# Electronic Visit Verification Phase II Implementation for SCO/One Care Contracted Providers

Executive Office of Health and Human Services

June 4, 2021

## Slide 2: Meeting Agenda

Today we will discuss:

* + High Level Overview of EVV
  + Options for EVV Compliance
  + EVV Registration and Implementation
  + 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.

## Slide 3: 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)

## Slide 4: High-Level Overview of EVV

* EVV is a federal requirement based on the 21st Century Cures Act (Cures Act)
* Massachusetts is federally required to implement EVV for personal care services provided to Medicaid recipients.
  + - Since personal care is often provided along with homemaking and companion services, EOHHS decided to implement EVV for those services too.
* Because EVV requirements extend to many providers, EOHHS decided to implement in phases
* This phase (Phase II) impacts providers that contract directly with SCO and/or One Care Plans to provide personal care, homemaking and companion services
  + Many providers in Phase II are required to implement EVV for Phase I (ASAP-contracted providers)
  + Requirements in Phase II will be similar to Phase I

## Slide 5: High-Level Overview of EVV

* 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 personal care 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 did not meet the January 2021 deadline
  + Providers will not be held responsible for penalties associated with COVID-related delay

## Slide 6: Options for EVV Compliance

EOHHS offers providers that directly contract with SCO and One Care Plans two options for achieving EVV compliance:

Alternate EVV System

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

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

MyTimesheet

State-sponsored EVV system

* Mobile-based system offered by Optum and configured for the State’s use
* Integrated with Plans’ systems. Consumer, provider, and service plan 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 will be automatically uploaded to EOHHS’ Data Aggregator

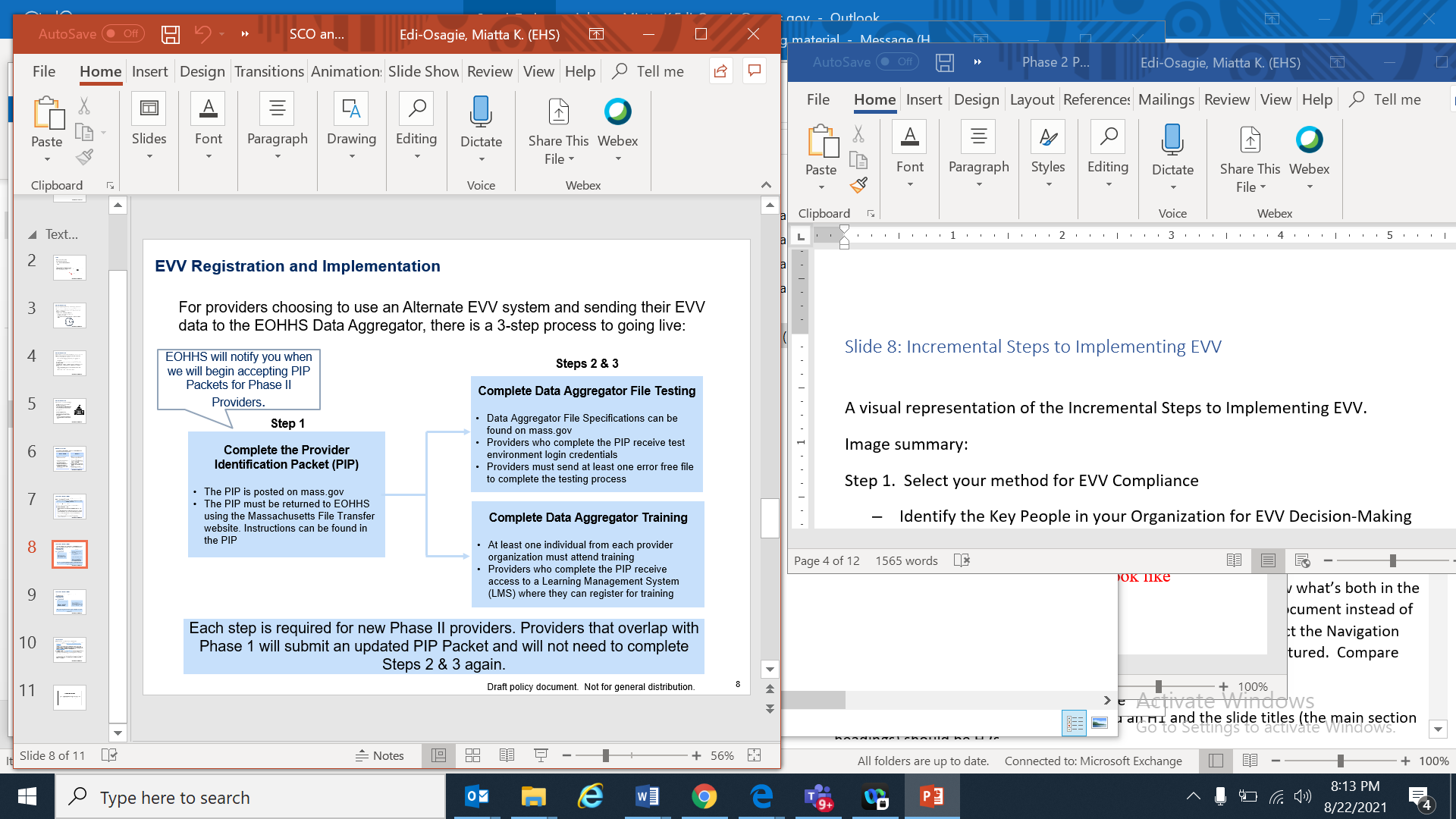
## Slide 7: EVV Registration and Implementation

Some providers may already know if they are going to use an alternate EVV system or the MyTimesheet EVV system

* **If you are NOT sure whether you will use MyTimesheet or purchase an alternate EVV system, you should:**
  + **Begin researching alternate EVV systems**
  + **Determine how your organization will address the device requirement**
  + **Plan to attend a MyTimesheet demo** 
    - EOHHS will notify you of MyTimesheet demo dates at least 2 weeks prior to the demos
    - Optum will offer demonstrations of the MyTimesheet system to enable providers to make an informed decision if an alt-EVV system or MyTimesheet is right for them
    - Do not wait until the MyTimesheet demo to research alternate EVV systems
    - If you determine after the MyTimesheet demo that you want to pursue alternate EVV, you will need to proceed with your alternate EVV system to meet implementation deadlines.

## Slide 8: EVV Registration and Implementation

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



A visual representation of the EVV Registration and Implementation.

Image summary:

EOHHS will notify you when we will begin accepting PIP Packets for Phase II Providers

Step 1. Select your method for EVV Compliance

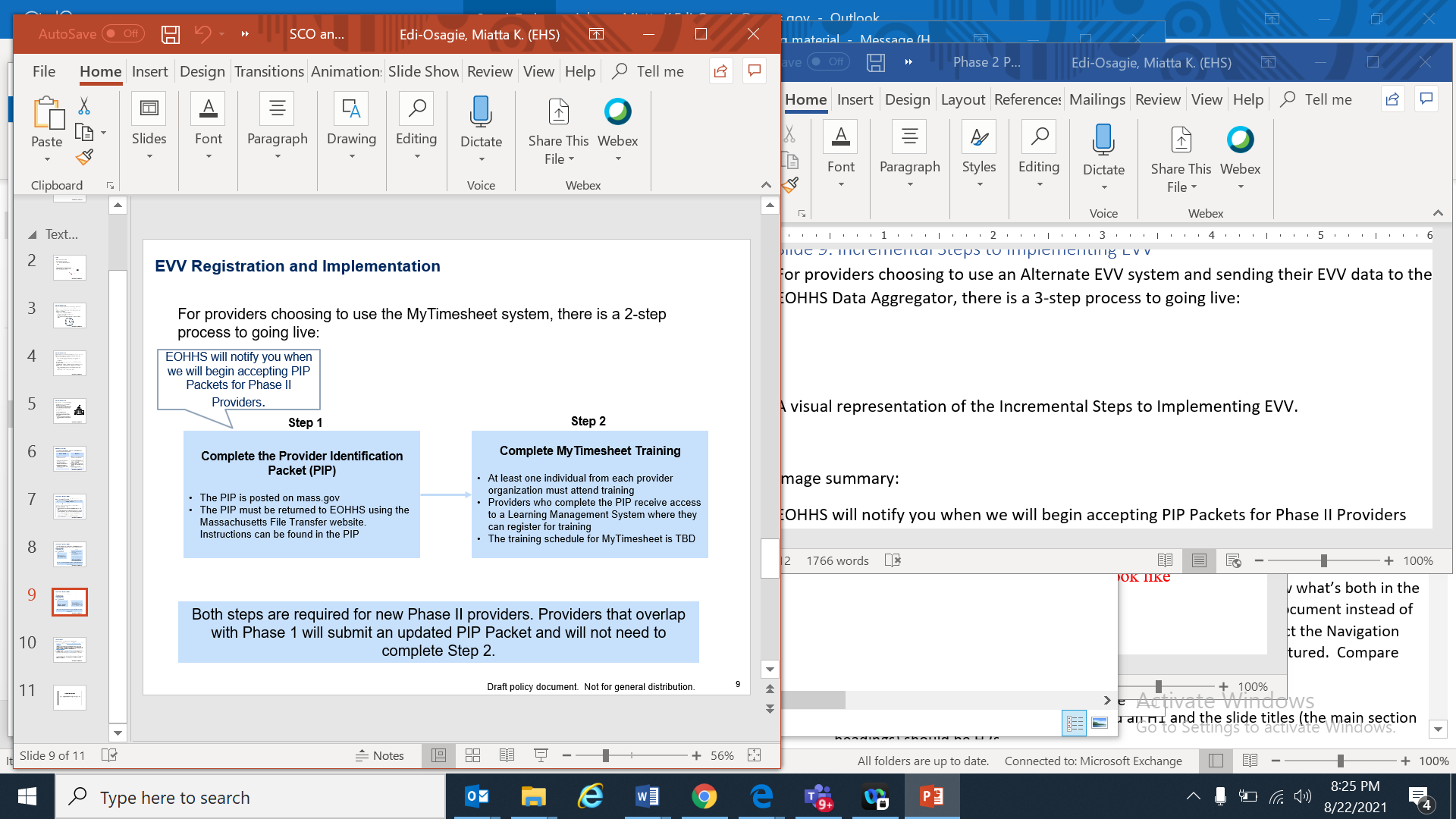
* Complete the Provider Identification Packet (PIP)
  + The PIP is posted on mass.gov
  + The PIP must be returned to EOHHS using the Massachusetts File Transfer website. Instructions can be found in the PIP

Steps 2 & 3

* Complete Data Aggregator File Testing
  + Data Aggregator File Specifications can be found on mass.gov
  + Providers who complete the PIP receive test environment login credentials
  + Providers must send at least one error free file to complete the testing process
* Complete Data Aggregator Training
  + At least one individual from each provider organization must attend training
  + Providers who complete the PIP receive access to a Learning Management System (LMS) where they can register for training
* Each step is required for new Phase II providers. Providers that overlap with Phase 1 will submit an updated PIP Packet and will not need to complete Steps 2 & 3 again.

## Slide 9: Incremental Steps to Implementing EVV

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



A visual representation of the Incremental Steps to Implementing EVV.

Image summary:

EOHHS will notify you when we will begin accepting PIP Packets for Phase II Providers

Step 1.

* Complete the Provider Identification Packet (PIP)
  + The PIP is posted on mass.gov
  + The PIP must be returned to EOHHS using the Massachusetts File Transfer website. Instructions can be found in the PIP

Step 2.

* 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 (LMS) where they can register for training
  + The training schedule for MyTimeSheet is TBD

Both steps are required for new Phase II providers. Providers that overlap with Phase 1 will submit an updated PIP Packet and will not need to complete Step 2.

## Slide 10: Incremental Steps to Implementing EVV

* EOHHS has developed multiple channels for communication
* **Mass.gov website**. EOHHS posts provider resources, EVV documents and general EVV information on our EVV website: <https://www.mass.gov/topics/electronic-visit-verification-evv>. This website has recently been updated to make information about specific implementations easier to find.
* **Email communication.** EOHHS has an email distribution group for SCO and One Care C-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](mailto:evvfeedback@state.ma.us).
* **Dedicated EVV email.** The [evvfeedback@state.ma.us](mailto: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 Friday from 1:00pm to 2:00pm. 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.