

Electronic Visit Verification (EVV) in Massachusetts

Stakeholder Dialogue Session #2

Elder Service of Merrimack Valley – Lawrence, MA
May 8, 2019



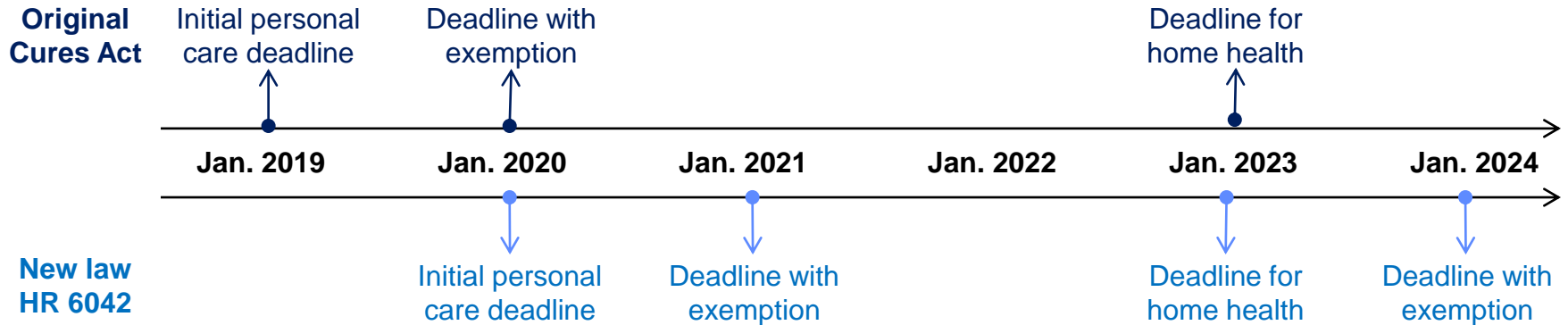
Today's Agenda

- 1. EVV Overview & EVV Stakeholder Engagement**
- 2. Transmission of Data File for Alt-EVV Data Aggregator**
- 3. Additional Clarification Questions for Providers**
- 4. 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 EOEPA will be requiring it for EOEPA Non-Medicaid services as well

Schedule for EVV implementation



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

Terms Addressed in Today's Session

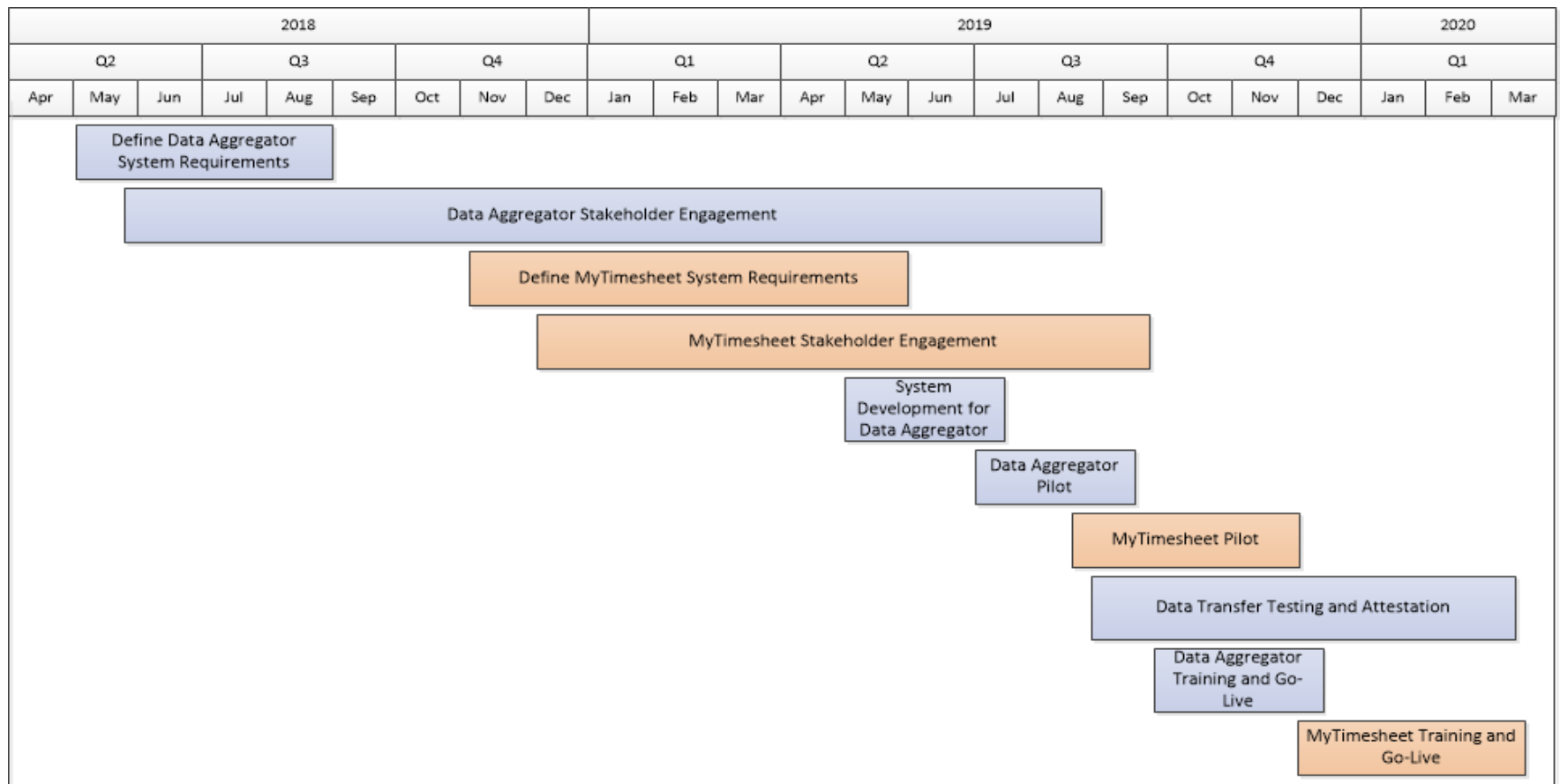
- **Alternate EVV or Alt. EVV** – Refers to EVV systems used by provider agencies that are NOT the MyTimesheet EVV System. These are “Alternative” EVV systems.
- **API (Application Programming Interface)** – One of two ways that data for alt-EVV systems can be submitted to the state EVV data aggregator. API is an automated process. Data submitted via API will need to be formatted with a JSON payload per the data layout described in the *Alternate EVV Data Aggregation Technical Specification Document*.
- **Csv (Comma-separated value) file** – Format for one of two ways that data for alt-EVV systems can be submitted to the state EVV data aggregator.
- **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.

Terms Addressed in Today's Session

- **Data File** – File containing all the visit records being submitted to the Optum EVV Data Aggregator.
- **Data Record** – One row of the Data file. Typically, one row represents one visit; however, if there are multiple services in a single visit, each row represents a different service.
- **Data Upload** – Manual process for uploading the .csv file to the Optum EVV 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.

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 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 Regional Provider Dialogue Session #1 – Tri-Valley, 4/24/19

Today's Session Discussion Topics

Transmission of Data File – Provider Agencies Using Alternate EVV Systems to the Optum Data Aggregator

- Methods for sending visit data and upload process
- Visit data validation and errors
- Modified and voided visits
- Testing/Process for submitting the data file

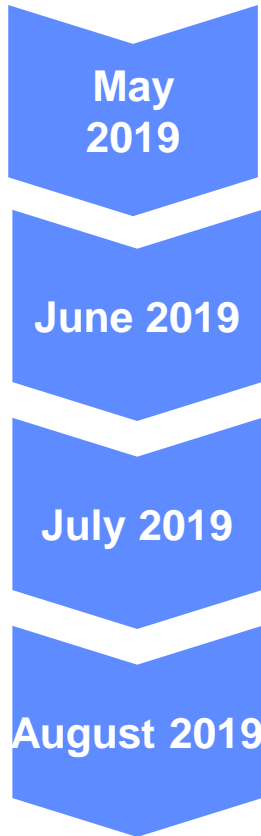
Questions to Keep in Mind

- Does the process(es) for sending the data file make sense to you?
- Does the data file validation and error criteria seem reasonable or are there elements that you would like to see differently?
- What concerns do you have if any regarding the testing process?

Additional Clarification Questions for Providers Using Alternate EVV Systems

- Does your EVV system include features for billing, claims, scheduling, or payroll?
 - If so, what did the EVV system replace when it went live and how has this process been?
 - If your EVV system does not encompass these features, how does your alt-EVV system interact with systems for scheduling, claims, billing, and payroll?
- Do consumers “sign” the “timesheet” once the services are completed during each visit? If so, how does this work and have you had any issues with this process?
- Do workers capture or confirm services or tasks that are provided during their visit?

EVV Stakeholder Dialogue Schedule



South Shore Elder Services
Braintree, MA, May 21, 2019 10am-12pm

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

Springwell
Waltham, MA, June 24, 2019 10am-12pm

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

Elder Service of the Cape Cod
South Dennis, MA, August 14, 2019 11am-1pm



Thank You!

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