Electronic Visit Verification (EVV) in Massachusetts

Stakeholder Dialogue Session #8

Mystic Valley Elder Services – Malden, MA

December 6, 2019

Agenda

» **EVV Overview and EVV Stakeholder Engagement**

» Areas for Discussion

» MyTimesheet Topics for Review
  » Scheduling Console

» Next Steps

Terms Used in Today's Session

- **Alternate EVV or Alt. EVV** – Refers to EVV systems used by provider agencies that are NOT using the MyTimesheet EVV System. These are "Alternate" 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.

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

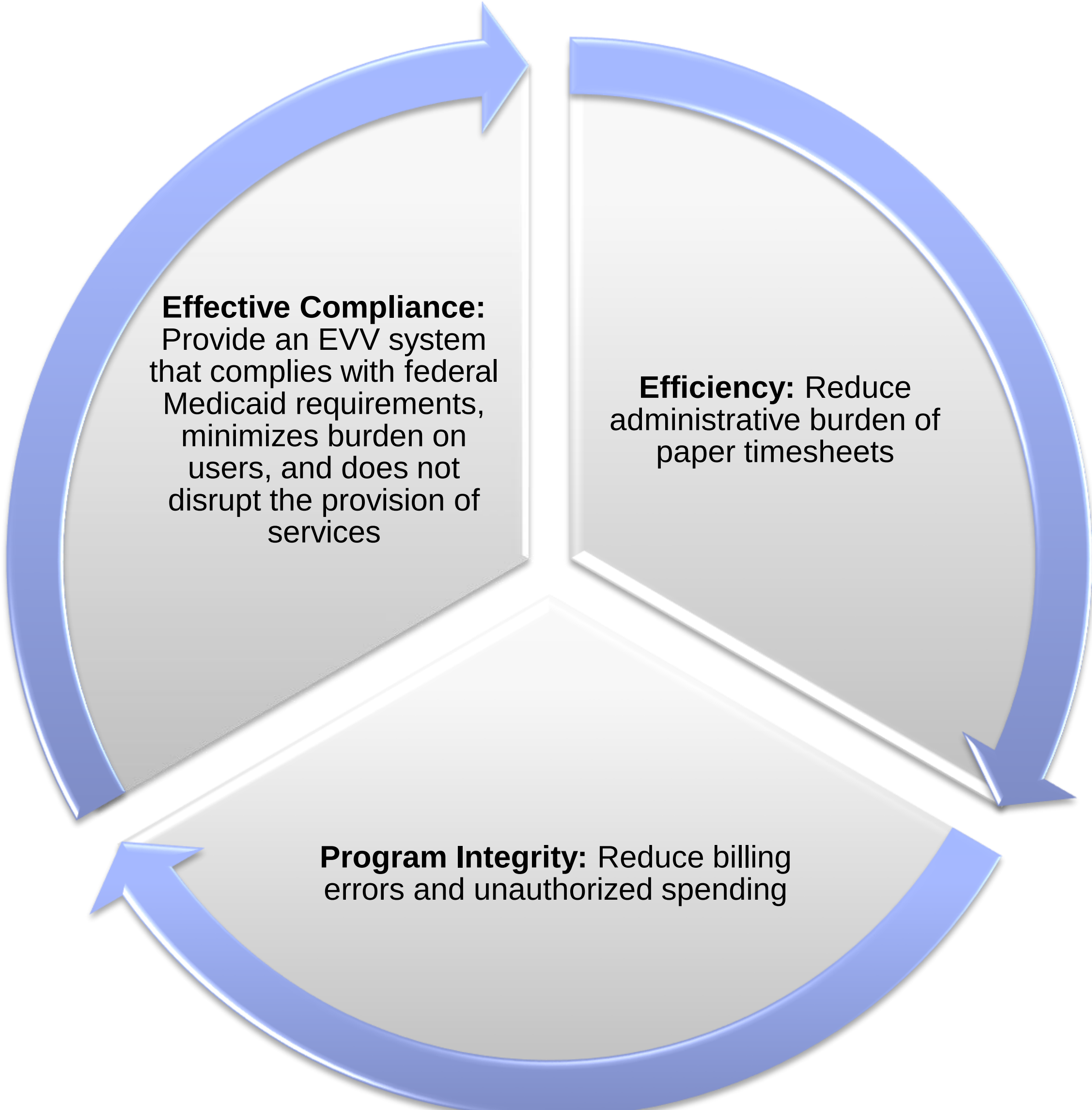
- **MyTimesheet** – Optum's EVV system that can be used by provider agencies to collect EVV data

- **Optum** – Vendor that EOHHS selected to provide the MyTimesheet & Data Aggregator EVV Systems.

21st Century Cures Act Mandates EVV Use

- Massachusetts is implementing EVV as mandated by the 21st Century Cures Act (federal law) for the following Medicaid Services:
  - Personal care by January 1, 2020
  - Home health by January 1, 2023
- Massachusetts submitted a Good Faith Effort Application to CMS on November 15, 2019, which would provide the state with an additional year to comply with EVV requirements
- EOEA is electing to require EVV for some non-Medicaid services (Home Care Program) as well to simplify data collection on the worker level
- EVV use is <u>not</u> required for organizations that provide only companion services and/or only adult day services

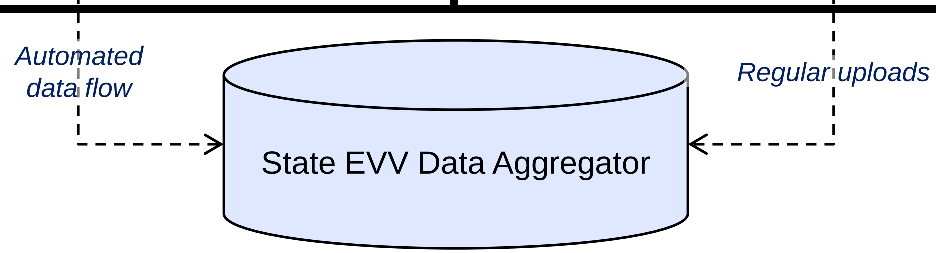
Massachusetts' goals for EVV implementation



EOHHS Deploying a Hybrid EVV model for ASAP Contracted Providers

EVV Options for ASAP-contracted providers

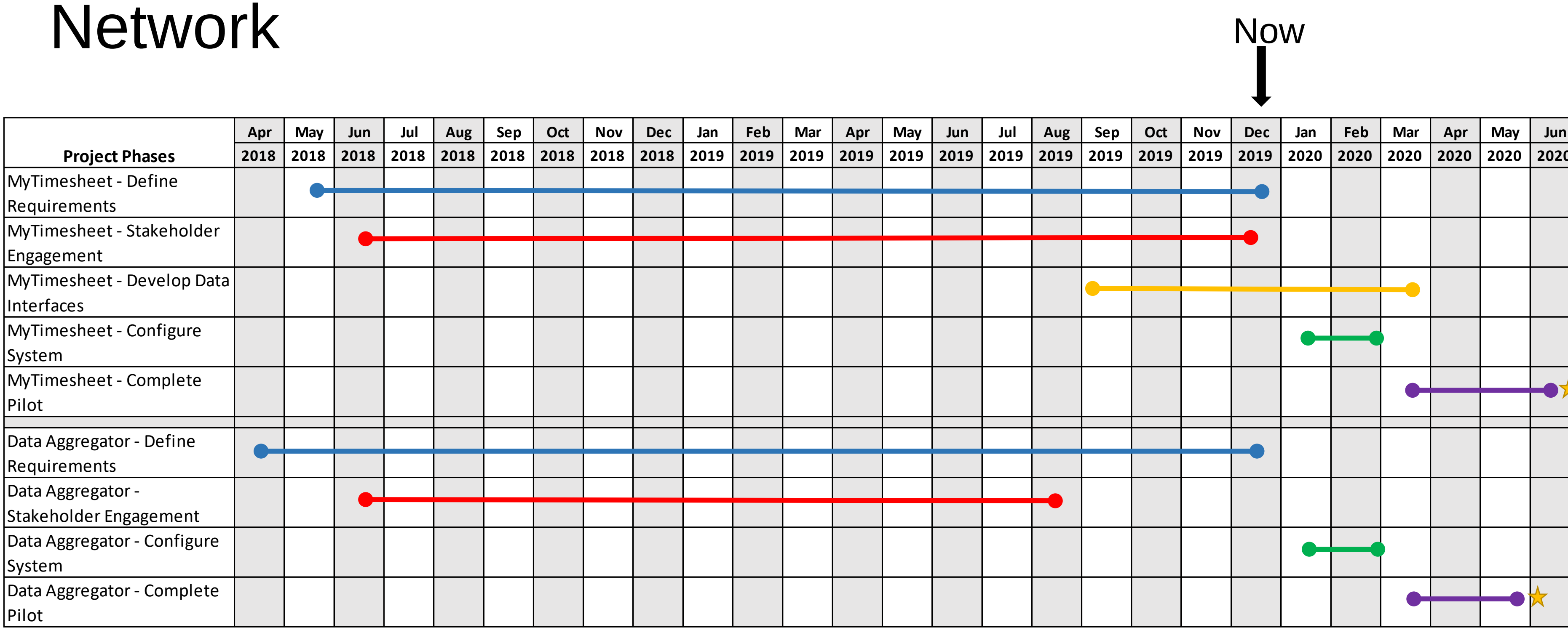
	MyTimesheet *State-sponsored system developed by Optum*	**Alternate EVV systems** *Any system purchased by providers that meets Cures Act and EOHHS requirements*
Providers served	Any ASAP-contracted provider	Providers with existing EVV systems in place or those who choose to adopt one
Software platform cost	Free use of platform (devices not included)	Depends on vendor charge
Vendor	Optum (contracted by MassHealth)	Numerous EVV products already in use
Functionality	• 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)



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

Estimated EVV Implementation Timeline for ASAP Network



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
  - Identify any possible system or policy changes based on feedback
  - Engage with all stakeholders across the Commonwealth, not just those who are located in the Metro-Boston area
  - Facilitate relationships between EOHHS, Optum, EOEA and provider agencies
- Clarify programs that require EVV
  - Frail Elder Waiver, Home Care Program, Senior Care Options (SCO), One Care
- Address a broad range of topics
  - Each session has addressed a different topic related to the two EVV options (MyTimesheet and Alt-EVV)
  - Supplement with other modes of education and input including stakeholder surveys and MassHealth webpage updates

Topics Addressed at Past Dialogue Sessions

April 24 Session Alt. EVV Data File	May 8 Session Alt. EVV Data File Submission	May 21 Session Process Workflow and Scheduling Policies
June 7 Session Alt. EVV Data File and Data File Submission	June 24 Session Process Workflow and Scheduling Policies	July 16 Session Compliance with Cures Act and Reporting
	August 14 Session Compliance with Cures Act and Reporting	

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

Agenda

- » EVV Overview and EVV Stakeholder Engagement
- » **Areas for Discussion**
- » MyTimesheet Topics for Review
  - » Scheduling Console
- » Next Steps

Discussion: Billing Extract Report

The Billing Extract Report is a report that will support providers who elect to use MyTimesheet in entering data into Provider Direct. This report **will not** replace current Provider Direct processes.

The report will include:

- Provider organization name & EIN
- Associated ASAP
- Consumer Name and ID(s)
- Worker Name and ID
- Service Address
- Service Description
- Service Date
- Service Start and End Time
- Actual Service Duration and Rounded Service Duration

What other data is important to include?

Discussion: Current Practices

<u>For All Provider Organizations</u>

- Does your organization provide email addresses for your workers?
- If you are a provider organization with multiple locations, how do you handle scheduling across multiple offices? How does your scheduling system accommodate this practice?
  - For example, do you have schedulers covering specific offices or service locations?
  - How is coverage handled (i.e. if a scheduler is covering for another office or a worker is covering a case temporarily at another location)?

<u>For Alt-EVV Users</u>

- How do you have your workers check in and check out for multiple services in a visit?
- If you have your workers check in and out only once when you have multiple services provided in a single visit, how does your organization handle billing those services?

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Scheduling Console Overview

MyTimesheet

Rhonda Messerschmidt

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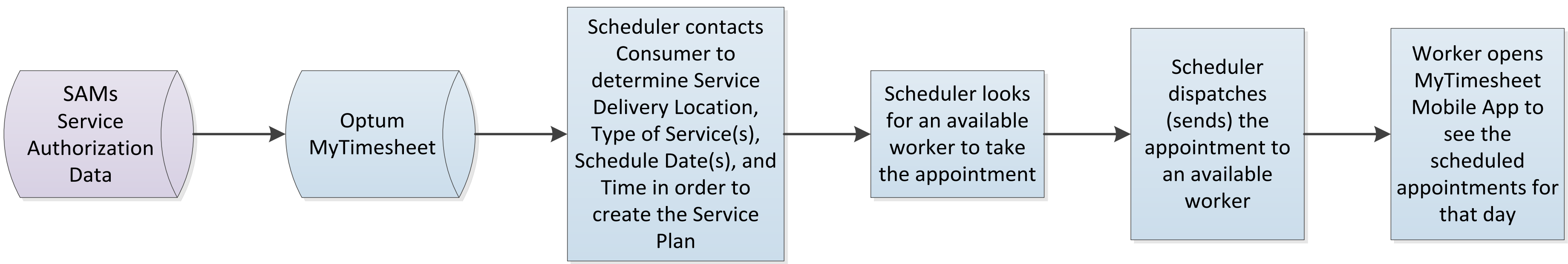
Overview of MyTimesheet Scheduling Data Flow

- The flow chart below illustrates how data flows from EOEA and EOHHS to Optum for scheduling in the MyTimesheet EVV system
- EOHHS and Optum will have an automatic data transfer process in place that sends the Service Authorization data from SAMs to MyTimesheet.



Scheduler Responsibilities in MyTimesheet

A Scheduler at a Provider Organization may use MyTimesheet to complete the following activities:

- **Complete intake review of the service authorizations**
- Schedule appointments
- Review and respond to worker notifications related to scheduling
- Resolve scheduling issues
- Run scheduling reports

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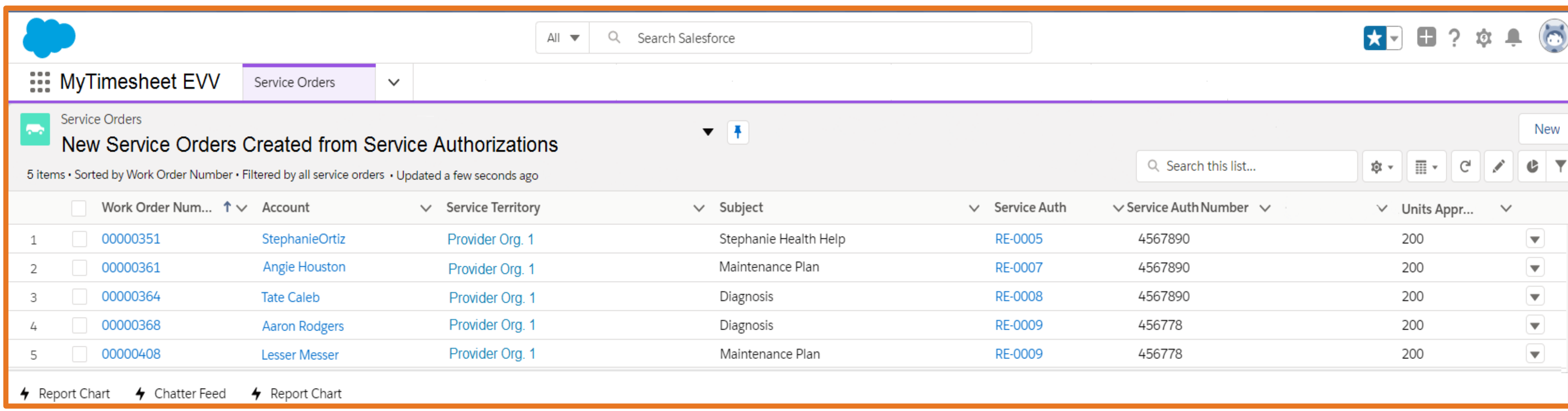
Intake Review of Service Authorizations

- MyTimesheet offers Provider Organizations the ability to view the service authorizations that are transferred from SAMS to MyTimesheet during the automatic data transfer process.
- The service authorization data will be used to generate the MyTimesheet Service Plan for the consumer.
- Once the MyTimesheet Service Plan is created, the consumer's schedule can be set up in the MyTimesheet system.



	Work Order Num...	Account	Service Territory	Subject	Service Auth	Service Auth Number	Units Appr...
1	00000351	StephanieOrtiz	Provider Org. 1	Stephanie Health Help	RE-0005	4567890	200
2	00000361	Angie Houston	Provider Org. 1	Maintenance Plan	RE-0007	4567890	200
3	00000364	Tate Caleb	Provider Org. 1	Diagnosis	RE-0008	4567890	200
4	00000368	Aaron Rodgers	Provider Org. 1	Diagnosis	RE-0009	456778	200
5	00000408	Lesser Messer	Provider Org. 1	Maintenance Plan	RE-0009	456778	200

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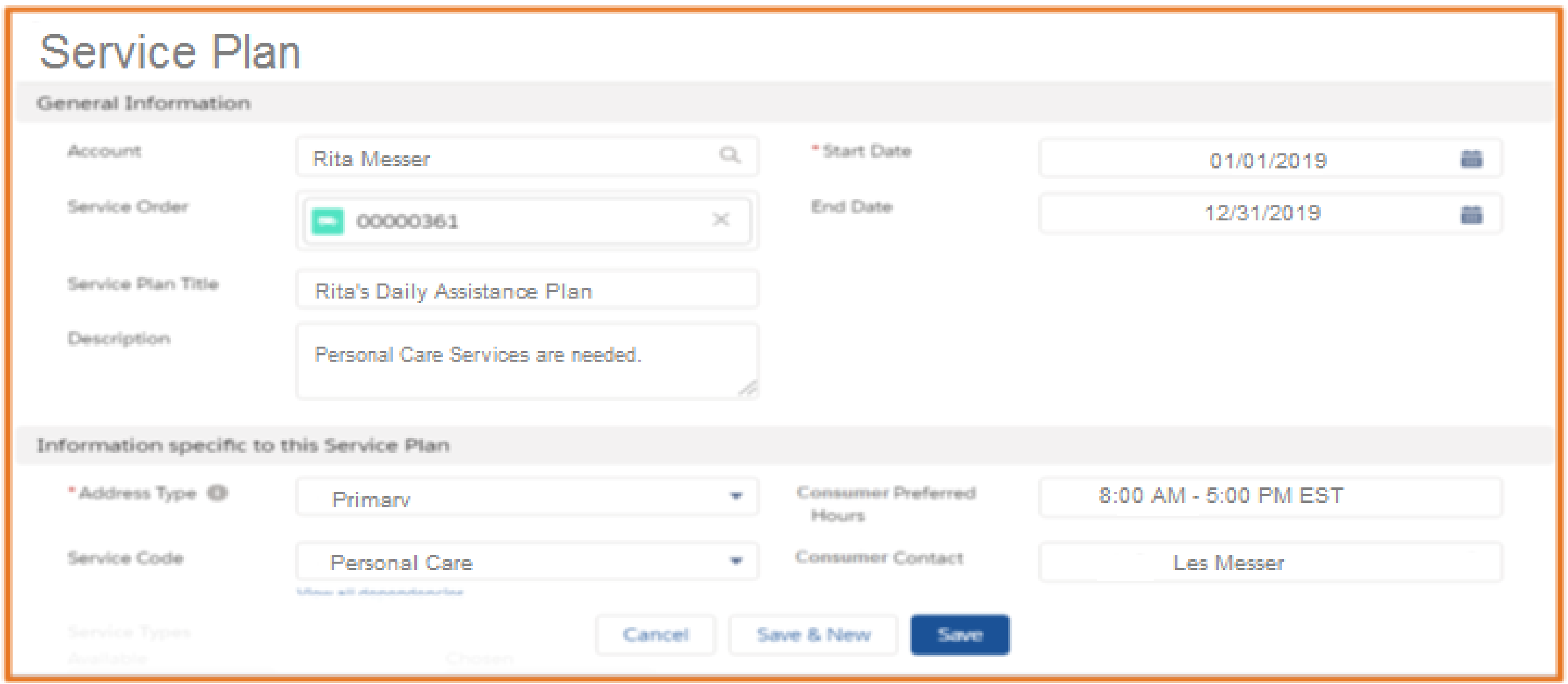
Scheduling Appointments

- Once MyTimesheet has the service authorization information from the data transfer, the Scheduler can create the appointments in MyTimesheet.
- Scheduling appointments is done in MyTimesheet by creating what is called a “Service Plan”.
- A Service Plan is information about a specific service being delivered, the time frames, and frequency. It is based on the service authorization.
- Much of the information needed to complete the Service Plan will be automatically populated by the service authorization. Some data may be populated by the scheduler, depending on the business practice of the provider organization and the level of detail provided in the service authorization.



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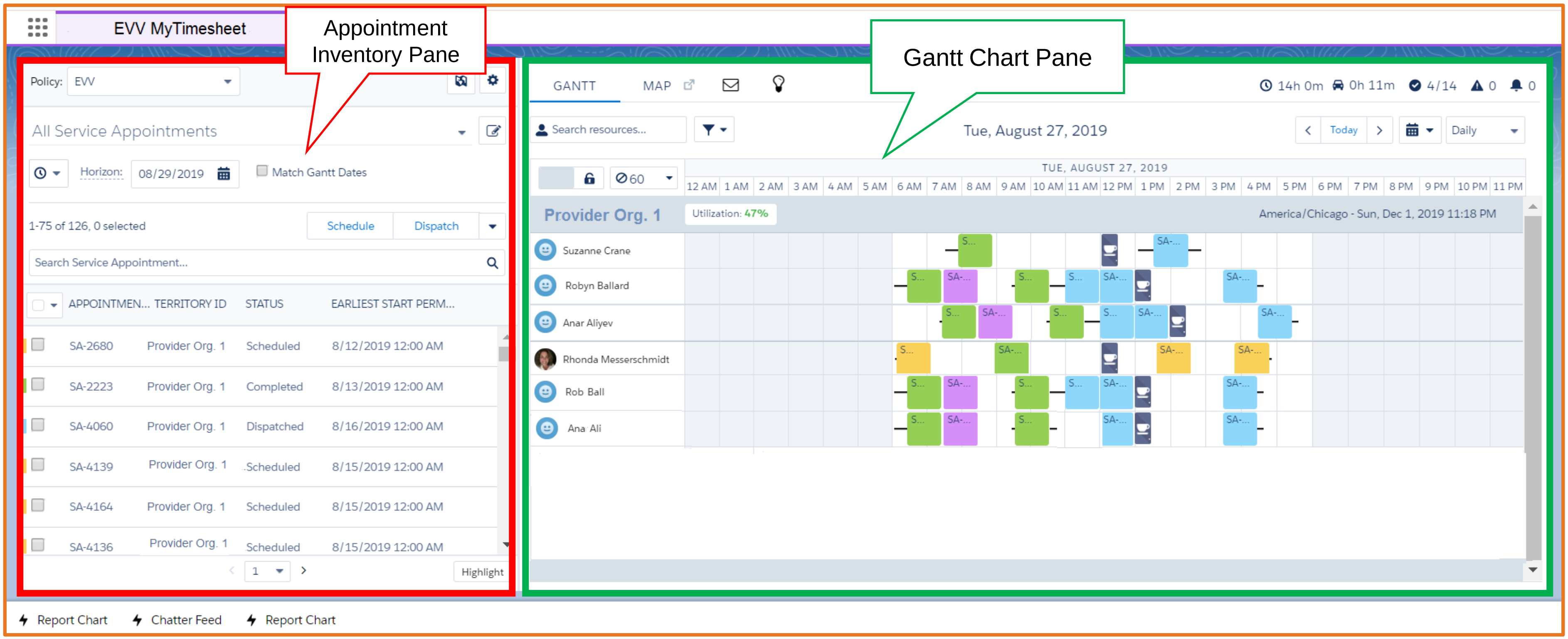
Scheduling Appointments

<u>Gantt Chart</u>: provides a visual representation of a worker's appointments and their status over a period of time.



Once a Service Plan is created, the appointments populate on the Appointment Inventory Pane and the Gantt Chart Pane of MyTimesheet.

Appointment Status Legend

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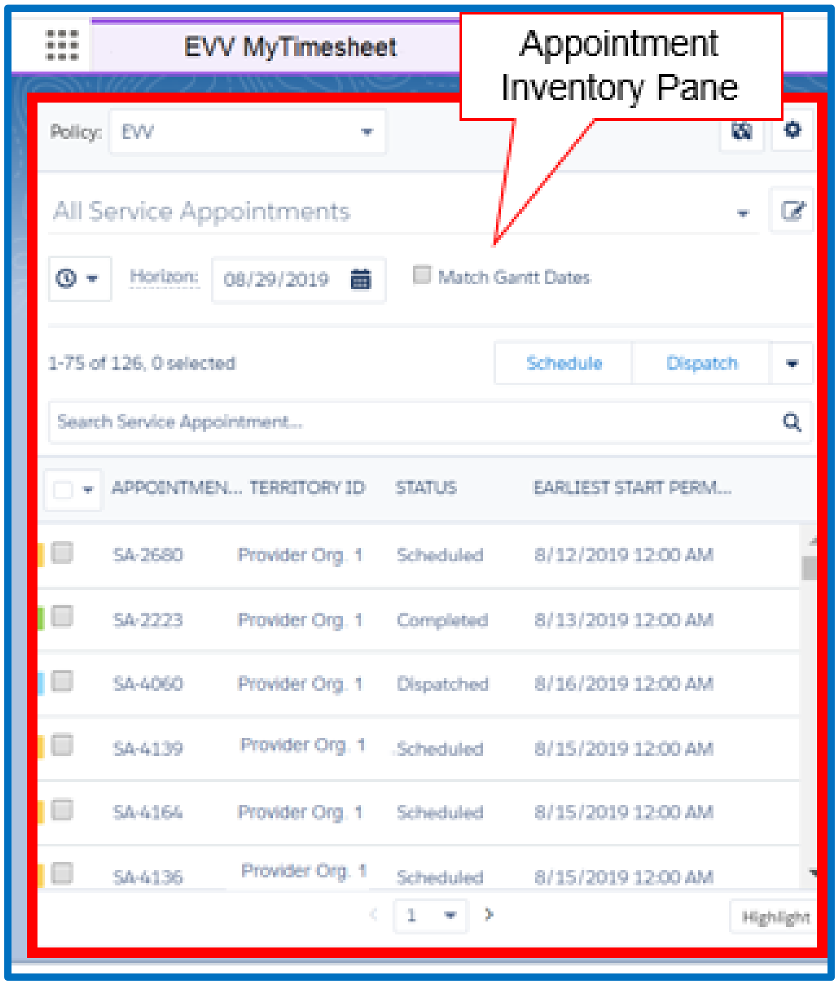
Scheduling Appointments



★ The Appointment Inventory Pane contains all of the service appointments in a list format. These appointments were created from Service Plans with information from the Service Authorizations

You can use the appointment inventory pane to:

- View the list of appointments that need to be scheduled
- View the list of appointments that have been scheduled that are ready to be dispatched
- View the status for any listed service appointments
- Choose the criteria that you want applied to appointments in order for them to be listed
- Set the date range for the appointments you want included in the list

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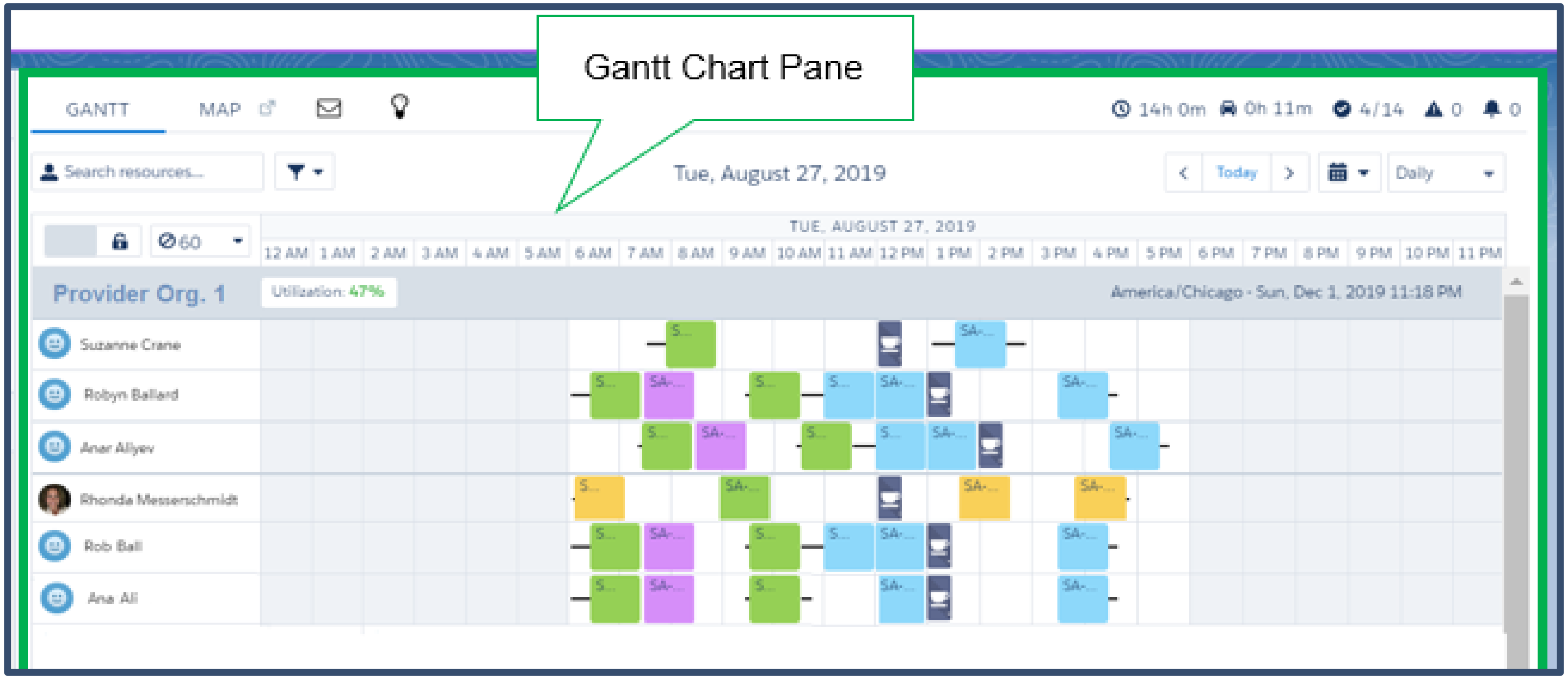
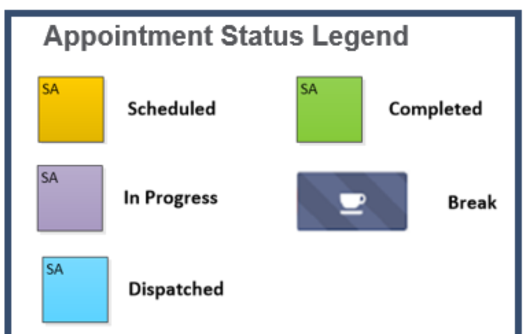
Scheduling Appointments



The Gantt Chart Pane contains a view of all appointments that have been scheduled, dispatched, in-progress or completed.



Actions you can take using the Gantt chart pane include:

- View the current status and details of in-progress appointments
- Identify scheduling conflicts
- Move appointments from one worker to another worker
- Schedule and dispatch appointments
- Change appointment status
- Flag appointments
- Reschedule appointments

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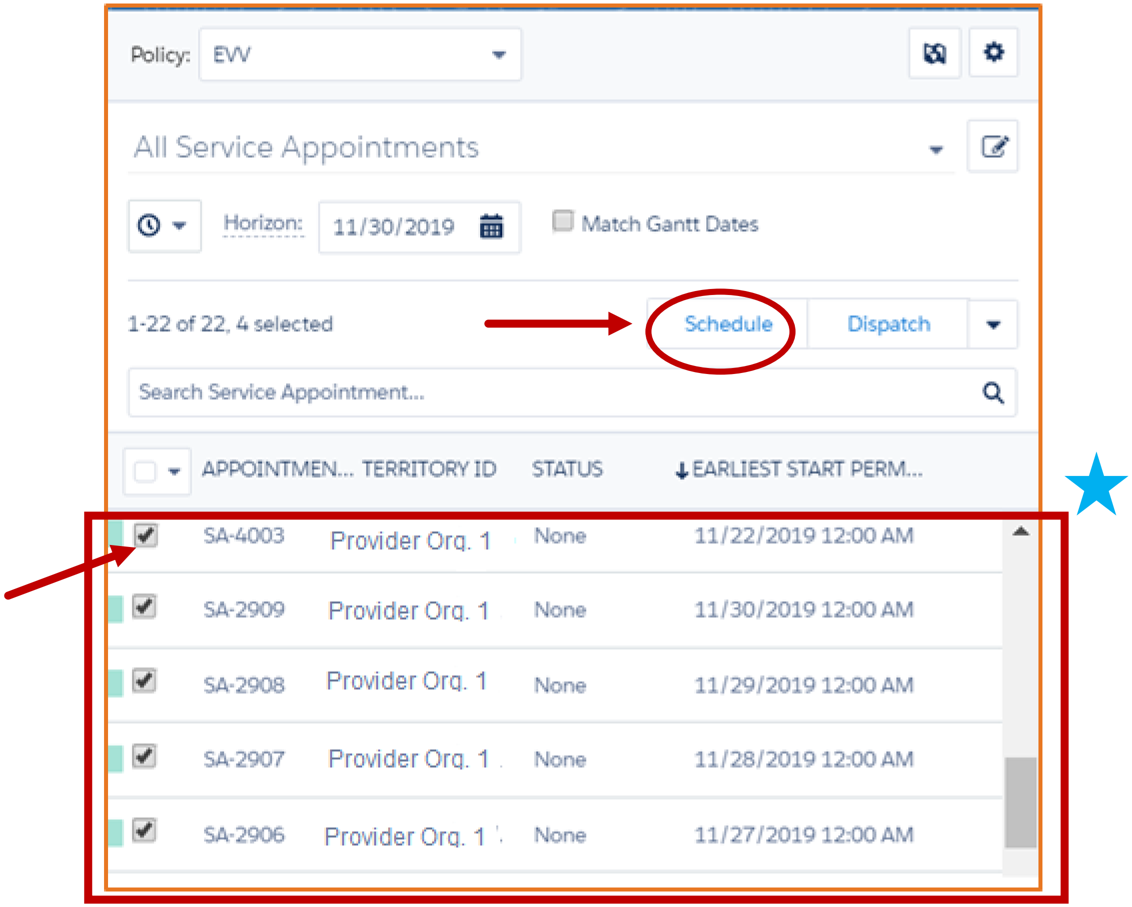
Scheduling Appointments



To Schedule Appointments:

- Select the appointments that need to be scheduled from the Appointment Inventory Pane.
- Appointments that need to be scheduled they are identified with the Status “None”.
- Click the radio button to the left to select the appointments you want to schedule and then select “Schedule.”
- The system will recommend a worker to deliver the service, in the timeframe and frequency needed by the consumer or the scheduler can pick a worker based on their availability.

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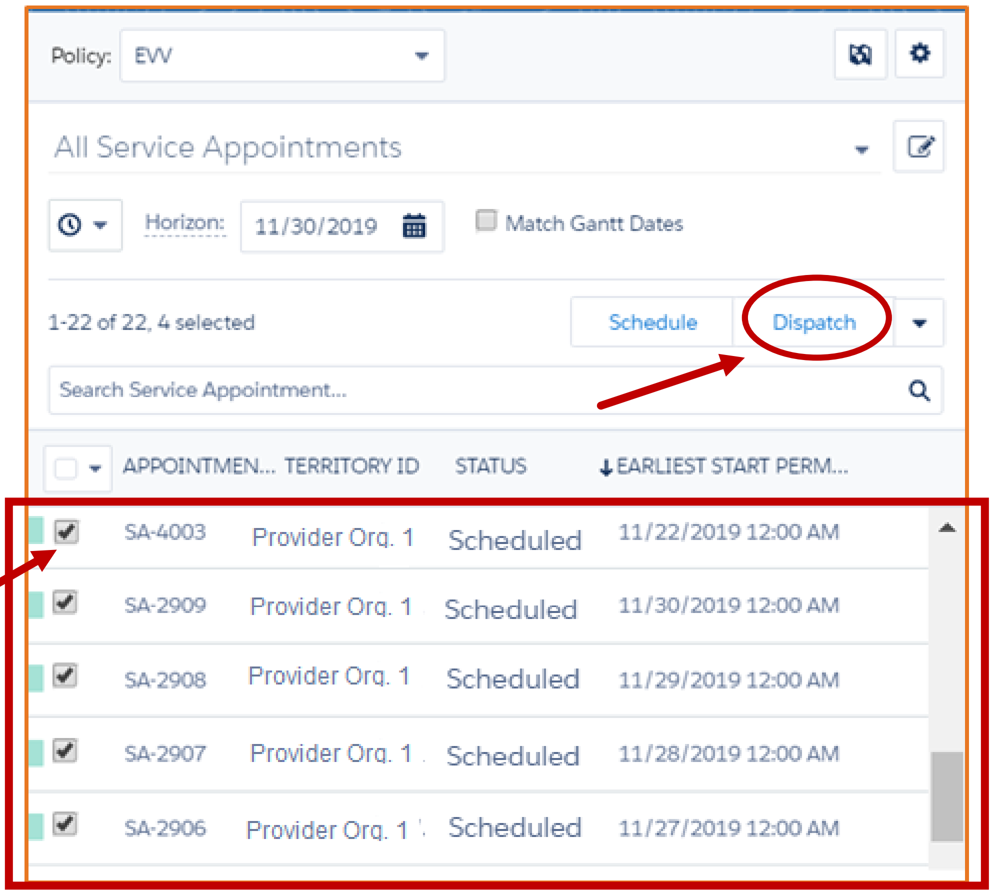
Dispatching Appointments

<u>Dispatch</u>: an action taken by the Scheduler that pushes the scheduled appointment to the worker's mobile app.



To Dispatch Appointments:

- Select the appointments that need to be dispatched from the Appointment Inventory Pane.
- They are identified with the Status of "Schedule".
- Click the radio button to the left to select the appointments you want to dispatch and then select "Dispatch."
- The status will change from scheduled to dispatched.
- The system will push that appointment to the worker's mobile app.

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Scheduler Responsibilities in MyTimesheet

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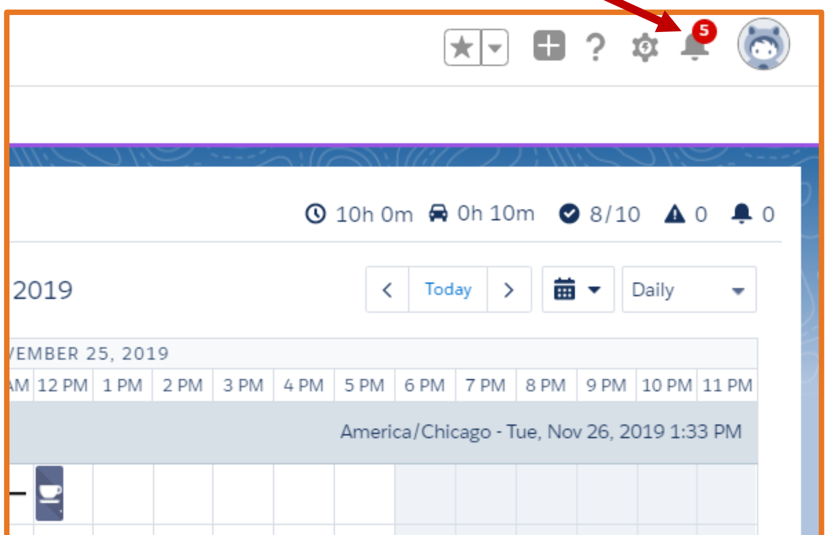
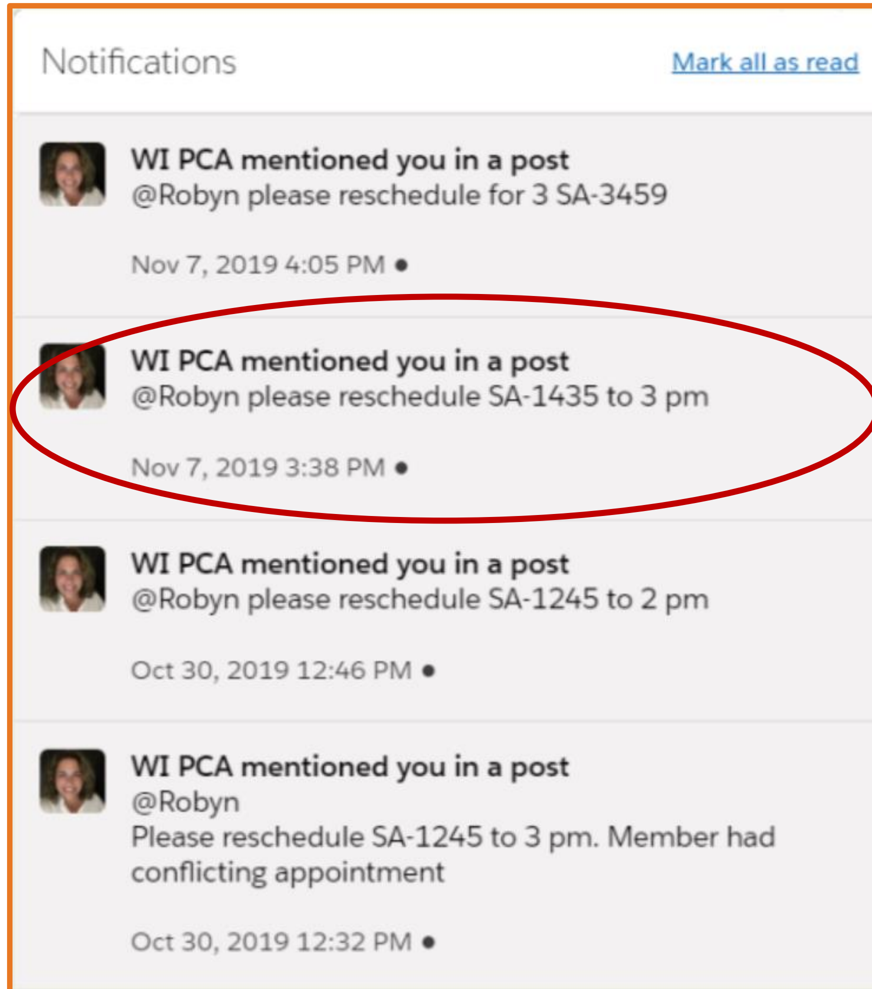
- Complete intake review of the service authorizations
- Schedule appointments
- **Review and respond to worker notifications related to scheduling**
- Resolve scheduling issues
- Run scheduling reports

Worker Notifications Related to Scheduling

- The Scheduler can receive notifications on the scheduling console from the Workers out in the field.
- These notifications are sent from the Mobile App through a chatter message.
- The Scheduler clicks on a notification to open it. This enables the Scheduler to respond to the Worker and communicate in real-time.





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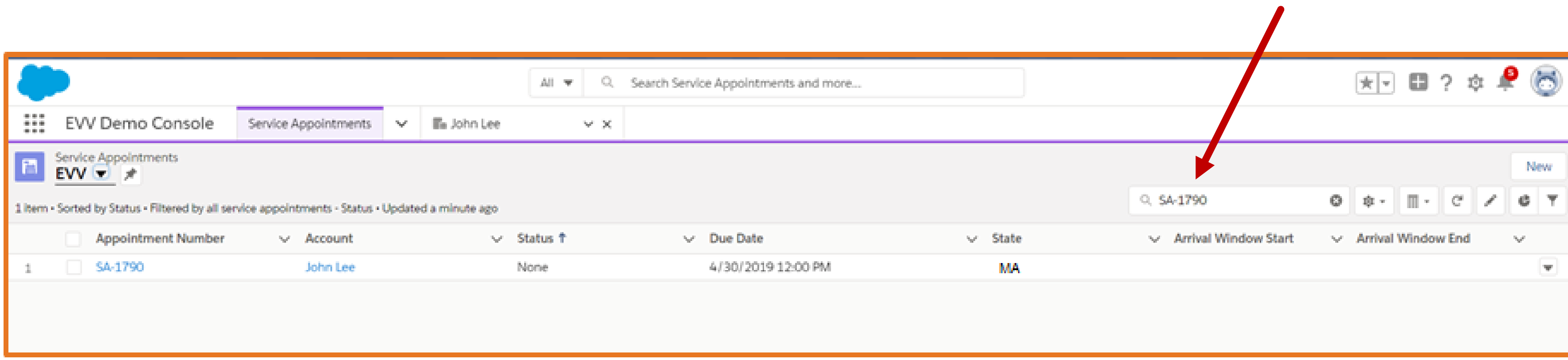
Resolving Scheduling Issues

- In lieu of the of the Chatter functionality the worker can call the scheduler with the Service appointment number (SA-1790) and the Scheduler can search for that Service Appointment in the search box to update the details based on their conversation.



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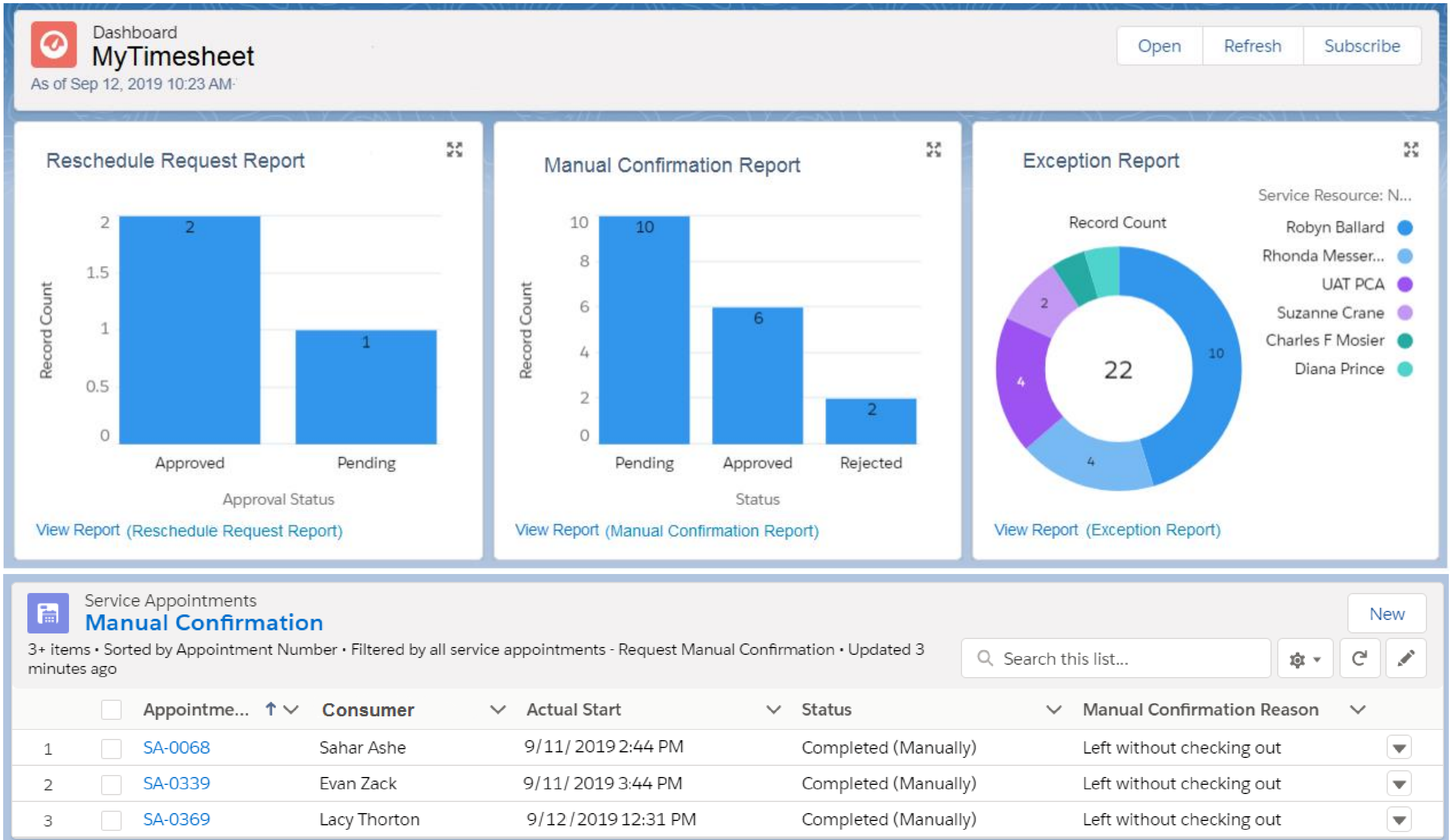
Resolving Scheduling Issues



This is the supervisor dashboard where exceptions are handled and operations are monitored.

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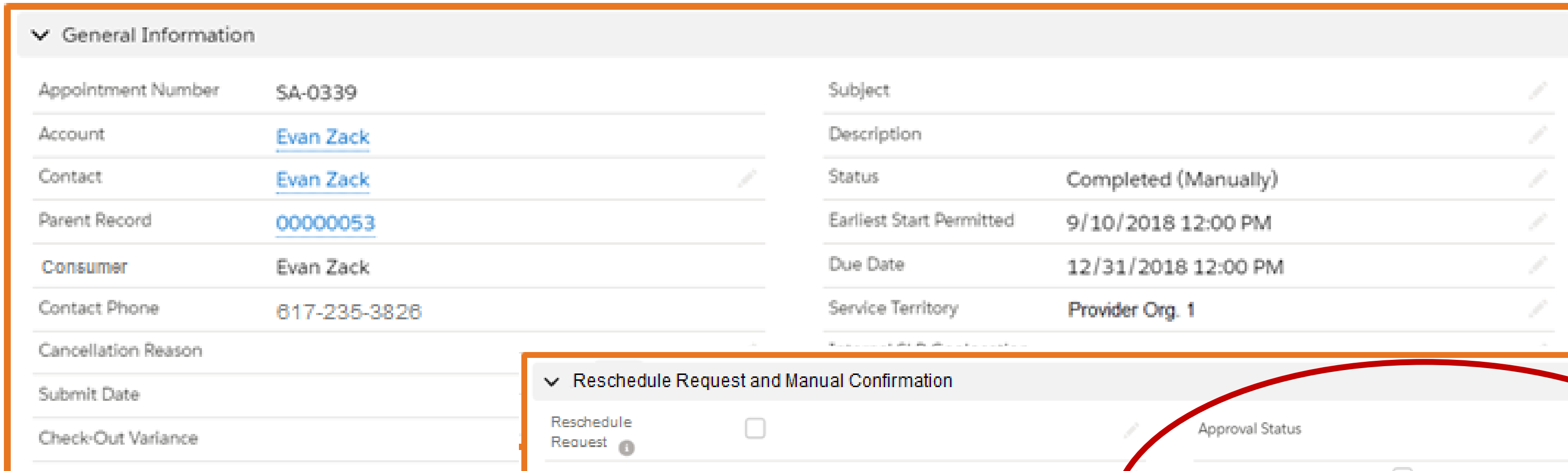
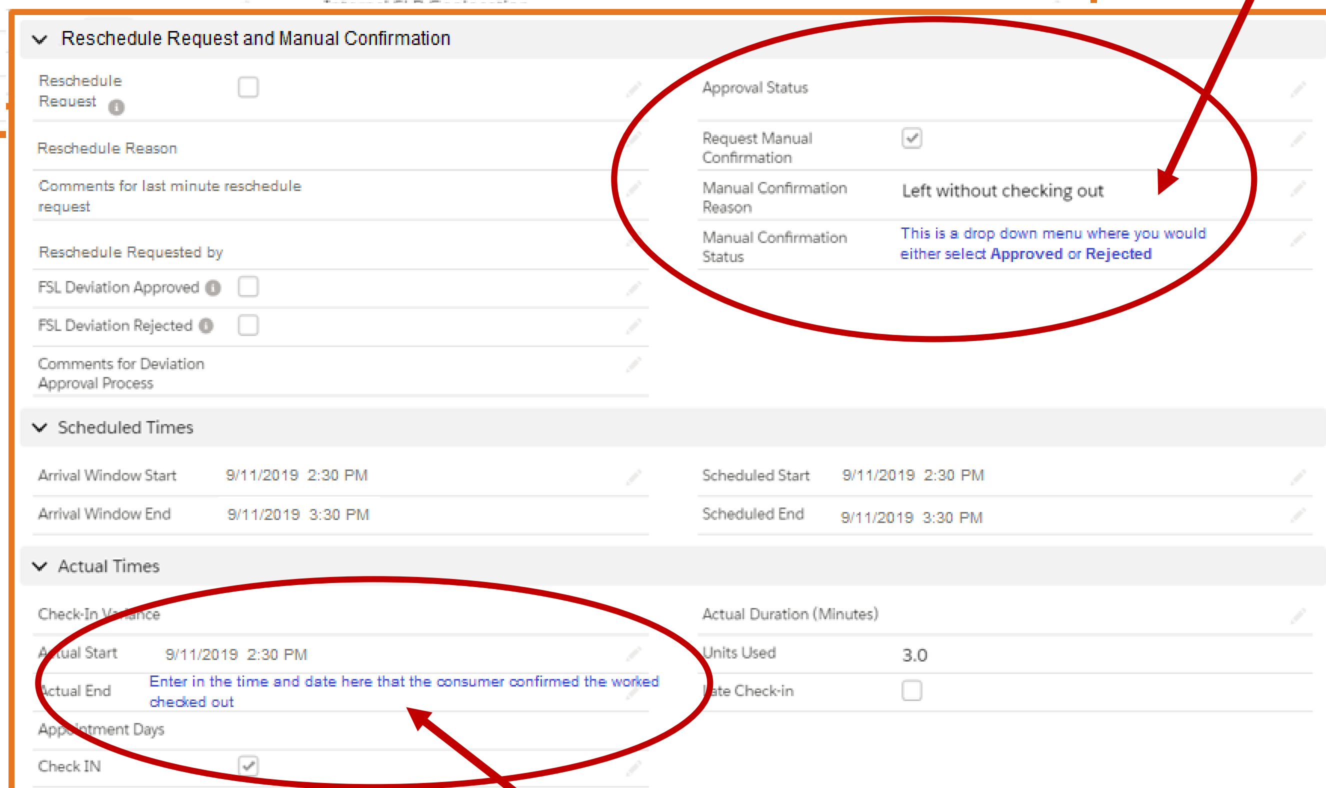
Resolving Scheduling Issues





★

The Supervisor (or other provider organization designee) would confirm the reason for the missing check in/check out and then update MyTimesheet with the details as indicated to the right.

Once the research has been completed on this manual confirmation request the user is ready to approve or reject.

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Scheduler Responsibilities in MyTimesheet

A Scheduler at a Provider Organization may use MyTimesheet to complete the following activities:

- Complete intake review of the service authorizations
- Schedule appointments
- Review and respond to worker notifications related to scheduling
- Process reschedule requests
- Resolve scheduling issues
- **Run scheduling reports**

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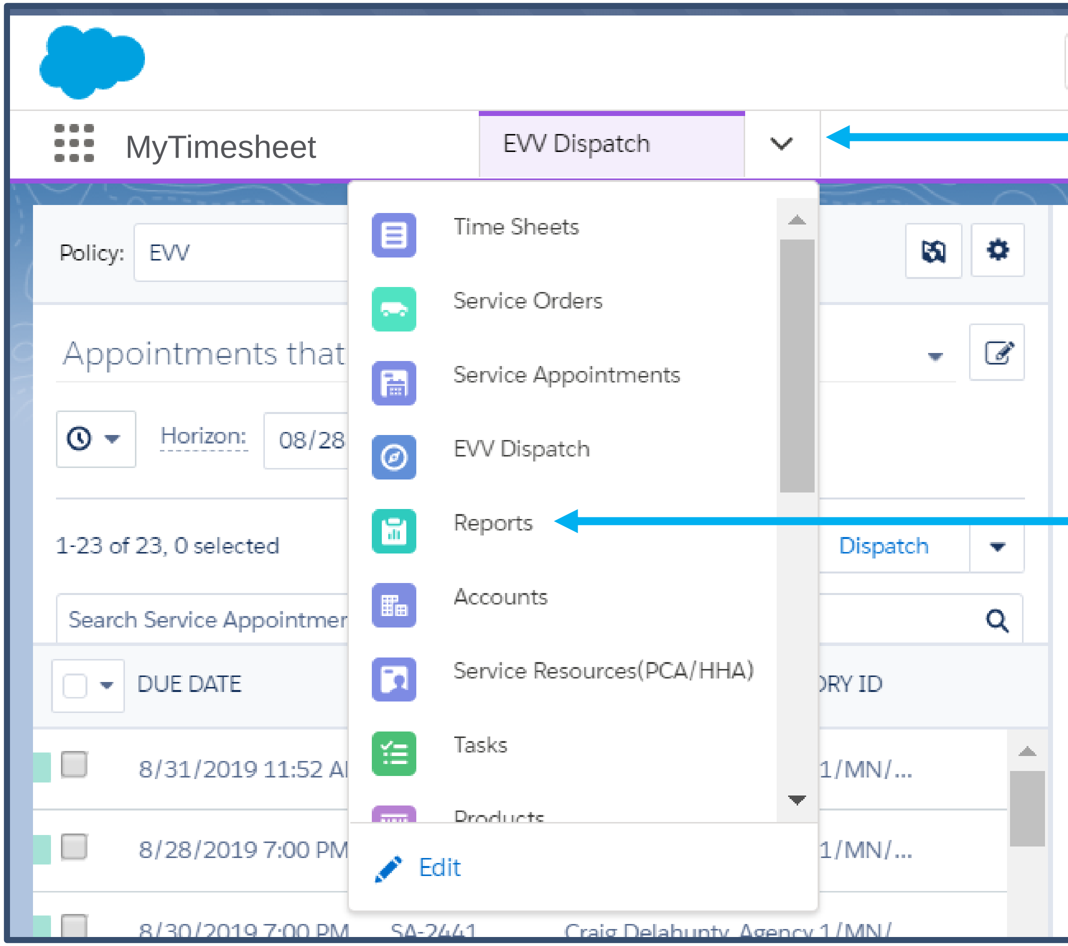
Running Scheduling Reports



To go to the report library, click the down arrow to open the menu of options

Select Reports

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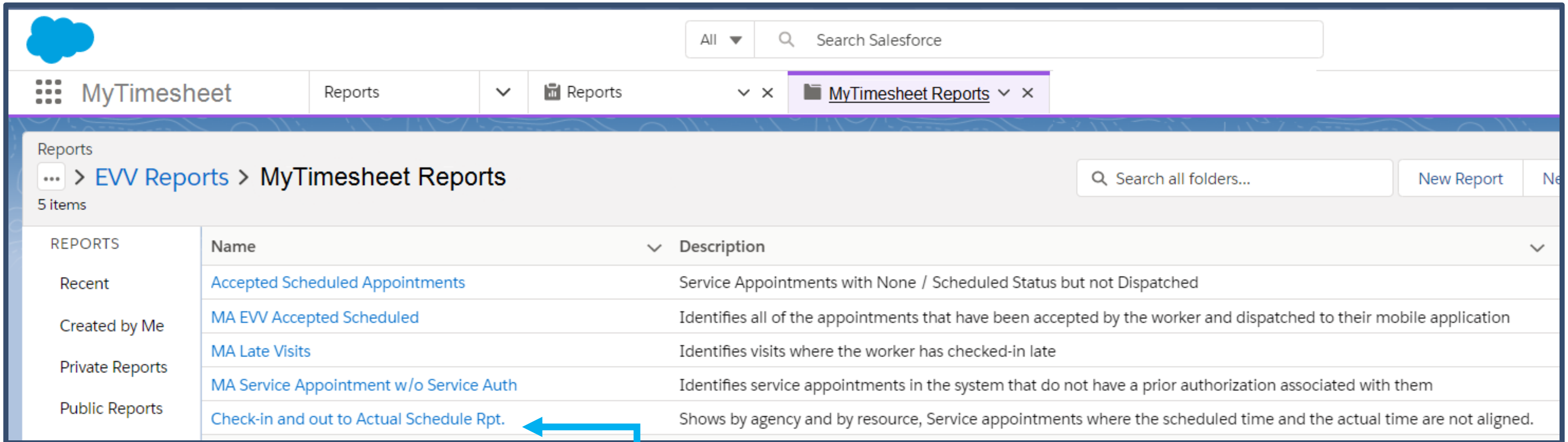
Running Scheduling Reports



In the report library for MyTimesheet, click on the report you'd like to run. For every report, there is a description of what that report contains. The report parameters are pre-set; however, they can be modified with the right set of user permissions.

Running Scheduling Reports

Sample Check-In/Check-Out Report Showing Variance to Scheduled Time

Check-in and out to Actual Schedule Rpt.

As of 2019-09-13 09:08:51 Central Standard Time/CST • Generated by Susie Supervisor

Filtered By
Show: All service appointments
Date Field: Actual End equals Current FY (9/12/2019)
Status equals Completed,Completed (Manually)

Service Territory: Name ↑	Service Resource: Name ↑	Appointment Number	Status	Scheduled Start	Actual Start	Check-In Variance (Min.)	Scheduled End	Actual End	Check-Out Variance (Min.)	Actual Duration (Minutes)
Provider Organization 1	Robyn Ballard	SA-2449	Completed (Manually)	9/12/2019 8:45 AM	9/12/2019 9:05 AM	20	9/12/2019 9:45 AM	9/12/2019 10:30 AM	45	65
		SA-2434	Completed	9/12/2019 12:44 PM	9/12/2019 2:06 PM	82	9/12/2019 1:44 PM	9/12/2019 4:06 PM	142	224
	Subtotal Sum					62			187	289
	Count	2								
	Suzanne Crane	SA-3963	Completed	9/12/2019 6:45 AM	9/12/2019 12:00 PM	315	9/12/2019 7:45 AM	9/12/2019 1:45 PM	360	675
	Subtotal Sum					315			360	675
	Count	1								
	Bonyeah Warzecha	SA-2048	Completed	9/12/2019 6:00 AM	9/12/2019 9:00 AM	180	9/12/2019 7:30 AM	9/12/2019 10:30 AM	180	360
	Subtotal Sum					180			180	360
	Count	1								
Total	Sum					**557**			**727**	**1,324**
	Count	**4**								

*This report was run for 1 day (9/12/2019) on Provider Organization 1. This report shows exceptions where the check-in/check-out time varied from the schedule. Any report can be exported into excel.

Note: This report is configurable and a threshold for the variance would be set by EOHHS across all provider organizations.

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Questions

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Next Steps

- Webex Provider Demos
  - Optum CORE product (to be customized into MyTimesheet)
  - Dates TBD (mid-December)

- Visit the Massachusetts EVV webpage for the most up to date information and provider communication
  - https://www.mass.gov/info-details/electronic-visit-verification-evv

- Contact the Massachusetts EVV email address with questions
  - EVVFeedback@MassMail.State.MA.US