

**Executive Office of Health & Human Services
(EOHHS)**

Electronic Visit Verification (EVV)

Frequently Asked Questions



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General Questions

1. What are the fields required by the 21st Century Cures Act?

Per the 21st Century Cures Act, EVV systems must capture the following:

- **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.

2. Will the Centers for Medicare & Medicaid (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, the State's new electronic clock-in and clock-out system, will follow strict Protected Health Information (PHI) and Personally Identifiable Information (PII) standards.

4. What are the HCPCS (Healthcare Common Procedure Coding System) codes associated with EVV services?

For the first EVV implementation in 2020, the HCPCS codes associated with personal care services are Personal care (T1019), Homemaker (S5130), and Companion (S5135).

5. What is the attestation process?

During the attestation process, providers confirm with EOHHS that their alternate-EVV systems comply with the requirements mandated in the 21st Century Cures Act and with other EOHHS requirements and policies. See question 35 for more information about alternate-EVV systems.

6. 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 www.mass.gov/info-details/electronic-visit-verification.

Implementation Questions

7. 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 developing planning documents required by CMS. After those are approved, our vendor can begin to build MyTimesheet.

8. 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.

9. 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 implementation gets closer, more information will be made available for any provider agency interested in using MyTimesheet.

10. 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 for providers on how to use the system.

11. 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.

12. Will it be possible for providers to switch from an alternate-EVV system to using MyTimesheet, or do providers need to decide before 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 decide.

Device Questions

13. Will the Commonwealth be providing smartphones for workers who do not have their own?

EOHHS is exploring alternative solutions for individuals who 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. After 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.

MyTimesheet Questions

16. 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.

17. 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.

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 required on MyTimesheet for consumers, workers, traditional service provider agencies, 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 can receive services.

Data Aggregator Questions

23. *What is a data aggregator?*

Provider agencies are not required to use the Commonwealth'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 Commonwealth to view and analyze EVV information from these disparate sources.

24. *What is the purpose of the data aggregator?*

The purpose of the data aggregator is to ensure that providers using an alt-EVV system can submit EVV visit data to the Commonwealth in compliance with the federally mandated requirements of the 21st Century Cures Act. The data aggregator also enables EOHHS to aggregate EVV data across programs and providers.

25. *Will the new data aggregation upload process for providers using alt-EVV systems delay claims processing?*

No. The provider billing process will not change with EVV implementation.

26. How will providers who have their own EVV system send data to the Commonwealth?

Providers who use an alt-EVV system will be able to send visit data to the EVV data aggregator via one of two methods:

- 1) data upload using a CSV file; or
- 2) data upload using an application programming interface (API). An API is an automated web service interface.

27. How do I load my EVV data into the data aggregator?

If you have your own EVV system, please see Data Aggregator, question 26. If you use MyTimesheet, your EVV data will automatically be incorporated into the data aggregator.

28. What is an application programming interface (API)?

An API is an automated process of loading alt-EVV data into the Commonwealth's EVV data aggregator. It is one of two ways that data from alt-EVV systems can be submitted to the Commonwealth's EVV data aggregator.

29. What is a CSV (comma-separated value) file?

A CSV file is one of the two formats that providers can use to submit data from their alt-EVV systems to the Commonwealth's EVV data aggregator. Providers can use Microsoft Excel to easily review and edit CSV files.

30. Is there any cost associated with using the data aggregator?

There is no cost associated with using the Commonwealth's EVV data aggregator.

31. 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.

32. Why can't providers in the ASAP Provider network use Provider Direct to develop the EVV data file instead of developing a separate file?

The layout of the Provider Direct file is very different than what is required for the EVV data file. More critically, the Provider Direct file summarizes data based on a day. The EVV data file requires data based on visits. Changing this process would require significant business process and technical changes.

33. How do I get access to the data aggregator upload tool?

A provider must be approved through the attestation process with EOHHS before they will be given credentials for testing. After a provider completes the attestation process and testing for file upload processes, the provider organization will be given access to the data aggregator upload tool.

34. How does EOHHS anticipate the aggregator system will 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 www.mass.gov/info-details/electronic-visit-verification.

Alternate EVV Questions

35. What is alternate EVV or alt-EVV?

Alt-EVV refers to EVV systems used by provider agencies that are NOT the MyTimesheet EVV system. These are “alternate” EVV systems to the MyTimesheet system.

36. What is a fixed device?

Fixed devices are small objects in consumers’ homes that may be used to verify visits as part of an alternate-EVV system. Fixed devices generate a one-time code when a worker arrives and leaves. That code can be used to verify that the worker was in the home.

37. What is telephony?

With respect to EVV, telephony refers to the check-in and check-out process over the telephone.