

Electronic Visit Verification (EVV) in Massachusetts

Stakeholder Dialogue Session #6

LifePath – Greenfield, MA

July 16, 2019

Today's Agenda

1. **EVV Overview & EVV Stakeholder Engagement**
<https://www.mass.gov/info-details/electronic-visit-verification>
2. **My Timesheet Topics for Review**
 - a. **High Level Process Workflow**
 - b. **Cures Act Compliance**
 - c. **Reporting Functionalities**
3. **Future Dialogue Sessions**

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.

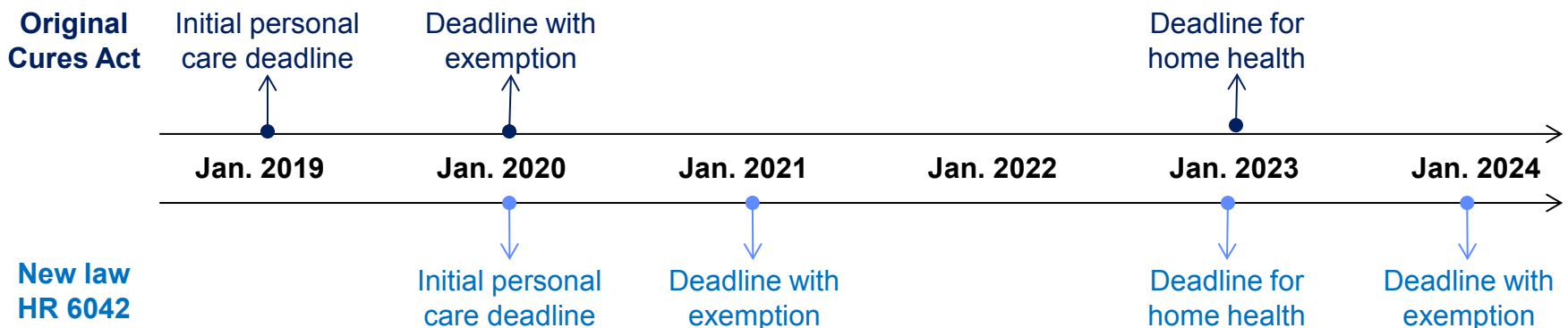
Objective of Dialogue Sessions

- 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

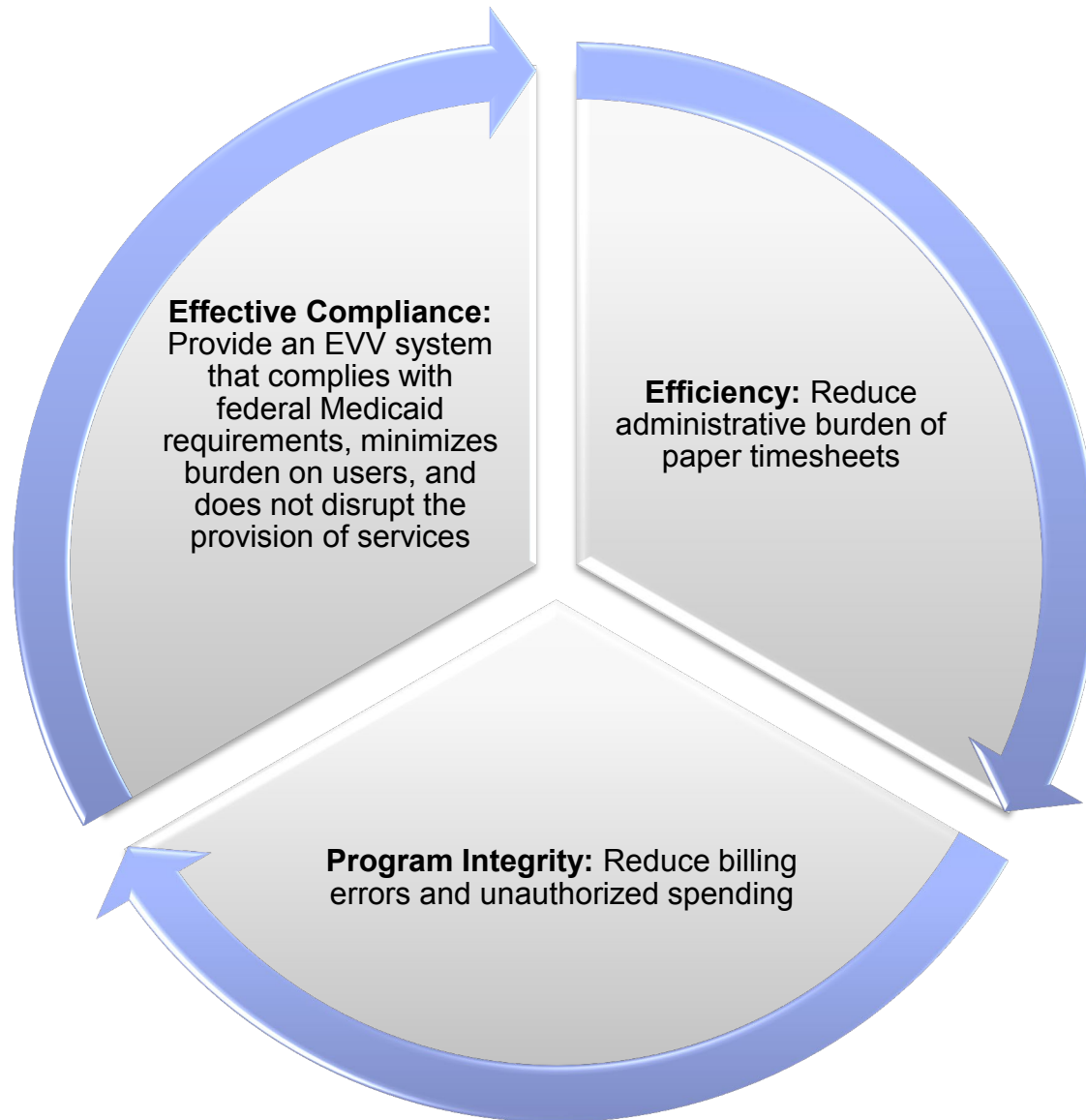
21st Century Cures Act Mandates EVV Use

- 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 EOEA will be requiring it for EOEA Non-Medicaid services as well
- EVV use is not required for organizations that provide only companion services and/or only adult day services

Schedule for EVV implementation



Massachusetts' goals for EVV implementation

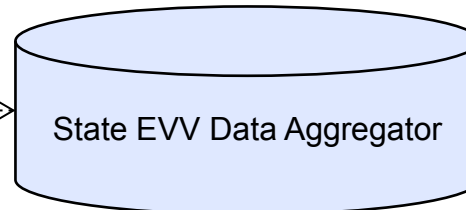


EOHHS Deploying a Hybrid EVV model for ASAP Contracted Providers

EVV Options for ASAP-contracted providers

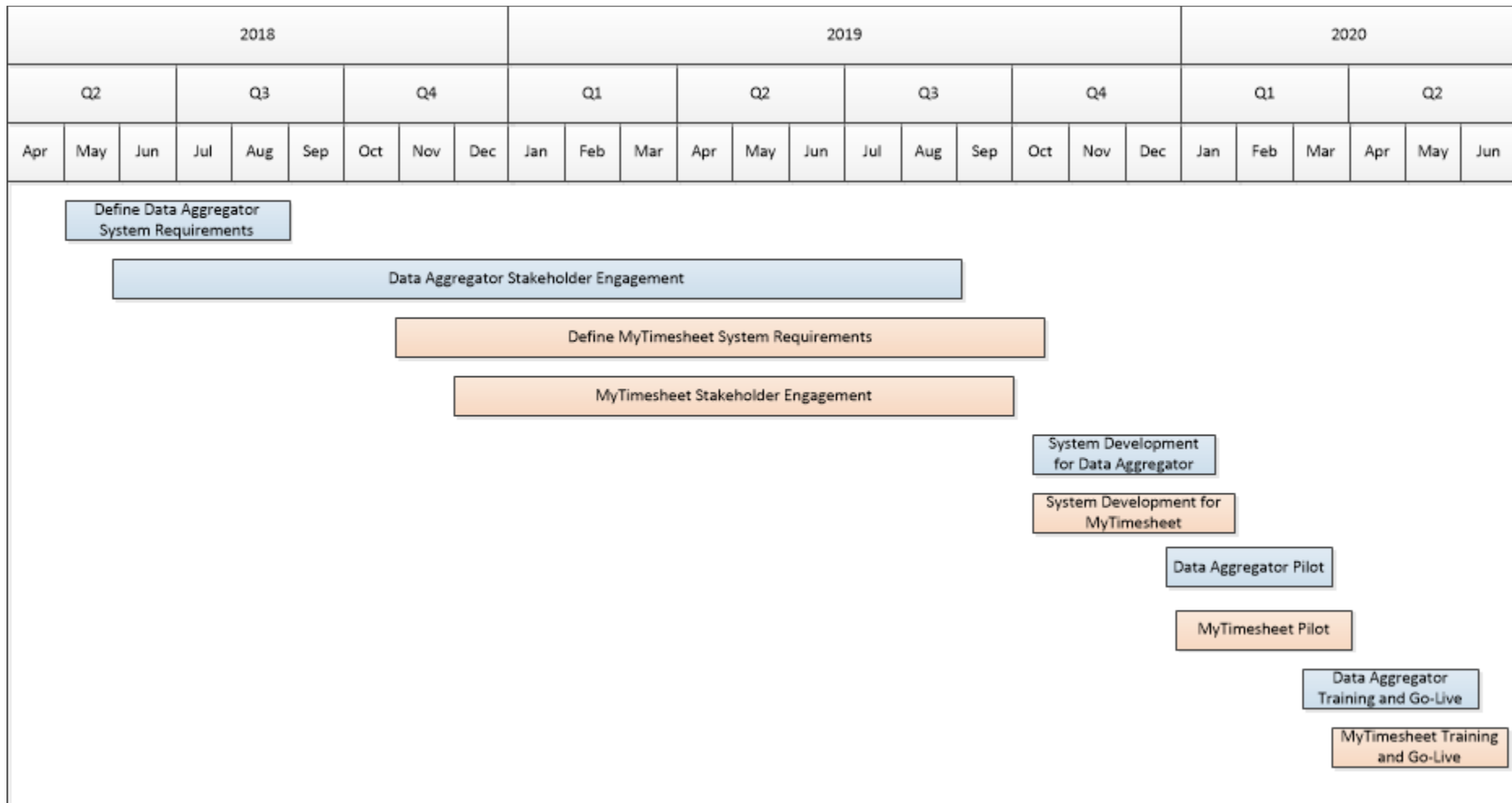
	MyTimesheet <i>State-sponsored system developed by Optum</i>	Alternate EVV systems <i>Any system purchased by providers that meets Cures Act and EOHHS requirements</i>
Providers served	Any ASAP-contracted provider	Providers with existing EVV systems in place or those who choose to adopt one
Software 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

Updated Estimated EVV Timeline



MyTimesheet Functionality

MyTimesheet Features	MyTimesheet Limitations
Configured for general use among the ASAP-provider network	Does not take the place of existing software used for the scheduling of non-EOHHS members
Captures EVV data for personal care services for EOEA/MassHealth recipients on the Frail Elder Waiver and the Home Care Program	Does not take the place of existing software used for payroll responsibilities
Free to all provider organizations (devices not included)	Not customized for individual provider organizations

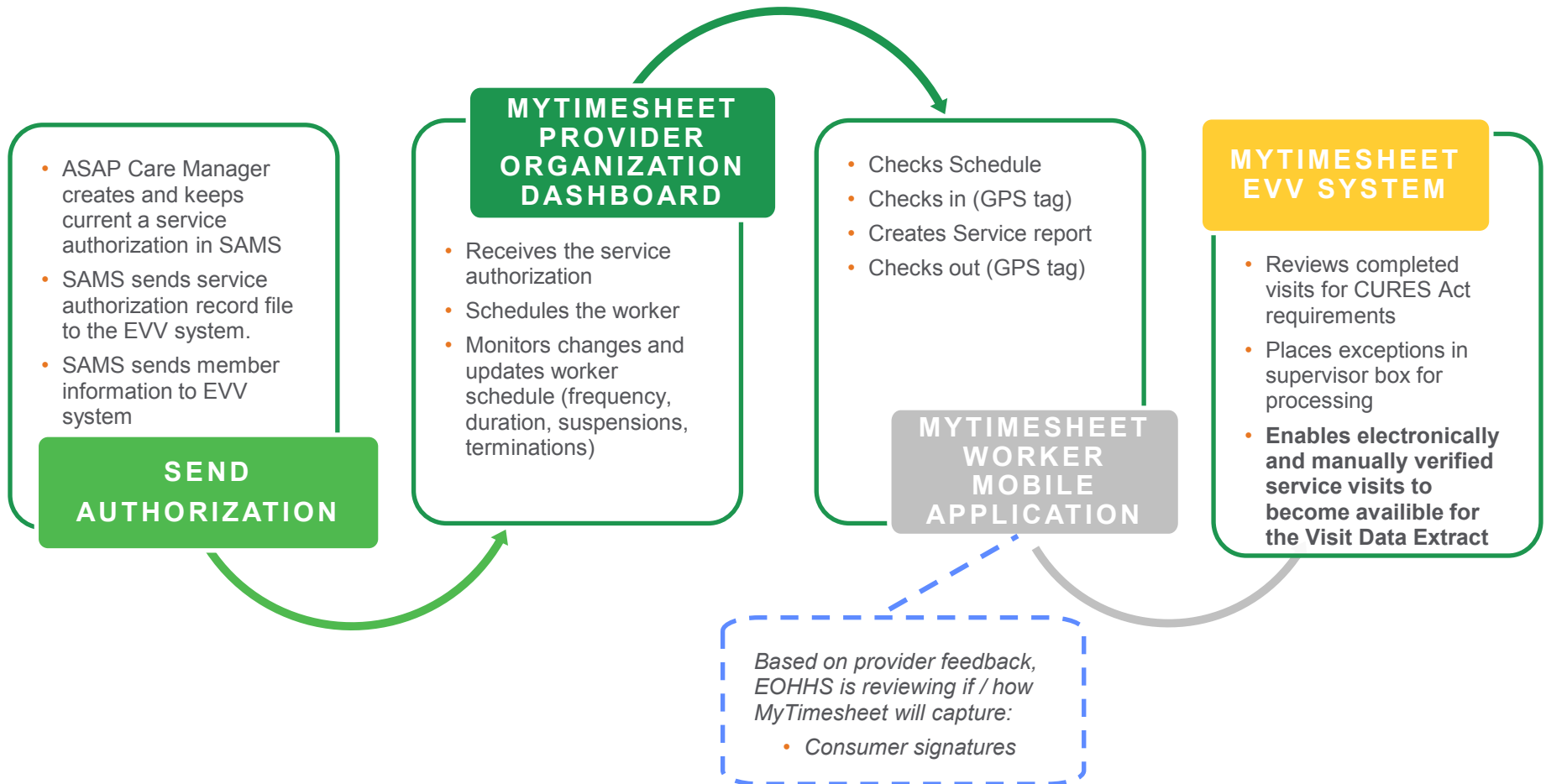
EVV Overview

MyTimesheet

Rhonda Messerschmidt

EVV Process Overview - MyTimesheet

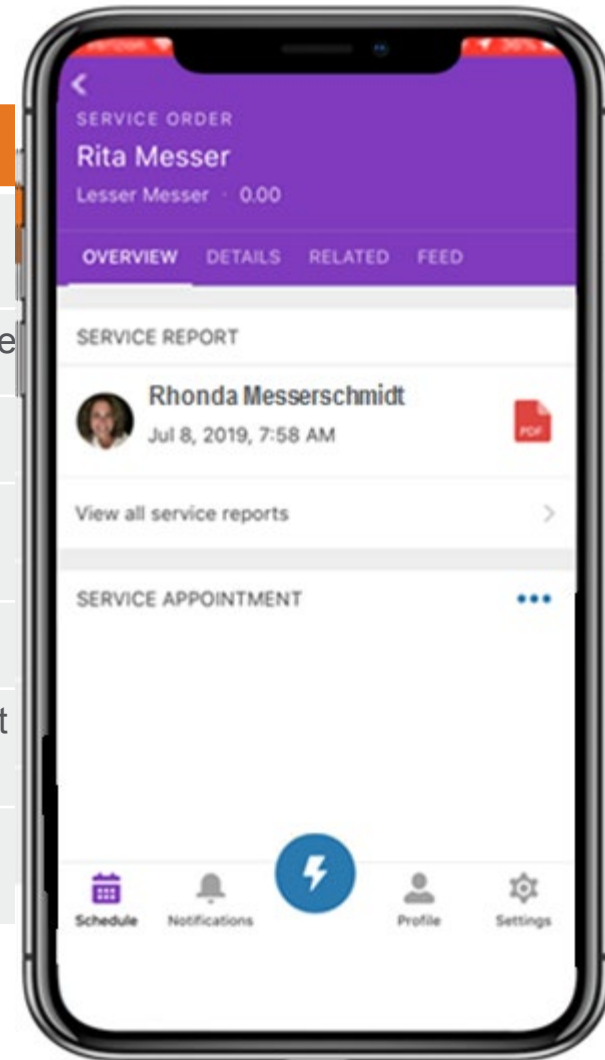
Provider Organization Scenario



Optum EVV Solution meets the Cures Act and HIPAA Compliance

CURES Act Minimum Requirements	Optum EVV Solution
Type of service performed	Service order on the mobile app confirms services delivered
Individual receiving the service	By address location and/or signature
Date of the service	Captured at service delivery
Location of service delivery	Geolocation captured at service delivery
Individual providing the service	Worker confirms at service delivery
Time the service begins and ends	Check-in and Check-out captured at service delivery

***Optum's EVV MyTimesheet solution is HIPAA compliant**

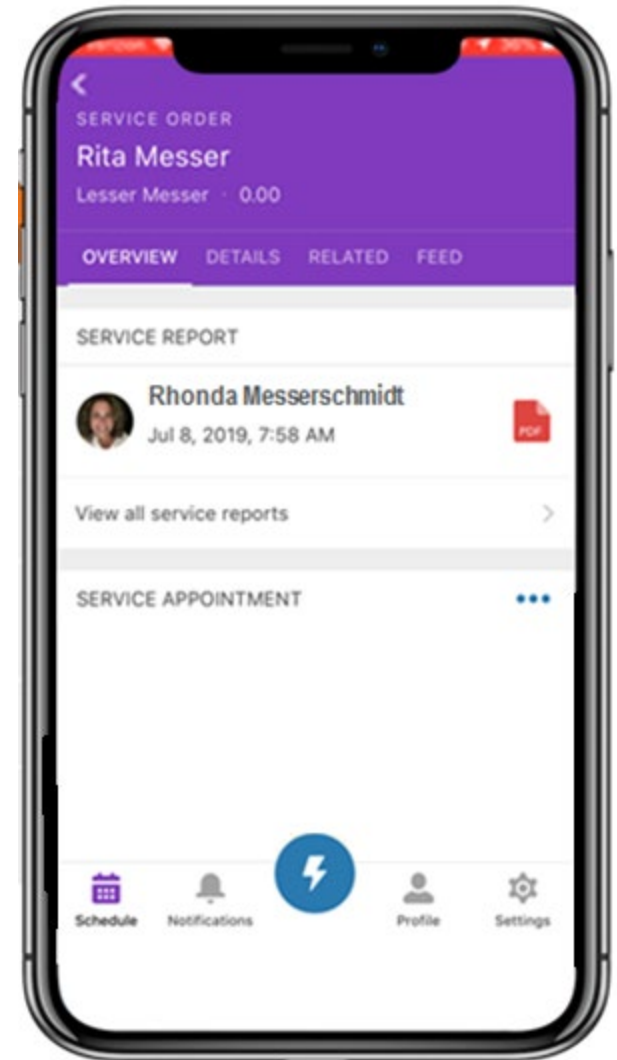


Optum EVV solution meeting the Cures Act

Individual Receiving the Service



Individual Providing the Service

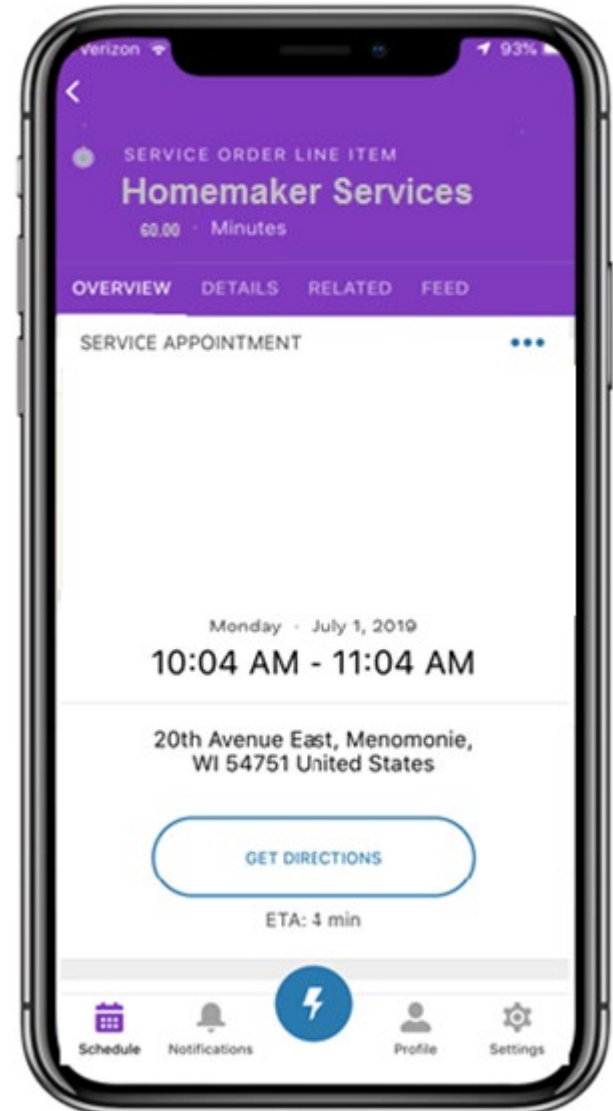


Optum EVV solution meeting the Cures Act

Service(s) Scheduled
(Type of Service Performed)



Scheduled Time, Date and
Location of Service Delivery

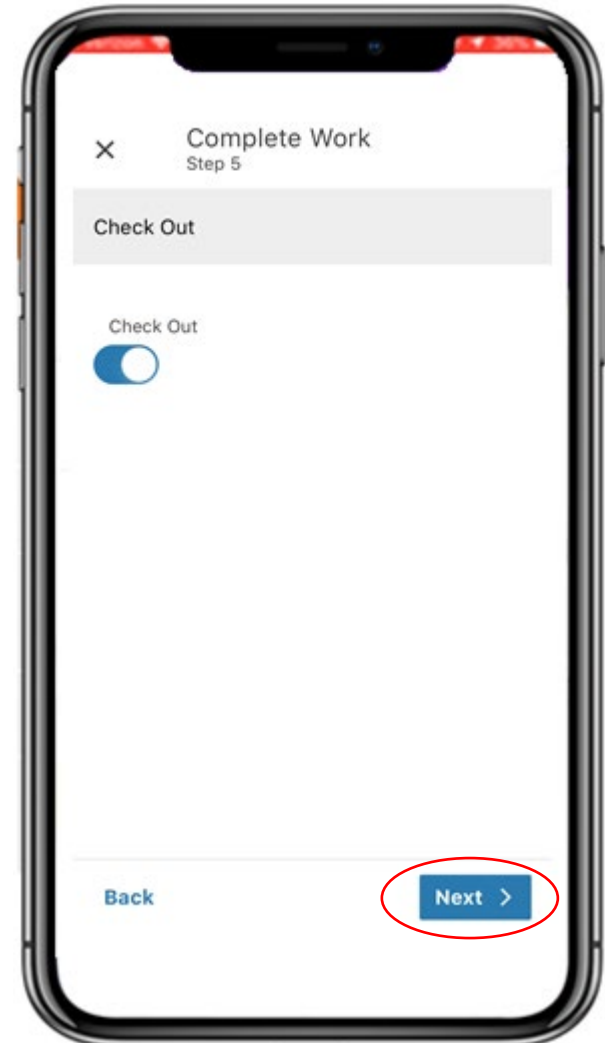


Optum EVV solution meeting the Cures Act



Check-in Time the service start and the location of service (GPS) is captured once the worker hits “**Save**”

Check-out Time the service ends and the location of service (GPS) is captured once the worker hits “**Next**”

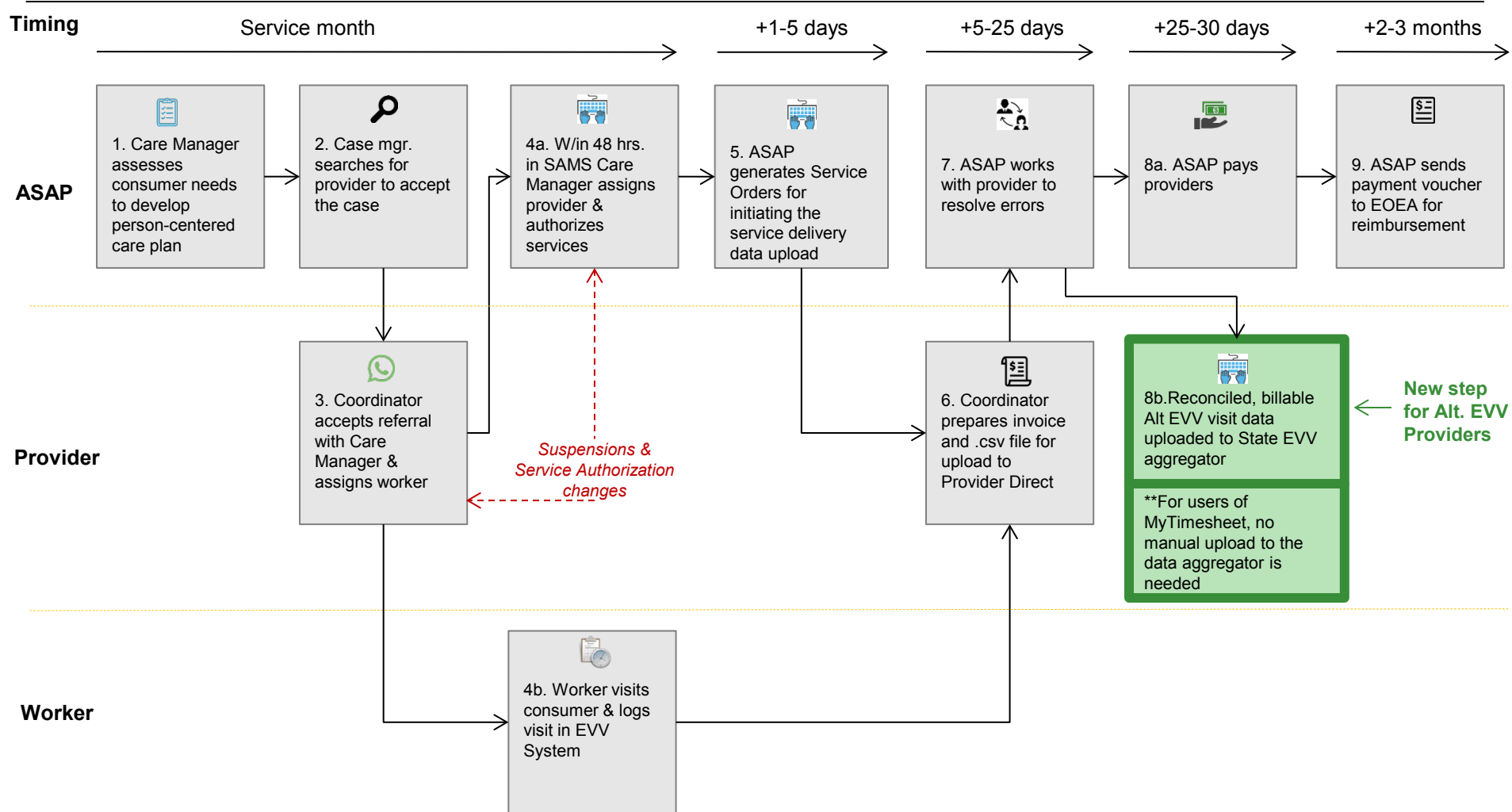


EVV Overview

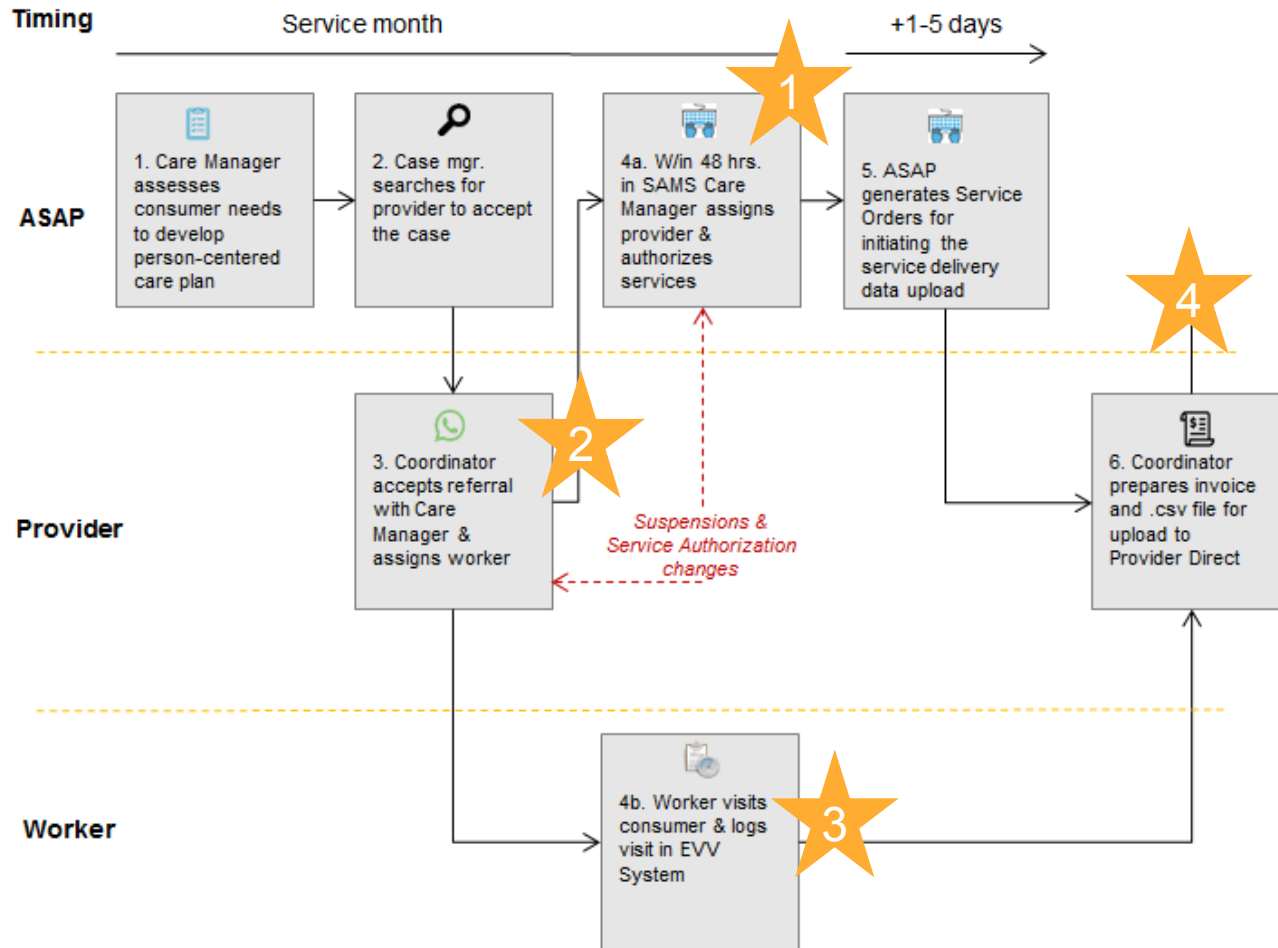
Reporting

Rhonda Messerschmidt

High Level Workflow



Mapping of Reports to High Level Workflow



1. Service Authorization Reporting

- ✓ Service Appointment without authorization
- ✓ Service Authorizations in EVV

2. Appointment Reporting

- ✓ Accepted Scheduled (dispatched)
- ✓ Workers availability
- ✓ Active Workers
- ✓ Inactive Workers

3. Visit Reporting

- ✓ Late Visits
- ✓ Missed Visits
- ✓ Reschedule Requested (schedule deviation)
- ✓ Completed appointments
- ✓ Cancelled appointments
- ✓ Manual Confirmation Requests
- ✓ Worker productivity
 - Completed visits, time (late, missed, on-time)

4. Visit Data Extract

- ✓ Per service breakdown in .CSV format

Optum EVV Sample Reports



Late Visits Report
identifies all instances where an agency had a late appointment with the consumer.

Late Visits

As of 2019-07-09 04:23:16 • Generated by Susie Scheduler

Filtered By

Show: All service appointments

Date Field: Created Date equals Custom (4/1/2019 to 4/1/2019)

Status equals Completed

Service Territory: Name ↑	Appointment Number	Consumer Name	Worker Name	Scheduled Start	Actual Start	Late Start (min.)
Red Sox Care Services	SA-1847	Rita Messer	Robyn Ballard	4/1/2019 2:00 PM	4/1/2019 3:00 PM	60.00
	SA-1849	Barb Bielat	Chuck Morgan	4/1/2019 5:00 PM	4/1/2019 5:30 PM	30.00
	SA-1844	Gary Thomas	Laura Kinsey	4/1/2019 12:30 PM	4/1/2019 1:00 PM	30.00
	SA-1855	Colin Frank	Laura Kinsey	4/1/2019 1:30 PM	4/1/2019 1:47 PM	17.00
	SA-1856	Stephanie Slaughter	Chuck Morgan	4/1/2019 3:30 PM	4/1/2019 4:30 PM	60.00
	SA-1932	Carrie Kimes	Laura Kinsey	4/1/2019 5:30 AM	4/1/2019 6:30 AM	60.00
	SA-2042	Thomas Schultz	Laura Kinsey	4/1/2019 7:30 PM	4/1/2019 7:45 AM	15.00
	SA-1853	Jeffrey Phillips	Robyn Ballard	4/1/2019 2:30 PM	4/1/2019 3:45 PM	75.00
	SA-2031	Les Messer	Lynn Smith	4/1/2019 7:30 AM	4/1/2019 9:00 AM	90.00
	SA-2121	Donna Dudenhoefer	Lynn Smith	4/1/2019 9:00 AM	4/1/2019 9:15 AM	15.00

Optum EVV Sample Reports



Service Appt. w/o Service Auth identifies all service appointments that do not have a Service Auth attached and need to be matched.

Service Appointment w/o Service Auth

As of 2019-07-09 05:03:13 • Generated by Susie Scheduler

Filtered By

Show: All service orders

Created Date ↑	Created By: Full Name ↑	Appointment Number	Consumer Name	Service Appointment Date	Visit Status
7/1/2019	Anitha Sadhasivaraja	SA-1542	Anna Ramirez	7/2/2019	New
		SA-1547	Jeffrey M. Phillips	7/3/2019	New
	Subtotal	Count	2		
Subtotal	Count	2			
7/2/2019	Sushma Karanam	SA-1551	StephanieOrtiz	7/2/2019	In Progress
	Subtotal	Count	1		
Subtotal	Count	1			
7/15/2019	Anitha Sadhasivaraja	SA-1552	Mary Jones	7/15/2019	New
	Subtotal	Count	1		
	Suzanne Crane	SA-1555	Marty Jones	7/15/2019	Completed
		SA-1554	Josh Jacob	7/15/2019	New
		SA-1553	Mike Myers	7/15/2019	New
Subtotal	Count	3			
Subtotal	Count	4			
7/18/2019	Anitha Sadhasivaraja	SA-1657	Rita Messer	7/18/2019	In Progress
	Subtotal	Count	1		
	Anitha Sadhasivaraja	SA-1656	Lesser Messer	7/18/2019	In Progress
		SA-1616	Marcia Nohl	7/18/2019	New
	Subtotal	Count	2		
Sushma Karanam	SA-1601	StephanieOrtiz	7/18/2019	In Progress	
Subtotal	Count	1			
Subtotal	Count	4			
Total	Count	11			

Optum EVV Sample Reports



Visit Data Extract
Identifies all service appointments that have been verified and are ready to be sent for billing.

Visit Data Extract Fields

Claims Extract: Claims Extract Number	Service Appointment
Agency First Name	Service Order
Agency Last Name	Service Order Line Item
Billed Amount	Service Resource
Claims Extract Begin Date	Services
Claims Extract End Date	Timesheet Start Date
Duration in Minutes	Timesheet End Date
Member ID	Time Sheet Entry
Member Name	Units Used
Modified after Claims Extract	Visit Start Date
Multi-Day	Visit End Date
Prior Auth Number	Work Order Subject

*Timesheet Start Date and Timesheet End Date are the actual Dates of the workers check-in and check-out. Visit Start Date and Visit End Date are the date the service appointment was scheduled for