Electronic Visit Verification (EVV) in Massachusetts

Stakeholder Dialogue Session #1

Tri-Valley, Inc. – Dudley, MA
April 24, 2019
Today’s Agenda

1. EVV Overview & EVV Stakeholder Engagement
2. Data File for Alt-EVV Data Aggregator
3. Future Dialogue Sessions
21st Century Cures Act mandates EVV use

- Electronic Visit Verification (EVV) refers to the technology a worker uses during a home visit to capture information about the services provided.

- The 21st Century Cures Act (federal law) requires EVV for the following Medicaid services:
  - Personal care by 1/1/2020
  - Home health by 1/1/2023

- EVV is required for Medicaid services but EOHHS will be requiring it for EOEA Non-Medicaid services as well.

Schedule for EVV implementation:

<table>
<thead>
<tr>
<th>Original Cures Act</th>
<th>Initial personal care deadline</th>
<th>Deadline with exemption</th>
<th>Deadline for home health</th>
</tr>
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<table>
<thead>
<tr>
<th>New law HR 6042</th>
<th>Initial personal care deadline</th>
<th>Deadline with exemption</th>
<th>Deadline for home health</th>
<th>Deadline with exemption</th>
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</thead>
<tbody>
<tr>
<td>Jan. 2023</td>
<td>Jan. 2024</td>
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Tri-Valley, 4/24/19
EVV Requirements

To meet federal requirements, EVV systems must verify:

- **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

Tri-Valley, 4/24/19
Massachusetts’ goals for EVV implementation

**Quality:** Promote quality outcomes by ensuring appropriate service delivery

**Efficiency:** Reduce administrative burden of paper timesheets

**Program Integrity:** Reduce billing errors and unauthorized spending
Terms Addressed in Today’s Session

• **Alternate EVV or Alt. EVV** – Refers to EVV systems used by provider agencies that are NOT the MyTimesheet EVV System. These are “Alternative” EVV systems.

• **Data Aggregator** – System that combines or “aggregates” EVV data from provider agencies. Provider agencies using Alt. EVV systems will send their EVV data to Optum’s data aggregator. MyTimesheet data will also flow into the data aggregator.

• **MyTimesheet** – Optum’s EVV system that can be used by provider agencies to collect EVV data.

• **Optum** – Vendor that EOHHS selected to provide the MyTimesheet & Data Aggregator EVV Systems.
## EOHHS Deploying a Hybrid EVV model for ASAP Contracted Providers

### EVV Options for ASAP-contracted providers

<table>
<thead>
<tr>
<th>Providers served</th>
<th>MyTimesheet</th>
<th>Alternate EVV systems</th>
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<tbody>
<tr>
<td></td>
<td><em>State-sponsored system developed by Optum</em></td>
<td><em>Any system purchased by providers that meets Cures Act and EOHHS requirements</em></td>
</tr>
<tr>
<td>Any ASAP-contracted provider</td>
<td>Providers with existing EVV systems in place or those who choose to adopt one</td>
<td></td>
</tr>
<tr>
<td>Software platform cost</td>
<td>Free use of platform (devices not included)</td>
<td>Depends on vendor charge</td>
</tr>
<tr>
<td>Vendor</td>
<td>Optum (contracted by MassHealth)</td>
<td>Numerous EVV products already in use</td>
</tr>
<tr>
<td>Functionality</td>
<td>• GPS check-in &amp; check-out on mobile devices • Web-based portal for provider organizations and ASAPs</td>
<td>Must provide data elements meeting Cures Act and EOHHS requirements, but can include additional features (varying check in methods may be permissible)</td>
</tr>
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**Diagram:**

- **State EVV Data Aggregator**
  - **Automated data flow**
  - **Regular uploads**
EVV **Estimated** Timeline

- Provider organizations using Alternate EVV systems will:
  - Attest to meeting Cures Act and EOHHS requirements
  - Complete a data transfer testing process

- Both Data Aggregator and MyTimesheet will be piloted before statewide deployment
EOHHS EVV Stakeholder Engagement (to date)

- 16 Public Listening Sessions in 2017
- 11 stakeholder workgroup sessions in 2017
- 9 Meetings with ASAPs & Providers in early to mid-2018
- Home Care Alliance EVV Expo in August 2018
- Presentation on EVV to ASAP/AAA Executive Directors in June 2017 and October 2018
- Presentation at Home Care Quarterly Meeting in May 2017, August 2017, and November 2018
- EVV Meeting with ASAP Contract Managers in December 2018
- Alternate EVV Implementation Listening Session in February 2019
EVV Stakeholder Dialogue Sessions

- EOHHS anticipates holding seven EVV stakeholder dialogue sessions across the state, starting in April 2019. Sessions will take place every 3-4 weeks at ASAPs in varying locations across the Commonwealth.

- EOHHS and Optum will address different areas of the EVV system in depth at each session.

- Goals of the dialogue sessions:
  - Enable provider agencies to provide feedback and recommendations on EVV requirements at a detailed level before the products are finalized;
  - Reinforce timelines and general requirements for EVV; and
  - Offer provider agencies opportunities to interact with the EOHHS and Optum EVV teams.
Today’s Session

Topic

• Data File Requirements - Data File from Provider Agencies Using Alternate EVV Systems to the Optum Data Aggregator
  • The handout presented has been compiled during our business requirements sessions with Optum
  • Related topics such as data file name and format, source, point of destination, frequency, and timing will be addressed in future sessions

• Questions to Keep in Mind:
  • Do the data fields presented make sense to you?
  • Are there data fields presented that you find questionable, unnecessary, or onerous?
  • Are there any other field requirements that are missing that we should be capturing?
EVV Stakeholder Dialogue Schedule

May 2019
Elder Service of Merrimack Valley
Lawrence, MA, May 8, 2019 2-4pm
South Shore Elder Services
Braintree, MA, May 21, 2019 10am-12pm

June 2019
Elders Services of Berkshire County
Pittsfield, MA, June 7, 2019 10am-12pm
Springwell
Waltham, MA, June 24, 2019 10am-12pm

July 2019
LifePath
Greenfield, MA, July 16, 2019 2-4pm

August 2019
Elder Service of the Cape Cod
South Dennis, MA, August 14, 2019 11am-1pm
Information about EOHHS’ EVV Implementation can be found at:

https://www.mass.gov/info-details/electronic-visit-verification

Feedback/questions related to EVV can be submitted to EOHHS by emailing:

EVVfeedback@State.MA.US