

Electronic Visit Verification (EVV) in Massachusetts

Stakeholder Dialogue Session #5

Springwell – Waltham, MA
June 24, 2019

Today's Agenda

1. EVV Overview & EVV Stakeholder Engagement

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

2. Topics for Review

a. High Level Process Workflow

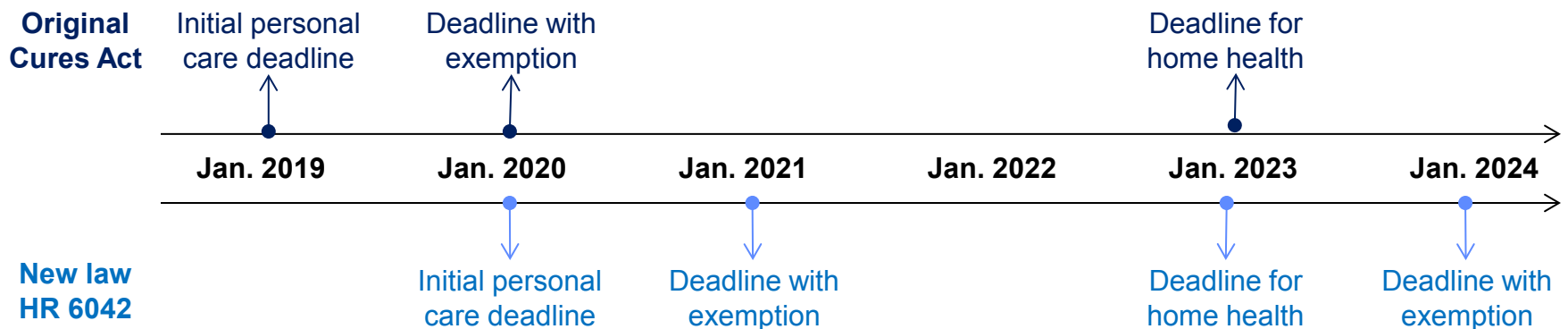
b. Scheduling Policies

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 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:

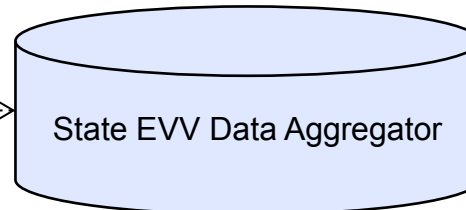
- **Type** of service performed;
- **Individual receiving** the service;
- **Date** of the service;
- **Location** of service delivery;
- **Individual providing** the service; and
- **Time** the service begins and ends

EOHHS Deploying a Hybrid EVV model for ASAP Contracted Providers

EVV Options for ASAP-contracted providers

	MyTimesheet <i>State-sponsored system developed by Optum</i>	Alternate EVV systems <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"> GPS check-in & check-out on mobile devices Web-based portal for provider organizations and ASAPs 	Must provide data elements meeting Cures Act and EOHHS requirements, but can include additional features (varying check in methods may be permissible)

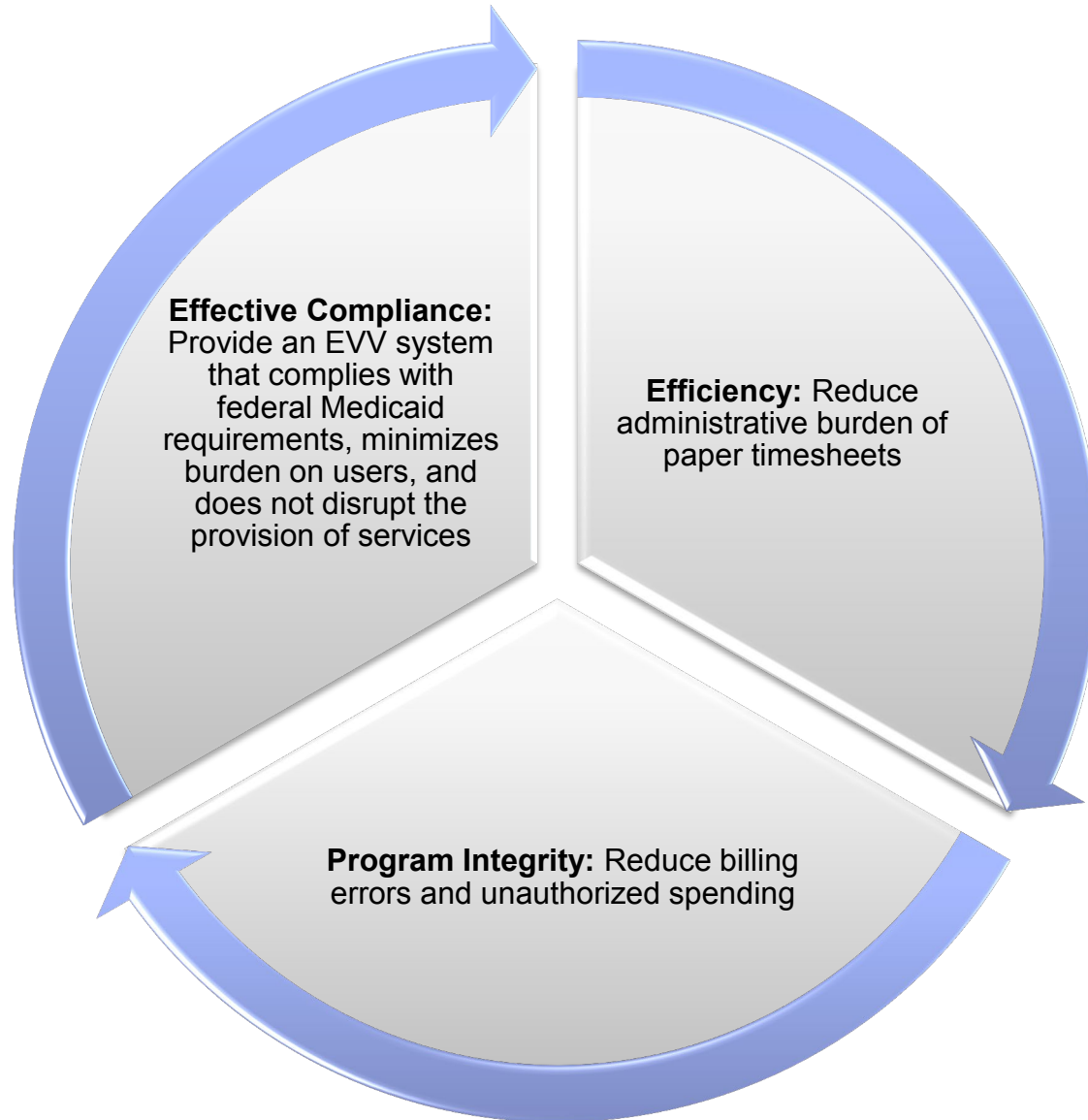
Automated data flow



Regular uploads

State EVV Data Aggregator

Massachusetts' goals for EVV implementation

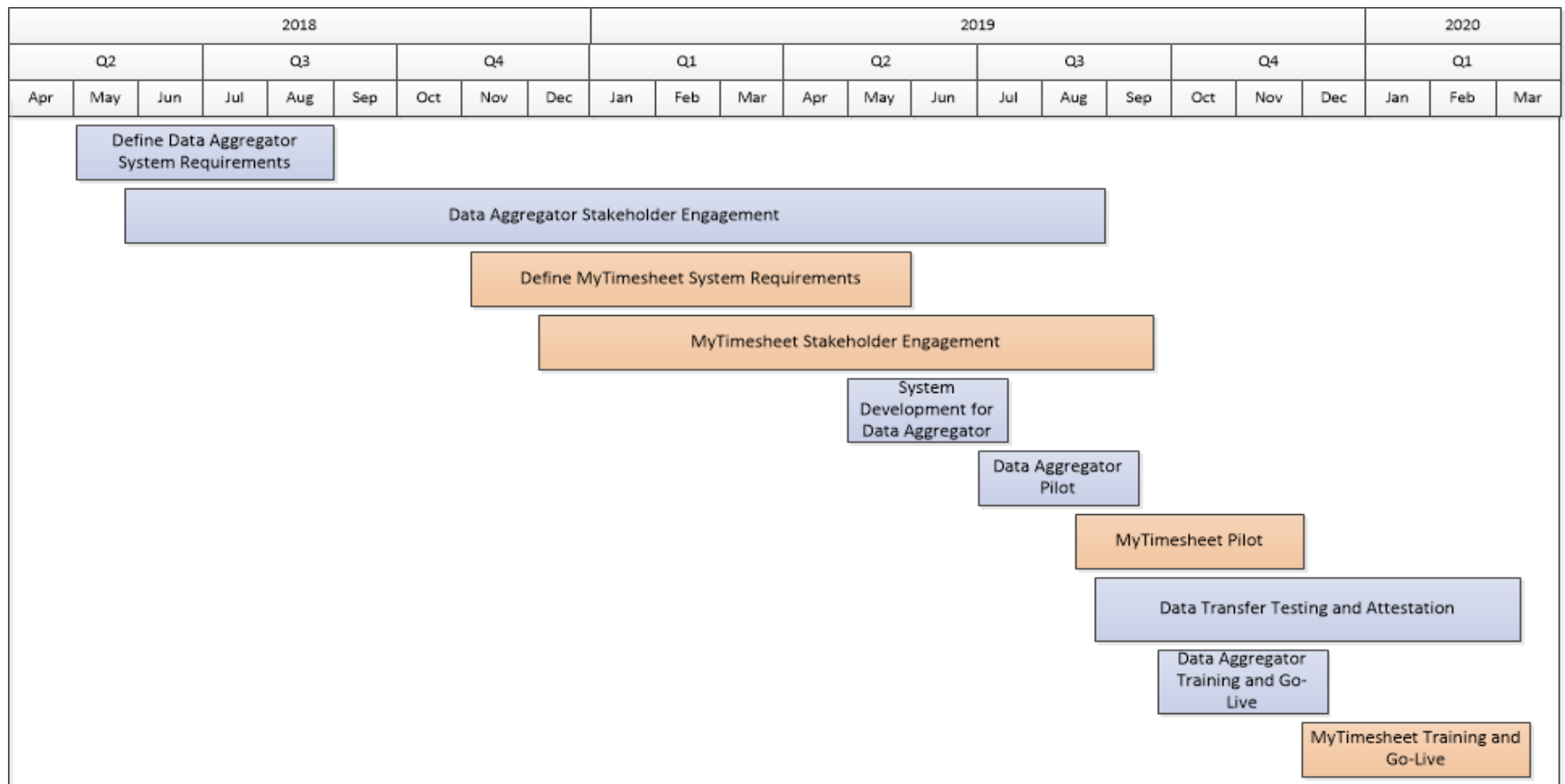


Terms Used in Today's Session

- **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.
- **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.

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 Sessions in April and May 2019 and 1 in June

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 additional discussion on capturing tasks
- Need to consider consumer signature requirements
- Need to consider how to address visits that occur before they are scheduled

June 7 Session – Alt. EVV Data File and Alt. EVV Data File Submission

- Need to identify which (if any) optional data fields may become required in the future
- Need to consider making a sample data file
- Need to create a policy for providers that fail to upload the data file

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

Today's Session Discussion

Today's Topics

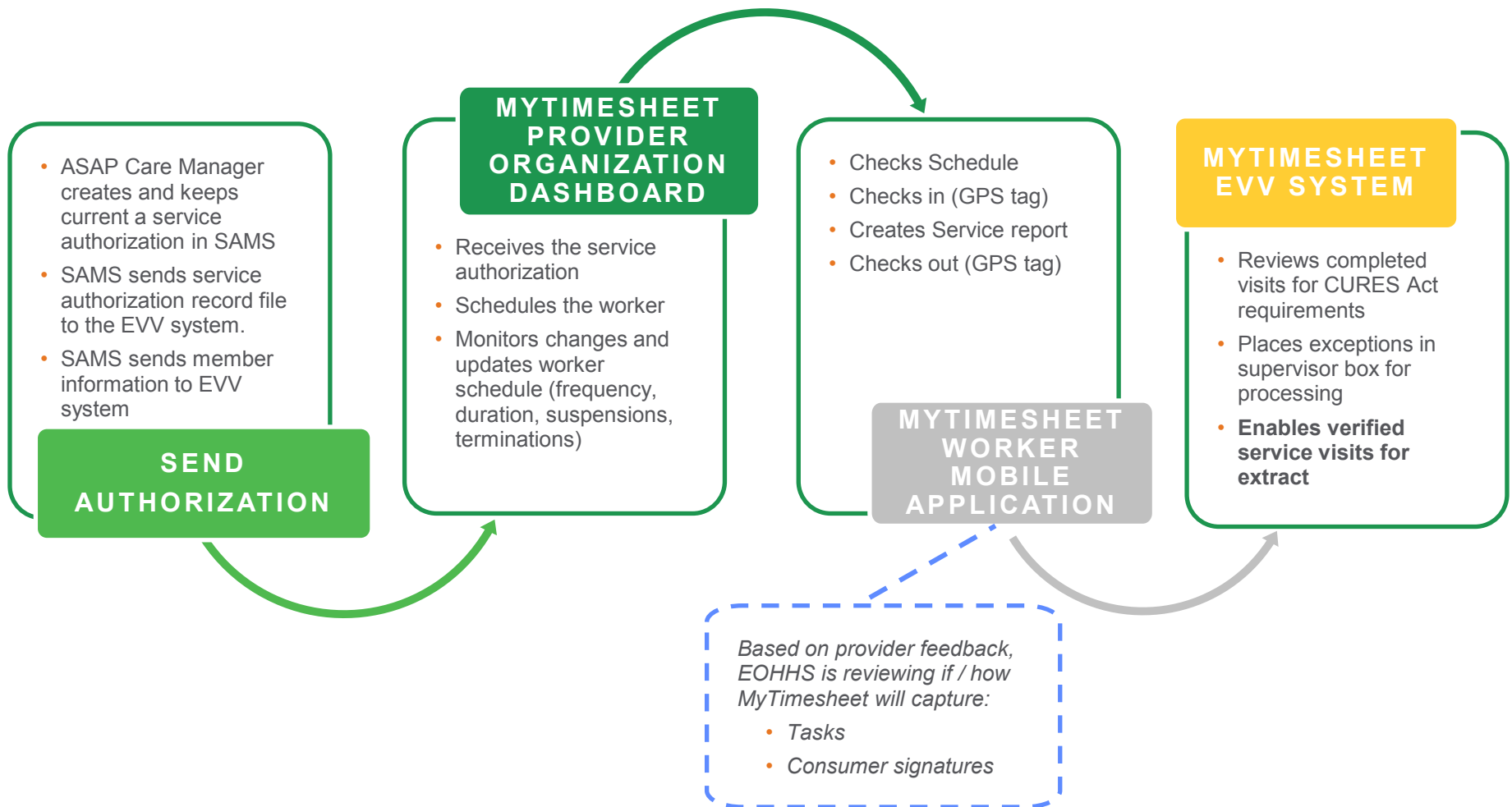
High-Level Overview of MyTimesheet

Workflow Review - Process that outlines a consumer being referred for services, the provider accepting of the referral, service provision and the provider being paid by an ASAP

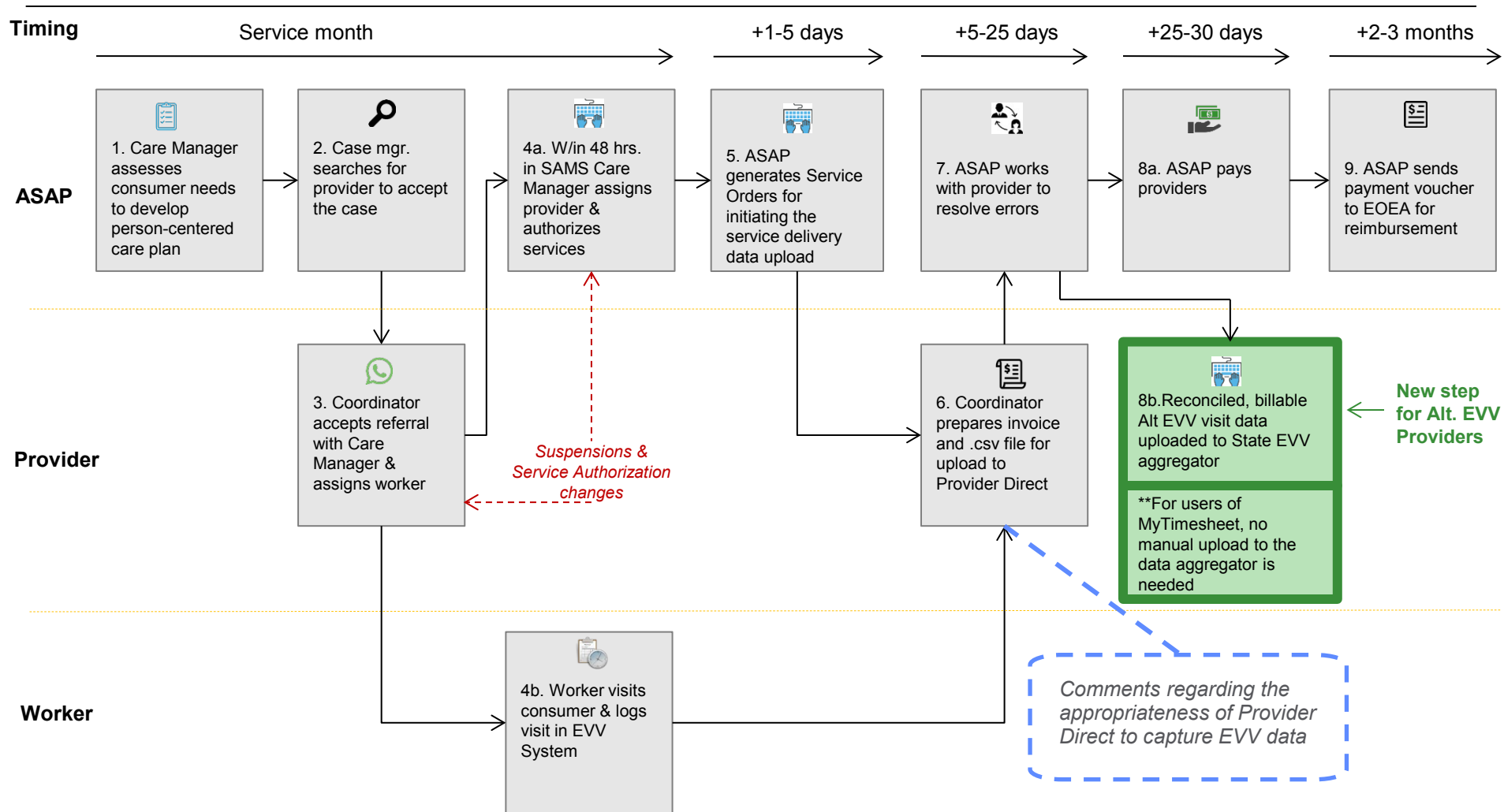
Scheduling policies, procedures, and considerations

EVV Process Overview - MyTimesheet

Provider Organization Scenario



High Level Workflow



Scheduling Policies

- We are looking for feedback from all provider agencies (both MyTimesheet and Alt-EVV users)
- How does your agency handle specific scheduling situations?
- If you have an idea of how a current process could be improved, we want to hear it
- If we haven't addressed an area of scheduling that you think is important to review, please let us know

Scheduling Policies

Scheduling and Authorizations

- Do you remove/cancel future appointments when a member's authorization has ended? If so, how does that process work? If not, has that created issues?
- Does your system apply restrictions on scheduling based on the service authorization? For example, will your EVV system prevent you from scheduling a visit if the member has reached the maximum number of authorized service units?

Urgent/Emergency Appointments

- Are there situations where a worker performs a visit prior to scheduling and/or authorization? If so, how frequent are such visits and how are they handled?
- How do you handle/schedule urgent appointments?
- How do you schedule visits without authorizations?
- Would it be problematic if emergency visits were required to be scheduled before the worker could perform the visit?

Scheduling Policies

Exceptions to Schedule

- When a worker is checking in, what do you consider to be "late" (e.g. 10 minutes after scheduled time, 15 minutes, etc.)?
- When a worker is checking out, what do you consider to be "early" (e.g. 10 minutes before scheduled time, 15 minutes, etc.)?
- What if a worker provides a different service than the one that was scheduled?

Capturing Information

- What is your current process for electronically capturing when a worker works with multiple consumers at the same time?
- Do workers capture or confirm services, ADLs, IADLs, or tasks that are provided during their visit? Are captured or confirmed items per EOEA regulations and terminology?

Other

- What are your most common reasons for reschedule requests from consumers?
- 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?

EVV Stakeholder Dialogue Schedule

April
2019

Tri-Valley, Inc.
Dudley, MA, April 24, 2019, 9:30-11am

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