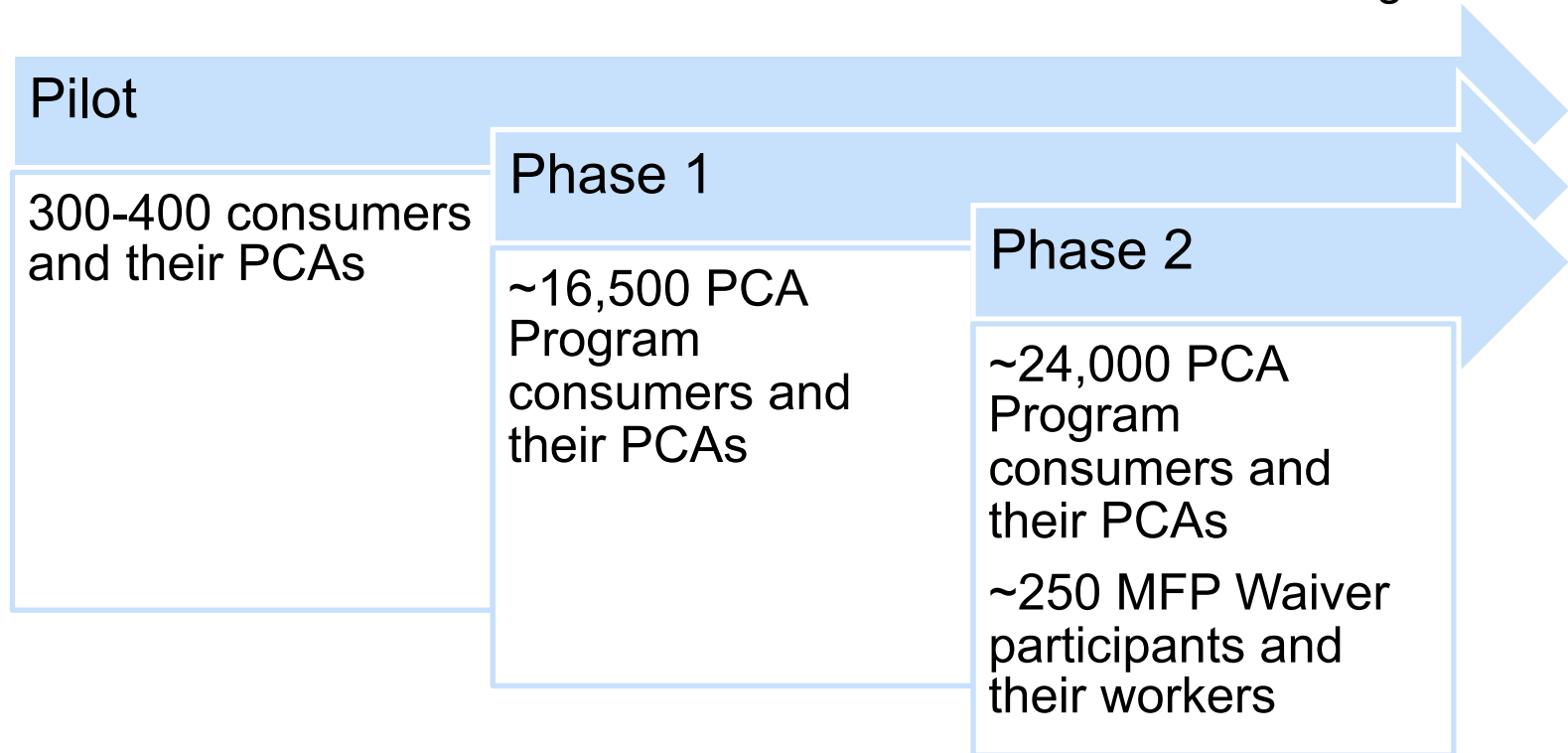
Available to PCAs where using a GPS-enabled device creates a possible safety risk due to a history of stalking, domestic violence or harassment

- These PCAs will:
 - Complete an attestation to confirm their exemption status
 - Submit time using the timesheet submission method of their choice

MassHealth asks that you please hold all comments until the end of the presentation.

EVV Implementation Timeline Update

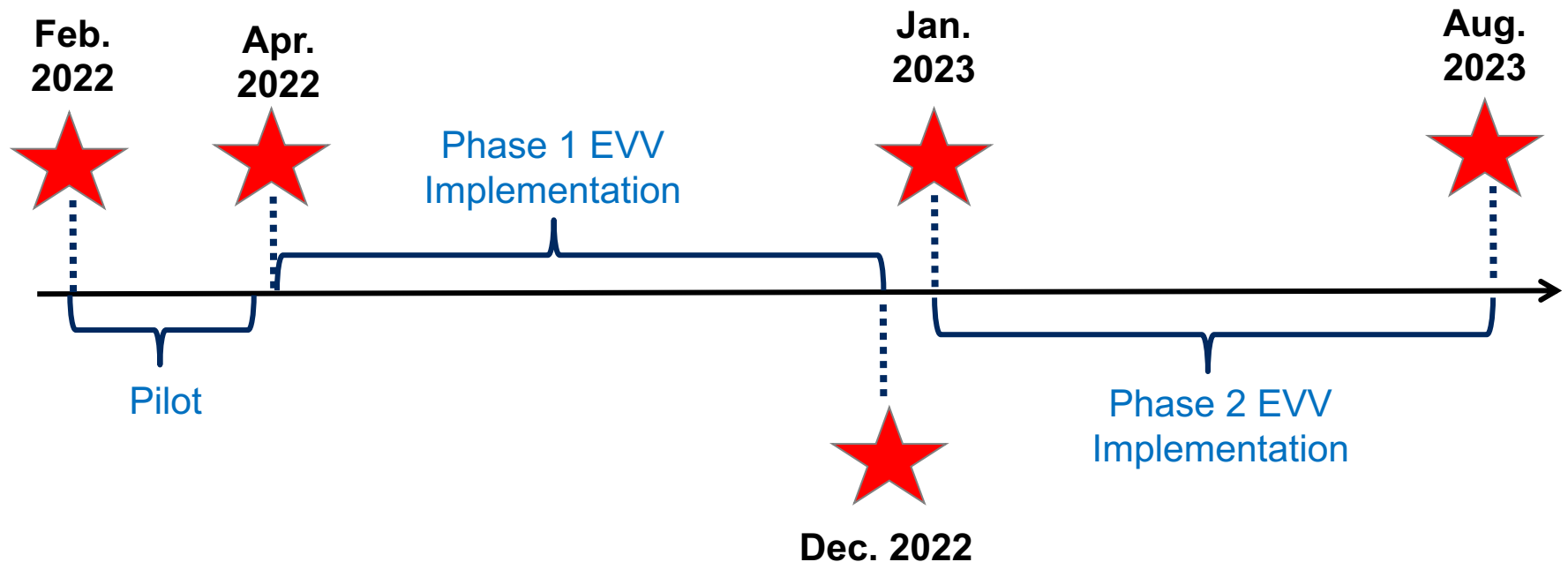
- MassHealth will implement EVV in phases
- EVV Pilot enables Tempus to test EVV system with small group of users and resolve any issues prior to a larger implementation
- Phase 1 consumers are those without night hours. Implementing EVV for those consumers first allows Tempus to phase in EVV and gives MassHealth additional time to confirm how EVV will work for consumers with night hours



MassHealth asks that you please hold all comments until the end of the presentation.

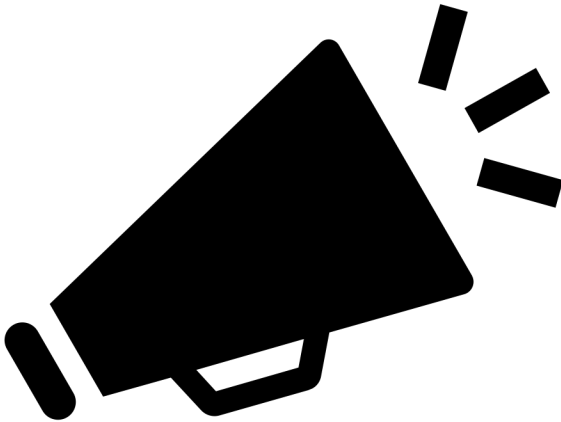
EVV Implementation Timeline Update

- In Phase 1 and Phase 2, new consumers and their PCAs will start using EVV each month
- Tempus will provide training to consumers and PCAs on how to use EVV. Training will be offered in different modes:
 - Instructor-led training
 - Online videos
 - User manuals
- Training will be offered throughout implementation and will open to new groups a few weeks before their implementation date



Anticipated Communications about EVV Implementation

MassHealth expects that EVV communications will begin in January 2022. This timeline will ensure there is no conflict with the FI Transition Process



- Initial high-level notification regarding EVV requirement distributed to all consumers and PCAs
 - Sent via multiple channels (i.e. mail, text, social media, etc.)
 - Purpose is to ensure that all PCA stakeholders know change is coming and where to get more information
- Implementation-specific notification sent to consumers and PCAs scheduled for implementation
 - Sent via multiple channels
 - Provides users with information on requesting devices and claiming exemptions
 - Provides users with instructions on how to register for training

MassHealth wants to hear from you!

MassHealth wants to ensure that all consumers and PCAs are aware of the EVV requirement and how MassHealth plans to implement EVV. What communication measures, beyond those mentioned here, should we use to ensure broad understanding of these changes?

Do you have implementation recommendations for MassHealth that we should consider?

The intent of the device voucher process is to ensure that consumers and PCAs without a device can still successfully participate in EVV. Do you have additional recommendations that would help us improve the success of this program?

Are there other areas of EVV implementation that you would like MassHealth to address in our next public listening session?

MassHealth wants to hear from you!

Feedback Reminders

- Feedback will be prioritized in the following order:
 - A MassHealth representative will read any comments submitted to the comments section.
 - A MassHealth representative will call on anyone using the “raise hand” feature.
 - Attendees will have the opportunity to unmute and provide feedback.
- During Public Listening Sessions, MassHealth **does not** respond to feedback. MassHealth asks that you frame your feedback in the form of a comment as questions cannot be answered.
- If we run out of time and do not get to your question, MassHealth accepts feedback at anytime at PCAfeedback@massmail.state.ma.us

Thank you!

Additional feedback can be submitted to MassHealth by emailing:

PCAfeedback@massmail.state.ma.us