

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

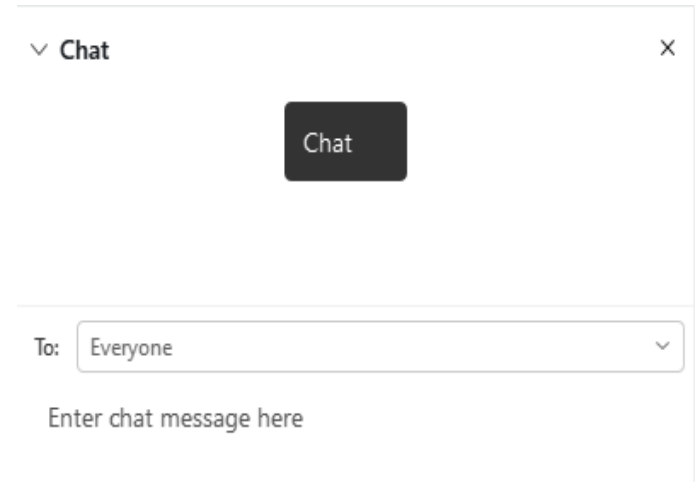
Executive Office of Health and Human Services

June 4, 2021

Agenda

- 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.



The screenshot shows a chat window titled "Chat" with a close button (X) in the top right corner. Inside the window, there is a dark grey button labeled "Chat". Below this, there is a "To:" dropdown menu currently set to "Everyone". At the bottom of the chat window is a text input field with the placeholder text "Enter chat message here". A red arrow points from the text in the previous block to this input field.

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
- There are several kinds of EVV systems but regardless of the system used, instead of a timesheet, the worker uses the EVV system to check in and check out of a service visit
- 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)
- 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

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 delays



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

EVV Registration and Implementation

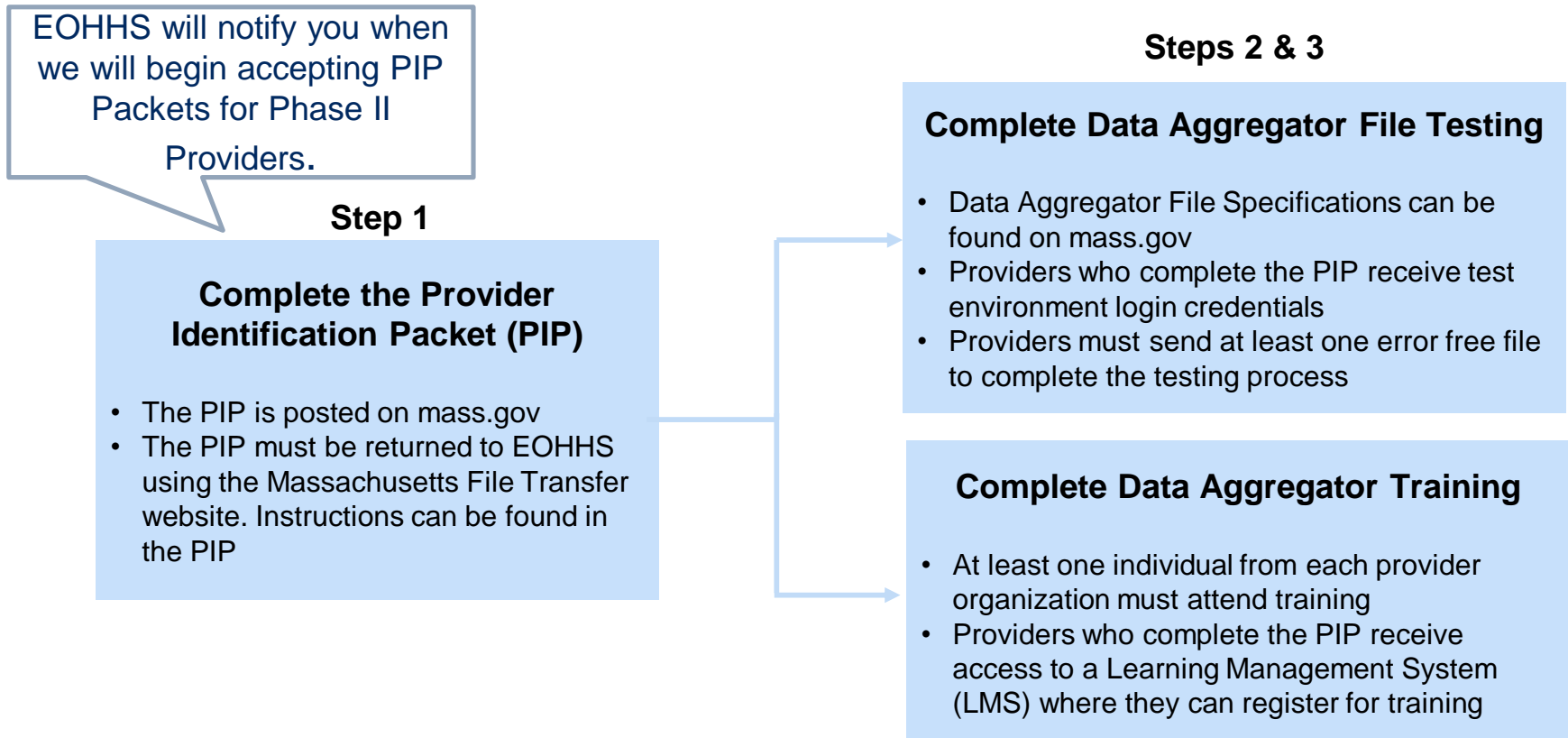
Some providers may already know if they are going to use an alternate EVV system or the MyTimesheet EVV system

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.

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:



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.

EVV Registration and Implementation

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

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 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.

EVV Communication

EOHHS has 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 developed an email distribution list for SCO-One Care contracted providers. This distribution list will be used 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. This email box is for all agency-based providers using EVV. Please indicate that you contract directly with Plans in your emails so we can be sure to answer your questions accurately.
- **Bi-weekly WebEx sessions.** We will hold WebEx sessions every other Friday, starting May 7, 2021 from 1pm to 2pm. 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