

# Electronic Visit Verification (EVV) in Massachusetts

Stakeholder Dialogue Session #4

**Elder Services of Berkshire County – Pittsfield, MA**  
**June 7, 2019**

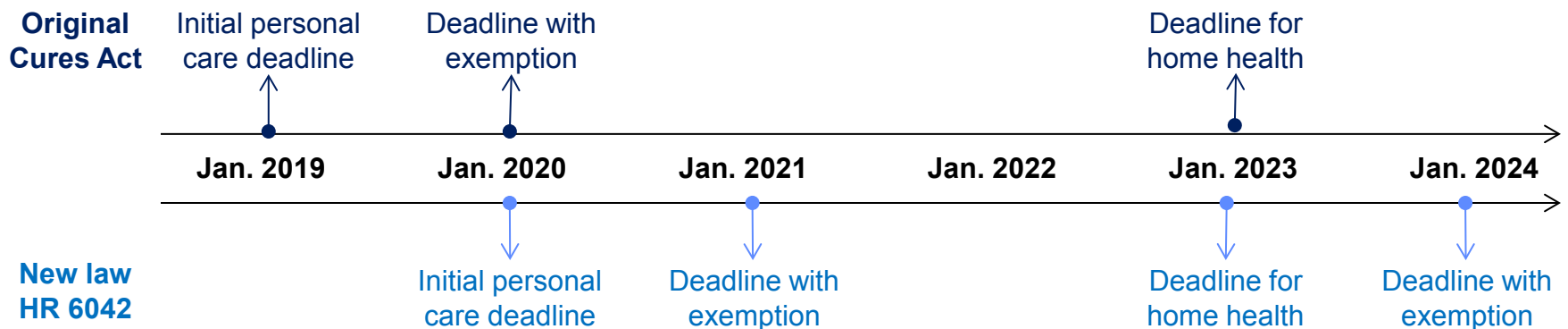
## Today's Agenda

- 1. EVV Overview & EVV Stakeholder Engagement**  
<https://www.mass.gov/info-details/electronic-visit-verification>
- 2. Topics for Review**
  - a. Topic 1: Data File for Alt-EVV Data Aggregator**
  - b. Topic 2: Transmission of Data File for Alt-EVV Data Aggregator**
- 3. Dialogue Sessions**

# 21<sup>st</sup> 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 21<sup>st</sup> 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 EOEAs will be requiring it for EOEAs Non-Medicaid services as well

## Schedule for EVV implementation

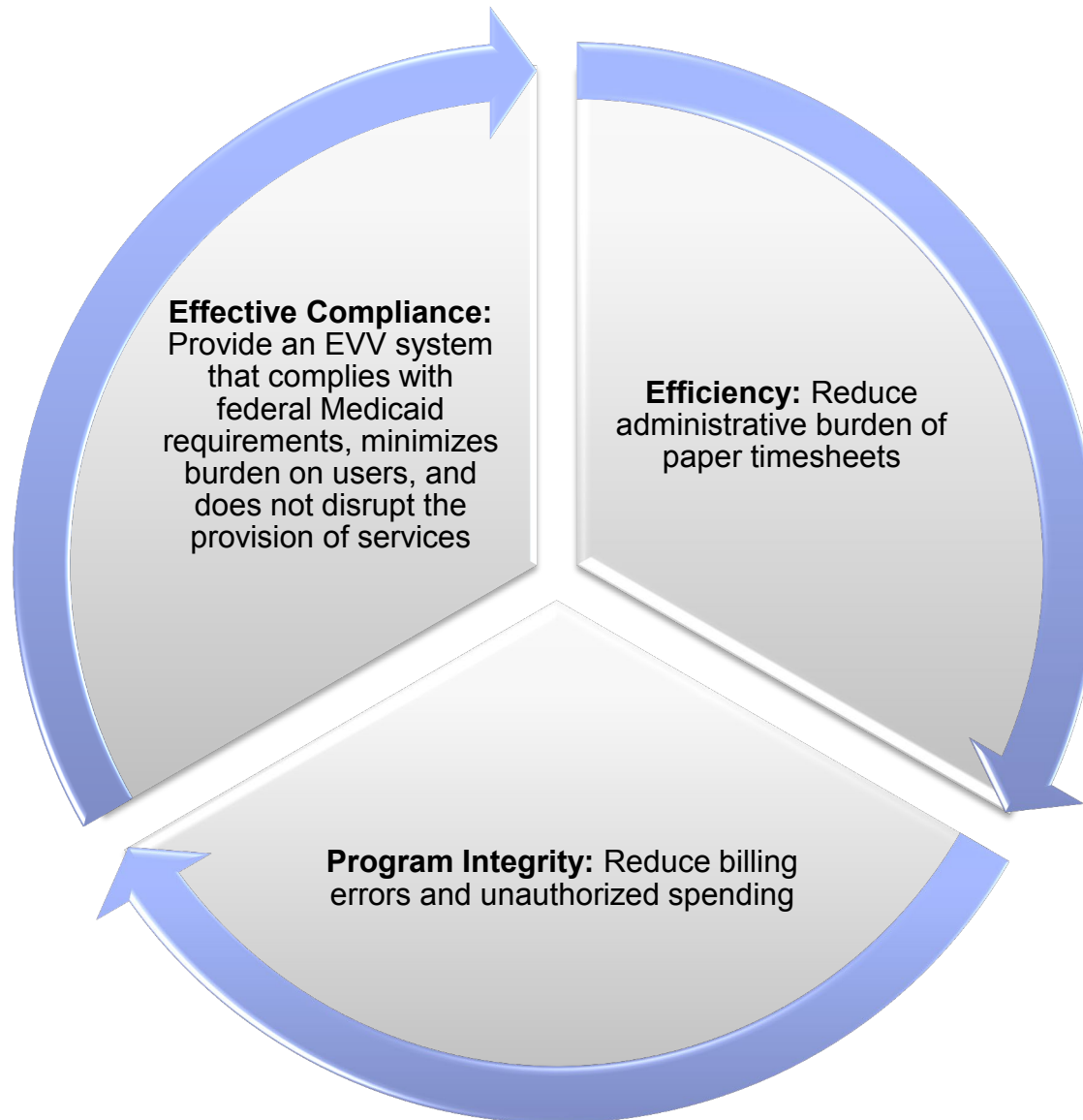


# EVV Requirements

**•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

# Massachusetts' Goals for EVV Implementation



# Terms Used 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 Used in Today's Session (cont.)

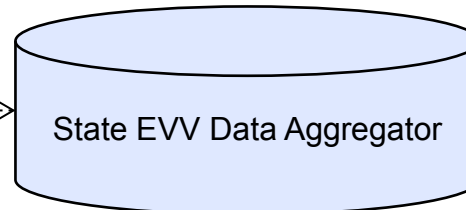
- **Data File** – File containing all the visit records being submitted to the Optum EVV Data Aggregator.
- **Data Record** – One row of the Data file. Typically, one row represents one visit; however, if there are multiple services in a single visit, each row represents a different service.
- **Data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

# EOHHS Deploying a Hybrid EVV model for ASAP Contracted Providers

## EVV Options for ASAP-contracted providers

	<b>MyTimesheet</b> <i>State-sponsored system developed by Optum</i>	<b>Alternate EVV systems</b> <i>Any system purchased by providers that meets Cures Act and EOHHS requirements</i>
Providers served	Any ASAP-contracted provider	Providers with existing EVV systems in place or those who choose to adopt one
Software platform cost	Free use of platform (devices not included)	Depends on vendor charge
Vendor	Optum (contracted by MassHealth)	Numerous EVV products already in use
Functionality	<ul style="list-style-type: none"> <li>GPS check-in &amp; check-out on mobile devices</li> <li>Web-based portal for provider organizations and ASAPs</li> </ul>	Must provide data elements meeting Cures Act and EOHHS requirements, but can include additional features (varying check in methods may be permissible)

*Automated data flow*



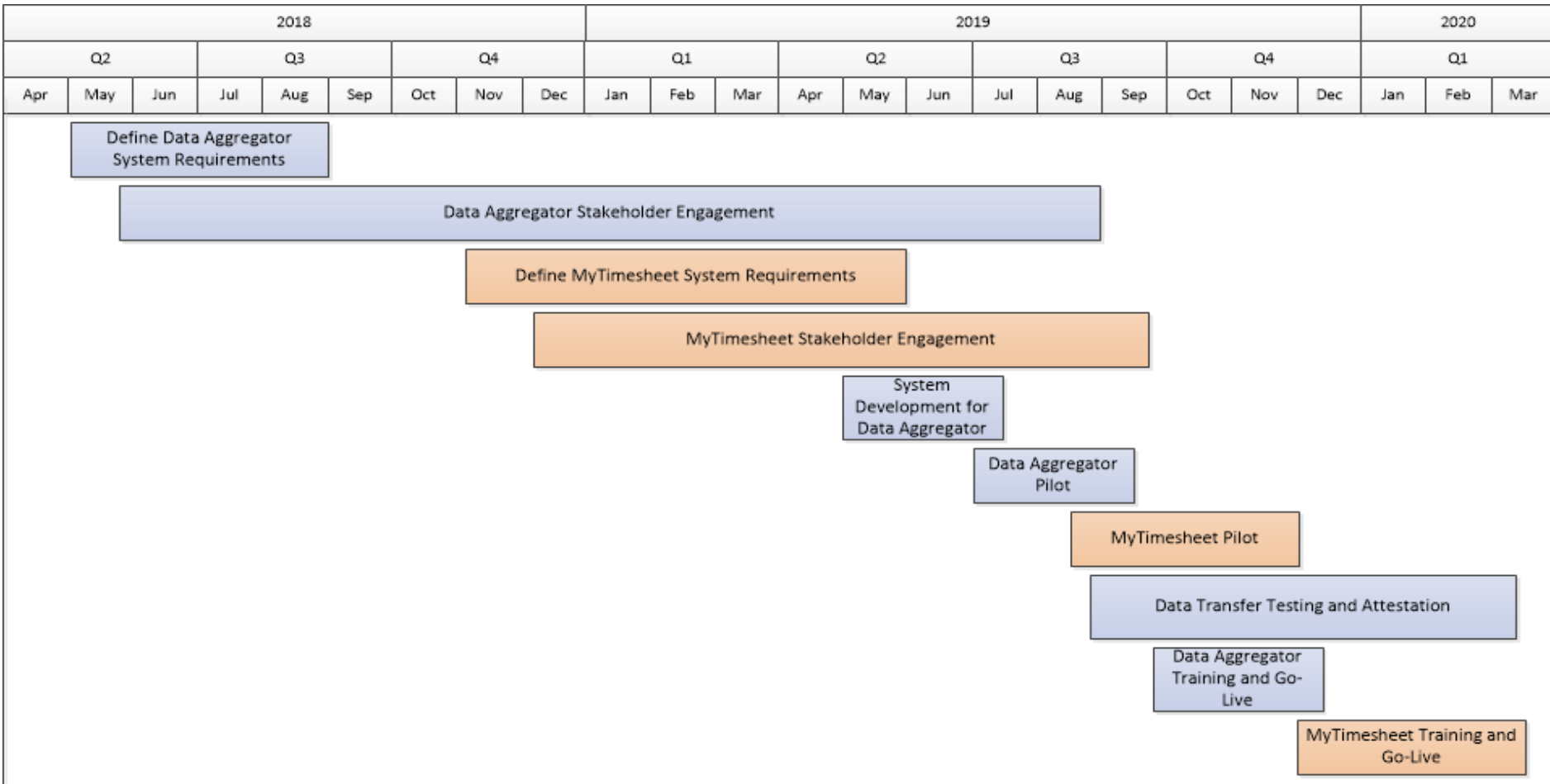
*Regular uploads*

State EVV Data Aggregator



# 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
- 3 EVV Regional Provider Dialogue Session in April and May 2019

# Objective of Dialogue Sessions

- Obtain feedback from provider agencies on different aspects of EVV
  - Ensure that EOHHS and Optum are on the right track before system is developed and plans are finalized
  - Make system or policy changes based on additional review from feedback
  - Hear from providers across the Commonwealth and engage as partners
  - Engage with all stakeholders across the Commonwealth, not just those who are located in Metro-Boston
  - Facilitate relationships between EOHHS, Optum, EOEI and provider agencies
- Address a broad range of topics
  - Not all stakeholders will be able to attend all sessions but format should allow all stakeholders to attend at least one session
  - Supplement with other modes of education and input

# Topics Addressed and Highlights of Past Dialogue Sessions

## April 24 Session – Alt. EVV Data File

- Most of the requested data fields seemed reasonable
- Need to review Non-Electronic Visit reasons
- Need to review capture of care program
- Need to consider capturing home health data

## May 8 Session – Alt. EVV Data File Submission

- Alt-EVV vendors need time to develop data file and meet standards
- Need to consider how EVV relates to Provider Direct
- Need to clarify how providers should handle visits where multiple services are delivered

## May 21 Session – Process Workflow and Scheduling Policies

- Need to clarify how schedules should be imported/exported into and out of MyTimesheet
- Need to consider and review consumer education
- Need to establish policy for clustered sites

- Presentations from sessions posted at <https://www.mass.gov/info-details/electronic-visit-verification>

# Today's Session Discussion Topics

## 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

## 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:

- 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

<b>April 2019</b>	Tri-Valley, Inc. Dudley, MA, April 24, 2019, 9:30-11am	
<b>May 2019</b>	Elder Service of Merrimack Valley Lawrence, MA, May 8, 2019 2-4pm	South Shore Elder Services Braintree, MA, May 21, 2019 10am-12pm
<b>June 2019</b>	Elders Services of Berkshire County Pittsfield, MA, June 7, 2019 10am-12pm	Springwell Waltham, MA, June 24, 2019 10am-12pm
<b>July 2019</b>	LifePath Greenfield, MA, July 16, 2019 2-4pm	
<b>August 2019</b>	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](mailto:EVVfeedback@State.MA.US)**