

# **Bi-Monthly Electronic Visit Verification PCA Public Listening Session**

**Executive Office of Health and Human Services**

**October 2022**

CONFIDENTIAL; FOR POLICY DEVELOPMENT PURPOSES ONLY

# AGENDA

## Important Information

## Purpose of Public Listening Session

## What is EVV?

- The EVV System
  - The EVV App
  - The EVV Portal

## Personal Devices and Vouchers

- Using EVV when not connected to the internet

## Privacy

## Exemptions

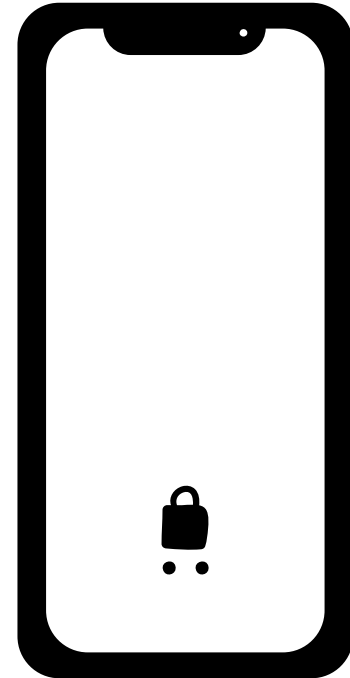
## Training

## Implementation Strategy

## Public Comments

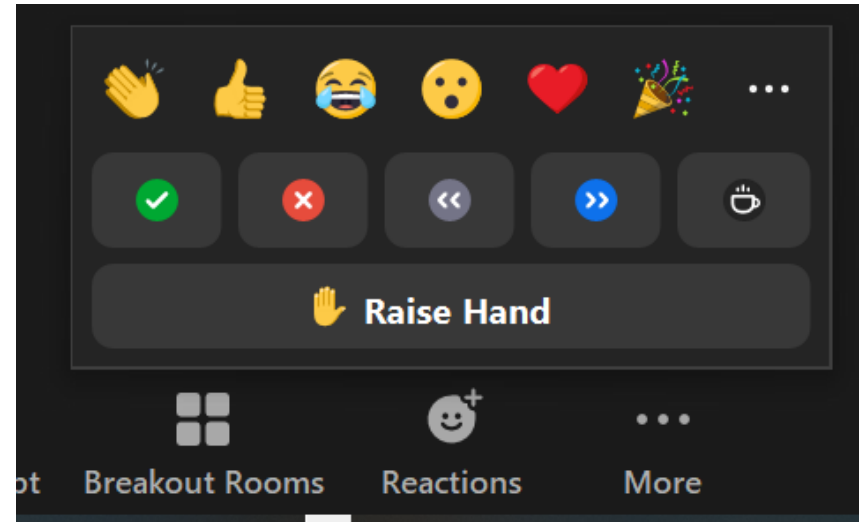
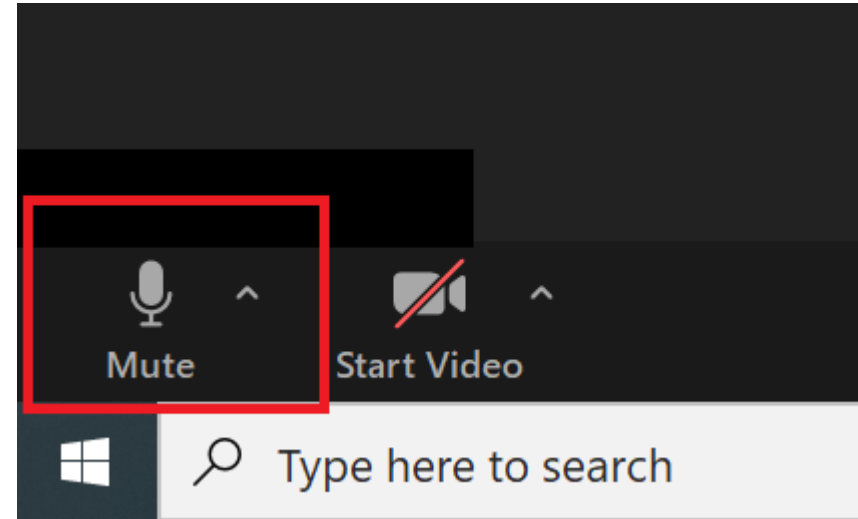
## Joining from a Mobile Device

- 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](https://mass.gov) by searching “Notice Bi-Monthly Public Listening Session” and opening the search result for September 2022.
- 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](https://mass.gov) and can be found by searching “September Bi-Monthly Public Listening Session”.



# 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](mailto:PCAfeedback@massmail.state.ma.us)



# Closed Captioning

- Closed captions are available during this session for those using their computer.
- To see the closed captions, you must use the following links:
  - English - <https://www.streamtext.net/player?event=MassHealth>
  - Spanish - <https://www.streamtext.net/player?event=MassHealth-Spanish>
- These links will be placed in the Chat section of Zoom.

# 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](mailto:PCAfeedback@mass.gov)

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# Purpose of Public Listening Session

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

- MassHealth is holding regular Public Listening Sessions to discuss the implementation of Electronic Visit Verification (EVV) in the PCA program and MFP Self-Directed Waiver program.
- The intention of these Public Listening Sessions is:
  - 1) To share updates about MassHealth policy regarding EVV implementation; and
  - 2) Seek stakeholder feedback as it relates to key focus areas of the implementation.
- This Public Listening Session is **not** a training. Attendance is voluntary and PCAs are not required to attend. PCAs will not be paid for attending this public listening session.
- Each session includes:
  - 1) A presentation by MassHealth with updates related to EVV implementation within the PCA and HCBS MFP Self-Directed Waiver programs; followed by :
  - 2) 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, or will soon be, available in English and Spanish at mass.gov by searching “Bi-Monthly Public Listening Session”



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# What is EVV?

- EVV stands for "Electronic Visit Verification."
- EVV is a new type of electronic timesheet that is **required by federal law**.
  - The law requires the EVV system to verify certain parts of a visit, including the visit start time, end time, and location.
- Certain MassHealth programs, including the PCA program and MFP Self-Directed Waiver program, must start using EVV in the future.
- Most Consumers and PCAs will be required to use EVV; however, there are two groups who will not need to use EVV:
  - 1) Consumers and PCAs who live together full-time
  - 2) Consumers or PCAs whose safety would be at risk if they used the EVV system
- If you are required to use EVV, you will stop submitting paper timesheets or eTimesheets. Instead, you will submit your time through the EVV system.
- **If you are required to use EVV, you will start using the system at some point between mid-2023 and the end of 2024.**

## What is EVV? (Continued)

- EVV will be implemented gradually. Not everyone will start using EVV at the same time.
- MassHealth is still creating the implementation schedule. Once final, this schedule will be shared with stakeholders
- Consumers and PCAs will be trained on how to use EVV **before** they are required to start using it.
- EVV will **ONLY** change how PCAs submit their time to the Fiscal Intermediary.
  - It will **NOT** change a Consumer's PCA hours, the way PCAs provide personal care services, or other parts of how the PCA program works.

## The EVV System

- As MassHealth's single Fiscal Intermediary (FI), Tempus Unlimited is responsible for developing the EVV system.
- MassHealth has strict EVV requirements that Tempus must follow. MassHealth is working with Tempus to make sure the EVV system is easy to use and meets state and federal rules.
- The EVV system is still under development. MassHealth and Tempus will test the system before it is used by Consumers and PCAs.
- The PCA program's "EVV system" will include two parts:
  - 1) An **EVV application** that PCAs will use to check in and check out of each shift; and
  - 2) An **EVV Portal** that Consumers will use to review and approve their PCAs' time.

# The EVV Application ("EVV App")

**PCAs will use the EVV application to check-in and check-out of each shift.**

If you are a PCA who is required to use EVV, you will use the EVV App instead of submitting paper timesheets or eTimesheets.

- The EVV App will work on any smart device, such as a smartphone or tablet. The app will be free to install.
- When the PCA starts a shift, they will open the EVV App and check in. When they are done with a shift, they will open the EVV App and check out.
- Federal law requires the EVV system to electronically verify each shift. Certain information will be verified 1) at the exact moment the PCA checks into a shift; and 2) at the exact moment the PCA checks out of a shift.
- During check-in and check-out, the EVV system will electronically verify:
  - The names of the Consumer and PCA
  - The type of visit (i.e., personal care)
  - The date of the visit
  - The start or end time of the visit
  - The location of the visit

# The EVV Portal

## Consumers will use the EVV Portal to view and approve their PCAs' time.

If you are a Consumer who is required to use EVV, you will use the EVV app instead of submitting paper timesheets or eTimesheets.,

- The EVV Portal is a website where Consumers (or their Surrogates or Administrative Proxies) will view and approve their PCAs' timesheets. Consumers can visit the EVV Portal website using their computer, smartphone, or any other web browser.
- Consumers will log into the EVV Portal and see each of their PCAs' timesheets. Through the portal, Consumers can:
  - View their PCAs' timesheets
  - Fix errors on their PCAs' timesheets
  - Enter PTO shifts
  - Approve or deny their PCAs' timesheets
- PCAs will also have access to the Portal. PCAs will be able to view their timesheets, enter PTO requests, and request changes to their timesheets.

## The EVV Portal (Continued)

- Consumers will be able to create shifts in the EVV portal, even if the PCA did not use the EVV app. For example, a Consumer could create a manual shift in the EVV portal if:
  - Their PCA forgot to check in
  - Their PCA lost or broke their cell phone
  - They had an emergency and the PCA couldn't check in at the start of a shift
- Even though Consumers will be able to create manual shifts, these shifts are **not** compliant with federal rules. Federal rules require PCAs to check in and out of shifts using the EVV app so that the shifts are electronically verified. Shifts that are edited or entered manually do not meet these rules.
- MassHealth will create policies to limit the creation of manual shifts and the editing of shifts. While most Consumers will need to edit or enter a manual shift at some point, they cannot do it frequently.
  - Tempus FI will provide Consumers and PCAs with more information about this topic during future EVV training.
  - If Consumers frequently edit or enter manual shifts *instead of* having their PCAs use the EVV app, they will receive skills training from their PCM to correct the issue.
  - While MassHealth's primary focus is on support and education, Consumers and/or PCAs may face consequences for repeated EVV noncompliance.

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## Personal Devices and Device "Vouchers"

- PCAs will be able to use the EVV app on their own smart devices. This could include a smartphone or tablet.
- If a PCA does not have a smart device or does not want to use their own device, they can request a "voucher" for a free smartphone from MassHealth.
  - Upon request, MassHealth will provide the PCA with a voucher for a free EVV-compatible smart phone.
  - The device will be a basic smartphone and it will NOT come with a data plan.
  - MassHealth will only provide one device, and MassHealth will not replace lost, stolen, or damaged devices.
  - The PCA will be required to sign a document agreeing to use the device for EVV.
  - Devices will not be returned to MassHealth.
- MassHealth will also offer a voucher to any Consumer, Surrogate, or Administrative Proxy who is unable or unwilling to use their own device for the EVV portal.
- Vouchers will only be offered to Consumers and PCAs who are required to use EVV.
- Vouchers will be issued by Tempus FI. MassHealth is still working with Tempus to decide how the voucher process will work.

## Using EVV When Not Connected to the Internet

- Some Consumers and PCAs live in places where there is no cell phone reception or internet. Other Consumers and PCAs may not have data plans on their cell phones.
- **PCAs will NOT need to be connected to the internet to check in and check out of visits.**
- If a PCA does not have an internet connection or mobile data at the Consumer's home, they will still check in and check out using the EVV App.
- Then, at a later time, the PCA will find a different location to connect to the internet. Once the PCA connects to the internet, the EVV App will automatically send the visit information to the EVV system.

## Using EVV When Not Connected to the Internet (Continued)

- For example, a PCA works a shift at their Consumer's home. The Consumer does not have wi-fi and the PCA does not have a data plan.
  - The PCA will still check in and check out of the visit using the EVV App
  - The next day, the PCA goes to a supermarket, library, or other location with free wi-fi. Once the PCA connects to the internet, the EVV App will automatically send the visit information to the EVV system.
- MassHealth is still determining how to handle situations where a Consumer does not have internet access and cannot access the EVV portal, even with a device voucher from MassHealth.

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## Privacy and EVV

### Some stakeholders are worried about how EVV will affect their privacy.

MassHealth understands these concerns and is committed to protecting the privacy of Consumers and PCAs, while complying with federal rules.

- Based on federal rules, the EVV system must electronically verify a PCA's GPS location when they check in and check out of a visit.
- The EVV system will **ONLY** verify GPS location at the exact moment the PCA checks into a visit, and the exact moment the PCA checks out of a visit.
  - This is the minimum information required by federal rules
  - The EVV system will never verify a PCA's GPS location at any other time.
- The EVV App and EVV Portal will never display a PCA's actual GPS coordinates.
  - Instead, the system will only show the word "Home" if the PCA is at the Consumer's home when checking in or out, or the word "Community" if the PCA is anywhere other than the Consumer's home when checking in or out.

## Privacy and EVV (Continued)

- The EVV system is subject to extremely strict privacy and security rules.
  - These rules are included in MassHealth's contract with Tempus FI.
  - All location data will be heavily restricted, and MassHealth requires Tempus to maintain strict internal controls related to privacy.

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# EVV Exemptions

- Most Consumers and PCAs will need to use the EVV system. However, there will be some limited exceptions.
- The following two groups of people will be "exempt" from using EVV, which means they will not be required to use EVV:
  - 1) Consumers and PCAs who live together full-time. **This is called the "live-in exemption."**
  - 2) Consumers and PCAs whose safety could be at risk if they use location services on their smartphone. Examples could include people who are victims of stalking, harassment, or domestic violence. **This is called the "safety exemption."**
- If a Consumer employs multiple PCAs, the live-in exemption will only apply to PCAs who live with the Consumer full-time.
  - For example, a Consumer could have two PCAs – one who lives with the Consumer full time and one who lives in a different home. Both currently use eTimesheets.
  - The PCA who lives with the Consumer would not use EVV. They would continue to use eTimesheets.
  - However, the Consumer and PCA who live separately would use the EVV system.
- MassHealth is still deciding how the exemptions will work, and how Consumers and PCAs will request an exemption.
  - More information will be shared at a future EVV training.



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## EVV Training

- If you are required to use EVV, you will receive training from Tempus FI **BEFORE** you start using the system.
- Training will be provided to everyone who is required to use the EVV system. This includes:
  - Current Consumers and PCAs
  - New Consumers and PCAs, as they start the program
- Tempus FI will also provide training to Personal Care Management (PCM) agency staff.
  - In addition to Tempus' training, PCM agencies will provide skills training to Consumers who need help with EVV.
- Training will be provided in multiple formats, including:
  - Live online training
  - Live in-person training
  - Reference guides, training videos, and FAQ documents
- Tempus FI will offer training sessions at varying times, to accommodate Consumers' and PCAs' schedules. Training materials will also be available online. Training sessions and materials will be available in multiple languages.

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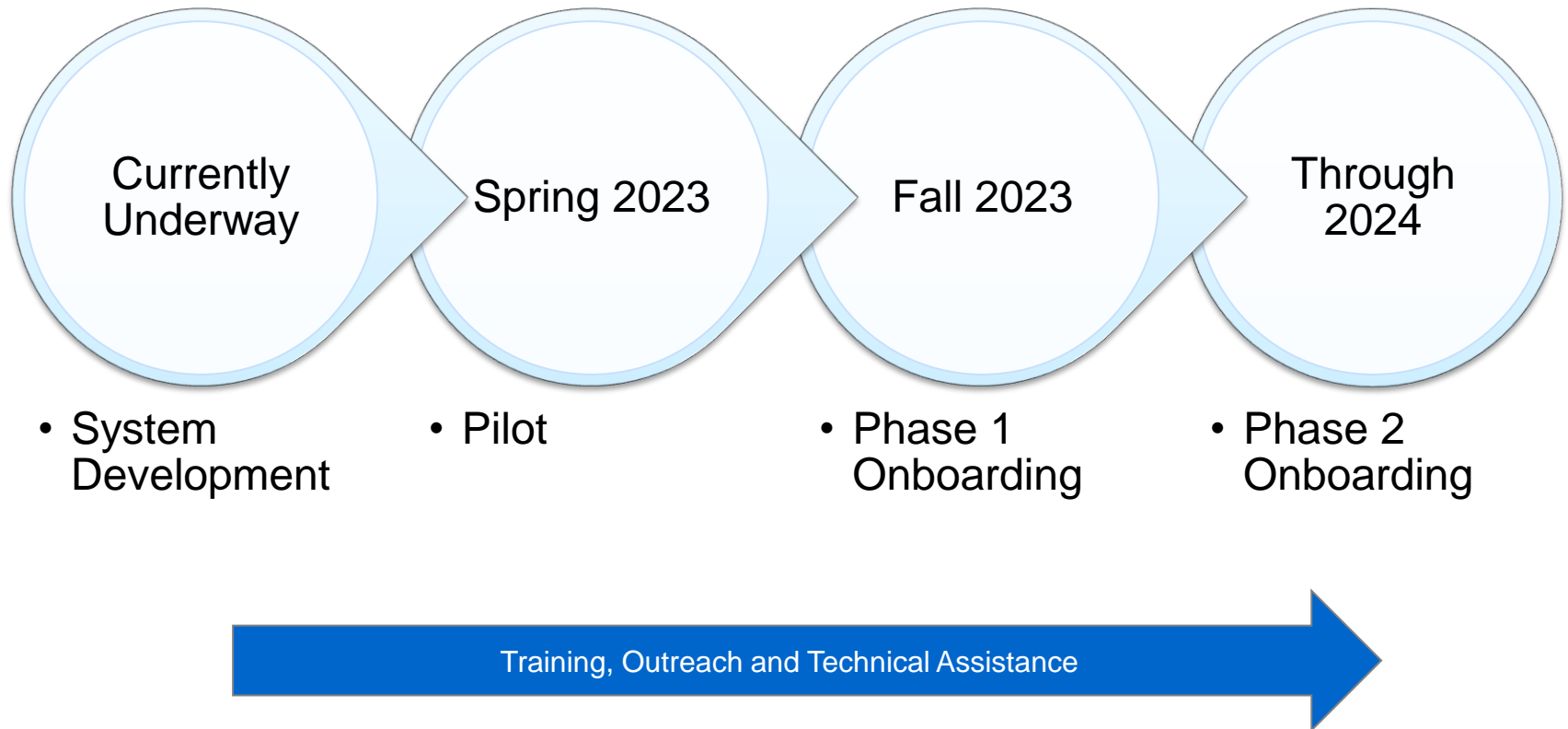
Public Comments

## How MassHealth Will Implement EVV

- If you are required to use EVV, you will start using the system at some point between mid-2023 and the end of 2024.
- MassHealth will host a small EVV pilot before most Consumers and PCAs start using EVV.
  - The pilot will help test the EVV system and make sure it works properly.
- Once the pilot is completed, EVV will be implemented in two phases:
  - 1) The first phase will include Consumers who are NOT authorized for night hours
  - 2) The second phase will include Consumers who ARE authorized for night hours.
- MassHealth expects that each phase will last for about 9 months. Phase 1 will happen before Phase 2.
- MassHealth will start requiring Consumers and PCAs to use EVV in groups.
  - For example, during Phase 1, MassHealth will require a new group of PCAs and Consumers to start using EVV every 2-3 months.
  - MassHealth will work with Tempus FI to decide the order in which people start using EVV (for instance, in alphabetical order by Consumer last name).

# EVV Timeline Update

## Tentative EVV Implementation Timeline



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# MassHealth wants to hear from you!

**What do you consider to be the key impacts of EVV implementation, and do you have suggestions for MassHealth to consider as we address those impacts?**

## 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.
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- **During Public Listening Sessions, MassHealth does not respond to feedback. Please frame your feedback in the form of a comment.**
  - **MassHealth is here to listen, and we cannot answer questions at Public Listening Sessions.**
- If we run out of time and do not get to your question, MassHealth accepts feedback at anytime at [PCAfeedback@massmail.state.ma.us](mailto:PCAfeedback@massmail.state.ma.us)

**Thank you!**

*Additional feedback can be submitted to MassHealth by emailing:*

***[PCAfeedback@massmail.state.ma.us](mailto:PCAfeedback@massmail.state.ma.us)***