

**Executive Office of Health & Human Services
(EOHHS)**

Electronic Visit Verification (EVV)

Frequently Asked Questions



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General Questions

1. *What is Electronic Visit Verification?*

Electronic Visit Verification or EVV is technology used to capture timesheet and location information of a worker providing in-home services. EVV systems can vary. 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)

2. *Why is EOHHS implementing EVV?*

EVV is a federal requirement. Section 12006 of the 21st Century Cures Act (Cures Act) requires states to implement EVV for in-home, personal care services delivered to Medicaid recipients by January 1, 2020, and home health care services by January 1, 2023. CMS will issue financial penalties to states that do not meet the federal deadline.

EOHHS is implementing EVV to achieve the following goals:

- Promote quality outcomes by ensuring appropriate service delivery;
- Reduce billing errors and unauthorized spending
- Reduce administrative burden of paper timesheet; and
- Strengthen program integrity.

3. *What are the fields required by the 21st Century Cures Act?*

Per the 21st Century Cures Act, EVV systems must capture the following:

- **Type** of service performed;
- **Individual receiving** the service;
- **Date** of the service;
- **Location** of service delivery;
- **Individual providing** the service; and
- **Time** the service begins and ends.

4. *What provider organizations are impacted by EVV requirements?*

EVV requirements impact all provider organizations that deliver personal care services and home health care services to Medicaid recipients.

5. *How do provider organizations come into compliance with EVV requirements?*

EOHHS offers ASAP-contracted providers two options for achieving EVV compliance:

- Purchasing their own EVV system and submitting data on at least a monthly basis to EOHHS' Data Aggregator; or
- Using the state-sponsored EVV system known as MyTimesheet.

6. What is MyTimesheet?

MyTimesheet is the state-sponsored EVV system. EOHHS offers provider organizations two options for complying with EVV requirements: (1) use an Alternate-EVV system and upload data to the Data Aggregator or (2) use the MyTimesheet system. The MyTimesheet system includes a web-based tool for providers to schedule, supervise and report on EVV visits. It also includes a mobile application for workers to check in and out of visits. The MyTimesheet system offers similar functionality to an electronic timesheet with the additional feature of capturing worker location on check in and check out.

7. What is a Data Aggregator?

Many provider agencies have their own EVV systems. EOHHS refers to these as Alternate-EVV systems. The data from these Alternate-EVV systems, along with the data from providers using MyTimesheet, are collected into a data aggregator. The “Data Aggregator” is a system that enables the Commonwealth to view and analyze EVV information from these disparate sources.

8. What is Alternate EVV or Alt-EVV?

Alt-EVV refers to EVV systems used by provider agencies that are NOT the MyTimesheet EVV system. These are “alternate” EVV systems to the MyTimesheet system.

9. Where are the latest updates or information on EVV in the Commonwealth of Massachusetts?

For updates and the latest information, please visit the EOHHS EVV web page at <https://www.mass.gov/topics/electronic-visit-verification-evt>.

Implementation Questions

10. What is the timeline for EVV implementation?

The Cures Act requires states to implement an EVV system for personal care services by January 1, 2020, and home health care services by January 1, 2023. EOHHS received a Good Faith Effort Extension that allowed EOHHS to extend its deadline for implementing EVV for personal care services until January 1, 2021. CMS will issue financial penalties to states that fail to meet the federal deadlines.

Until August 2021, the Commonwealth had been working with its LTSS Third Party Administrator (TPA), Optum Government Solutions (“Optum”) to develop an integrated EVV data system that consists of a data aggregator and an agency-based EVV system. Rather than continue implementation work under the Optum LTSS TPA contract,

EOHHS will be issuing an RFR to procure an integrated EVV data system (both a data aggregator and agency-based EVV system).

EOHHS will notify its stakeholders when it issues the RFR to procure the integrated EVV system and when it has selected the new vendor.

This change in approach will result in financial penalties to the Commonwealth for not meeting federal deadlines. Penalties resulting from this decision will not be passed down to providers.

11. Why is this change occurring?

The Commonwealth is fully committed to providing an EVV solution that is reliable, accessible and minimally burdensome to members, providers and workers. EOHHS has determined that issuing an RFR to procure an EVV integrated data system (both data aggregator and an EVV application) outside of the LTSS TPA contract is the best path to fulfilling that commitment.

12. When is this change occurring?

EOHHS ended EVV implementation work with Optum on 8/19/21. The Commonwealth will issue an RFR to secure another EVV vendor as quickly as possible

13. What is the Provider Identification Packet and where can I find it?

The Provider Identification Packet (PIP) collects demographic information about the provider and information about key EVV users. It also communicates to EOHHS if the provider will be using an alternate-EVV system or the MyTimesheet system. It can be found on the mass.gov [EVV webpage](#).

14. What is the Attestation Form and where can I find it?

Alt-EVV providers must submit a signed Alternate EVV System Attestation of Compliance Form as part of the Provider Identification Packet. The provider attests that its EVV system meets state and federal EVV requirements. The EVV Provider Identification Packet for ASAP Contracted Providers can be accessed at: <https://www.mass.gov/service-details/data-aggregator-for-asap-contracted-providers>

15. Will it be possible for providers to switch from an Alternate-EVV system to using MyTimesheet, or do providers need to decide before implementation?

Providers are able to switch to using MyTimesheet from an Alternate-EVV system or vice versa. If a provider organization decides to change which EVV system it uses, the provider

must submit an updated Provider Identification Packet to EOHHS via the Massachusetts File Transfer website.

MyTimesheet Questions

16. Will the Commonwealth be providing smartphones for workers who do not have their own?

No. EOHHS provides the state-sponsored MyTimesheet EVV system free of charge but does not issue devices.

17. Will MyTimesheet link to service plans?

Yes. The EVV system will receive daily updates of consumer, provider, and service plan data. These feeds deliver provider organizations with the information they need to schedule appointments and track utilization against service plans.

18. Does the MyTimesheet system require a consumer signature?

Consumers must confirm that services are provided. The MyTimesheet system offers functionality for the consumer to sign the submitted time. The consumer's signature is required unless the consumer is unavailable or declines.

19. Will providers be required to pay for use of MyTimesheet after its implementation, such as operations or maintenance costs?

No. EOHHS will cover costs associated with the design, development, and implementation of MyTimesheet, as well as the operations and maintenance of the system after implementation.

20. Will devices require cellular connectivity? What if a consumer lives in an area with no Internet access?

The application capturing the data for MyTimesheet will work without Internet connectivity. After connectivity is restored, the application will update with the captured data.

21. Will the MyTimesheet EVV system offer alternative or backup methods to using a smartphone/device application?

No. The state-sponsored EVV system is exclusively a mobile-based model.

22. How do I get access to the MyTimesheet system?

Please refer to the Implementation section of this document.

Data Aggregator/Alt-EVV Questions

23. What is the purpose of the Data Aggregator?

The Data Aggregator enables EOHHS to aggregate EVV data across programs and providers. It also ensures that providers using an Alt-EVV system can submit EVV visit data to the Commonwealth in compliance with the federally mandated requirements of the 21st Century Cures Act.

24. Will the Data Aggregation upload process for providers using Alt-EVV systems delay claims processing?

No. The provider billing process will not change with EVV implementation. The Data Aggregation upload process will occur post-billing.

25. How will I load my EVV data into the Data Aggregator?

Alt-EVV providers submit a standard file on at least a monthly basis. Details on submitting data to the Data Aggregator will be provided after the new EVV vendor is identified.

26. Is there any cost associated with using the Data Aggregator?

There is no cost associated with using the Commonwealth's EVV Data Aggregator.

27. Why can't providers in the ASAP Provider network use Provider Direct to develop the EVV data file instead of developing a separate file?

The layout and data fields of the Provider Direct file are different than what is required for the EVV data file. More critically, the Provider Direct file summarizes data based on a day. The EVV data file requires data based on visits. Changing this process would require significant business process and technical changes.

28. How does EOHHS anticipate the Data Aggregator system will work with Alt-EVV systems already in use that are set up to fulfill specific requirements from other states?

EVV is a federally mandated requirement so the data requirements collected from state to state will not differ significantly.

29. Will the new Data Aggregator maintain the same file requirements as Optum's?

EOHHS cannot guarantee that the data aggregator file specifications for the future Data Aggregator will match Optum's file specifications. However, EOHHS recognizes the time and resources providers took to develop their Data Aggregator files and EOHHS will try to minimize future changes to the file specifications.

30. Will I need to complete a testing process to submit my data to the future Data Aggregator?

Yes

Other EVV Questions

31. How can I trust that my personal information is safe?

Protecting personal information is a top priority for EOHHS. An independent, 3rd party organization will complete a security assessment of the Commonwealth's EVV system (Data Aggregator, MyTimesheet and Mobile Application) to confirm that the EVV system meets federal and state standards for Protected Health Information (PHI) and Personally Identifiable Information (PII).

32. What is a fixed device?

Fixed devices are small objects in consumers' homes that may be used to verify visits as part of an Alternate-EVV system. Fixed devices generate a one-time code when a worker arrives and leaves. That code can be used to verify that the worker was in the home.

33. What is telephony?

With respect to EVV, telephony refers to the check-in and check-out process over a landline telephone.