



CHANGES TO THE COMMONWEALTH OF MASSACHUSETTS' EVV SYSTEM FREQUENTLY ASKED QUESTIONS FOR ASAP-CONTRACTED PROVIDERS

1. What change is being made to the Commonwealth of Massachusetts' EVV system?

Answer: The Commonwealth will no longer use the LTSS Third Party Administrator (TPA) contract with Optum Government Solutions ("Optum") to implement EVV. EOHHS will be issuing an RFR to procure an integrated EVV data system (both a data aggregator and EVV application). EOHHS believes this change will ultimately result in a product that is simple, accessible and reliable.

2. Why is this change occurring?

Answer: The Commonwealth is fully committed to providing an EVV solution that is reliable, accessible and minimally burdensome to members, providers and workers. EOHHS has determined that issuing an RFR to procure an EVV integrated data system (both data aggregator and an EVV application) outside of the LTSS TPA contract is the best path to fulfilling that commitment.

3. When is this change occurring?

Answer: EOHHS ended EVV implementation work with Optum on 8/19/21. The Commonwealth will issue an RFR to secure another EVV vendor as quickly as possible.

4. Won't the Commonwealth incur federal penalties because it is not complying with federal deadlines for EVV compliance?

Answer: Yes. However, EOHHS will not compromise on its commitment to providing a simple, accessible and reliable EVV system.

5. Will providers be responsible for these penalties?

Answer: No. Providers will not be responsible for penalties associated with delays while we secure a new EVV vendor.

6. Won't EOHHS run into the same problems with another EVV vendor?

Answer: EOHHS will execute a contract directly with the software entity providing the EVV solution to ensure the Commonwealth has direct control and leverage over the contract terms.

7. I've already been approved to send data to the Data Aggregator. What does this mean for me?



Answer: You should stop sending data to the Data Aggregator. Once we have a new Data Aggregator, we will notify you and you will send your data there.

8. Will the new Data Aggregator maintain the same file requirements as Optum's?

Answer: EOHHS cannot guarantee that the data aggregator file specifications for the future Data Aggregator will match Optum's file specifications. However, EOHHS recognizes the time and resources providers took to develop their Data Aggregator files and EOHHS will try to minimize future changes to the file specifications.

9. Will I need to complete a testing process to submit my data to the future Data Aggregator?

Answer: Yes

10. I sent data to Optum's Data Aggregator. Is that information safe?

Answer: Yes. The data submitted to Optum's Data Aggregator belongs to EOHHS.

11. I took Optum's Data Aggregator training. Will I need to re-take training with the future Data Aggregator?

Answer: Yes

12. I was going to use Optum's MyTimesheet system. Do I need to use the future state-sponsored EVV system?

Answer: No. EOHHS offers providers two options for EVV compliance: (1) using their own EVV system and sending EVV data to the state's Data Aggregator or (2) using the state-sponsored EVV system. You will still have those two options with the new vendor. You are also able to change options if you choose.

13. I was planning on purchasing an EVV system. Should I still do this?

Answer: Yes. There is still a federal requirement to implement EVV for home-based personal care services provided to Medicaid recipients. While the decision to contract with a new EVV vendor will delay Massachusetts' compliance, we hope to implement the new system expediently. Having an EVV system in place will enable providers to implement quickly.

14. Will the Provider Information Packet (PIP) process change?



Answer: No. EOHHS will need to update some PIP documents but the PIP process to notify EOHHS how your provider organization will comply with EVV requirements will remain the same.

15. Will I need to resubmit a PIP?

Answer: No. If the information you submitted is still current, you will not need to resubmit a PIP packet.

16. I am scheduled to attend a future Data Aggregator training. Do I still need to do that?

Answer: No. All future Optum-related trainings will be cancelled.

17. Will EOHHS hold the bi-weekly ASAP-contractor Webex meetings covering EVV topics?

Answer: Yes. EOHHS will temporarily change these to monthly meetings but we will still offer the meetings to keep you apprised of the status of EVV implementation.

18. Will EOHHS maintain the provider distribution emails and the evvfeedback@mass.gov email box?

Answer: Yes. EOHHS will maintain the same communication channels it offered prior to this change.

19. I provide services in Phase 2 (EVV implementation for providers that contract directly with SCO or One Care plans). Does this change impact me?

Answer: Yes. You will receive an FAQ document specific to that EVV phase.