

Electronic Visit Verification

Frequently Asked Questions



February 2019

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EVV General Questions

1. What is a data aggregator?

Provider agencies are not required to use the State's MyTimesheet EVV system; they may use an Alternate EVV system. The data from these Alternate EVV systems are collected into an aggregator. The 'data aggregator' is a system that enables the state to view and analyze EVV information from these disparate sources.

2. Will CMS be providing further guidance or guidelines on EVV?

CMS has indicated that it expects to continue developing and providing guidance and updates on outstanding questions related to interpretation of the federal EVV requirements.

3. How can I trust that my personal information is safe?

Protecting personal information is a top priority for MassHealth. MyTimesheet will follow strict Protected Health Information (PHI) and Personally Identifiable Information (PII) standards.

4. Where are the latest updates or information on EVV implementation in the Commonwealth of Massachusetts?

For updates and the latest information, please visit the MassHealth EVV web page at <https://www.mass.gov/info-details/electronic-visit-verification>.

EVV Implementation Questions

5. When do you anticipate that EVV implementation will take place?

Section 12006 of the 21st Century CURES Act requires states to implement an EVV system for Personal Care Services by January 1, 2020 and Home Health Care Services by January 1, 2023. EOHHS is currently working on developing planning documents required by CMS. Once those are approved, our vendor can begin to build MyTimesheet.

6. How will training to use MyTimesheet take place? Will trainings be specific to certain users?

Optum, EOHHS's vendor for MyTimesheet will offer trainings for all users specific to their needs. As the implementation dates near, EOHHS will provide a schedule of trainings.

7. A provider organization already has an EVV system, but is interested in using the State's system, MyTimesheet. What should it do to sign up for MyTimesheet?

EOHHS is currently working with our vendor on the design and implementation of MyTimesheet. As it gets closer towards implementation, more information will be made available for any provider agency interested in utilizing MyTimesheet.

8. *What type of assistance will be available to providers to implement EVV?*

EOHHS will be covering the costs of design, development, and implementation of MyTimesheet. This includes training to providers on how to use the system.

9. *Will there be additional costs to provider organizations using an alternate-EVV system to transmit data to the Data Aggregator?*

Because the data elements required for EVV are the same nationally and are typically available in all EVV systems, EOHHS expects that there will be no additional costs to using an already-purchased system. Providers using an alternate-EVV system will be given standards and methods by which data can be transmitted to the Data Aggregator.

10. *Will providers be required to pay for use of MyTimesheet after its implementation, such as operations or maintenance costs?*

No. EOHHS will cover costs associated with the design, development, and implementation of MyTimesheet as well as the operations and maintenance of the system after implementation.

11. *Will it be possible for providers to switch from an alternate EVV system to using MyTimesheet, or do providers need to make a decision prior to implementation?*

Providers will be able to switch to using MyTimesheet from an alternate EVV system. EOHHS will provide an opportunity for providers to review the MyTimesheet system before providers must make a decision.

12. *How does EOHHS anticipate the aggregator system to work with Alt-EVV systems already in use that are set up to fulfill specific requirements from other states?*

EVV is a federally mandated requirement so we anticipate the data requirements collected from state to state will not differ significantly. The detailed specifications for upload of EVV records to the MassHealth EVV Aggregator will be published as soon as possible, and will be available at <https://www.mass.gov/info-details/electronic-visit-verification>.

EVV Device Questions

13. *Will the state be providing smartphones for workers that do not have their own?*

EOHHS is exploring alternative solutions for individuals that do not have access to devices. EOHHS does not anticipate that it will provide or reimburse for devices that would be used to operate the MyTimesheet EVV system.

14. Will devices require cellular connectivity? What if a consumer lives in an area with no Internet access?

The application capturing the data for MyTimesheet will work without Internet connectivity, and once connectivity is restored, the application will update with the captured data.

15. Will the MyTimesheet EVV system offer alternative or backup methods to using a smartphone/device application?

EOHHS expects that one or more alternative or backup methods to the smartphone device application will be offered.

EVV MyTimesheet General Questions

16. Why is MassHealth implementing MyTimesheet?

MassHealth is implementing *MyTimesheet* to achieve the following goals:

- Streamline and improve the administration of the program by eliminating paper timesheets and allowing for real time notifications and reminders;
- Enhance consumer control and self-direction of services through real-time notifications regarding their services;
- Strengthen program integrity; and
- Adhere to the requirements of the federal [21st Century Cures Act](#), which requires state Medicaid programs to implement MyTimesheet for personal care services.

17. What is MyTimesheet?

MyTimesheet is an easy-to-use electronic clock-in and clock-out system that will allow MassHealth members receiving services (“Consumers”) and workers to track their hours at home and on the go, using a smartphone application. The use of MyTimesheet will replace the need for paper timesheets.

18. Will MyTimesheet link to service authorizations?

Yes. EOHHS expects that MyTimesheet will link to service authorizations.

19. Is a signature required on MyTimesheet by the consumer, worker, or provider agency (for traditional service provider agencies)?

EOHHS is exploring the signature requirements for EVV as they relate to applicable programs.

20. Is a signature sign-off required on MyTimesheet for consumers, workers, traditional service provider agencies and/or consumer self-direction programs?

EOHHS is exploring the signature requirements for EVV as they relate to applicable programs.

21. Does MyTimesheet limit when a consumer can receive services in consumer self-directed programs?

No. MyTimesheet does not limit when a consumer can receive services.

22. Does MyTimesheet limit where consumers can receive services in consumer self-directed programs?

No. MyTimesheet does not change where a consumer may receive their services.