

Public Information Session: EVV Implementation in the MassHealth PCA Program

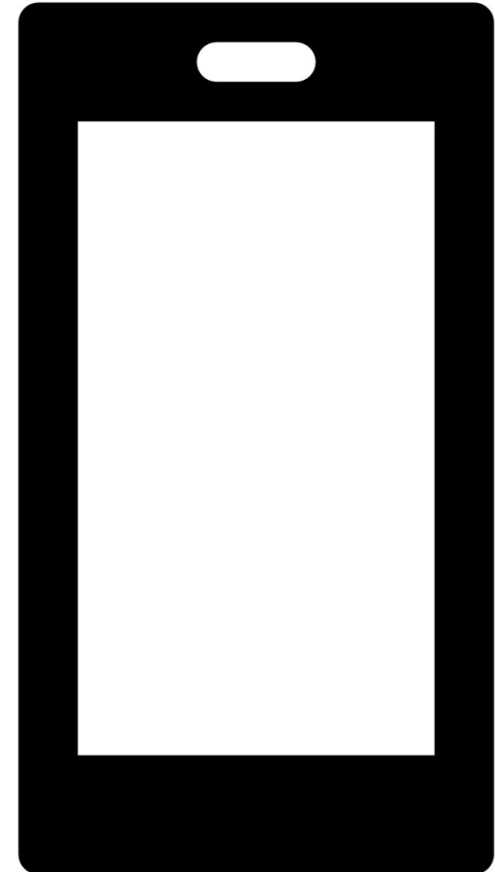
Executive Office of Health and Human Services

January 31, 2024

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- Information session details, including call in information and the meeting password, can be found online at mass.gov by searching “Notice of PCA Public Information Session” and opening the search result for January 2024.
- If you are having difficulty joining via the mobile application, please call in using the information provided in the communications sent for this Information session.
- If you call in, the deck we are reviewing will be posted on mass.gov and can be found by searching “January PCA Public Information Session”.



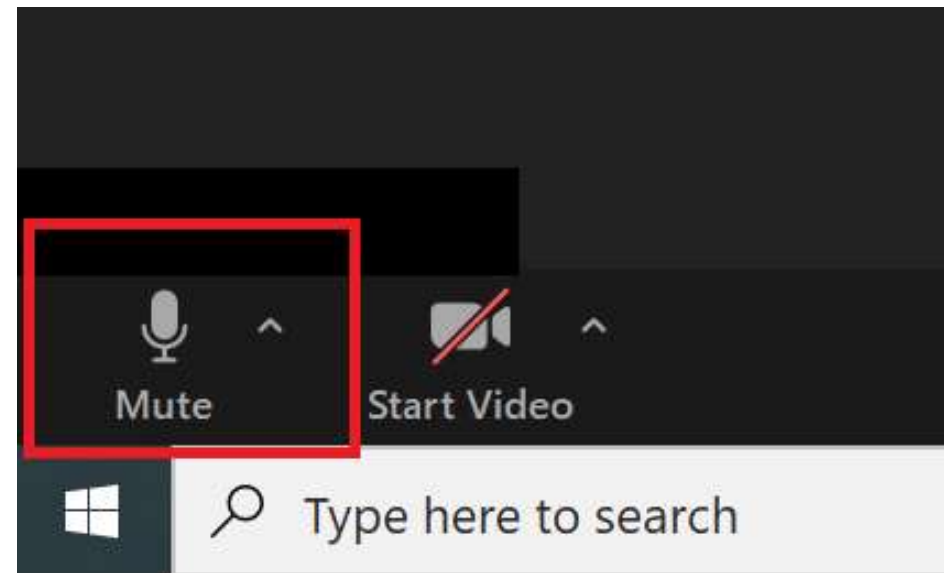
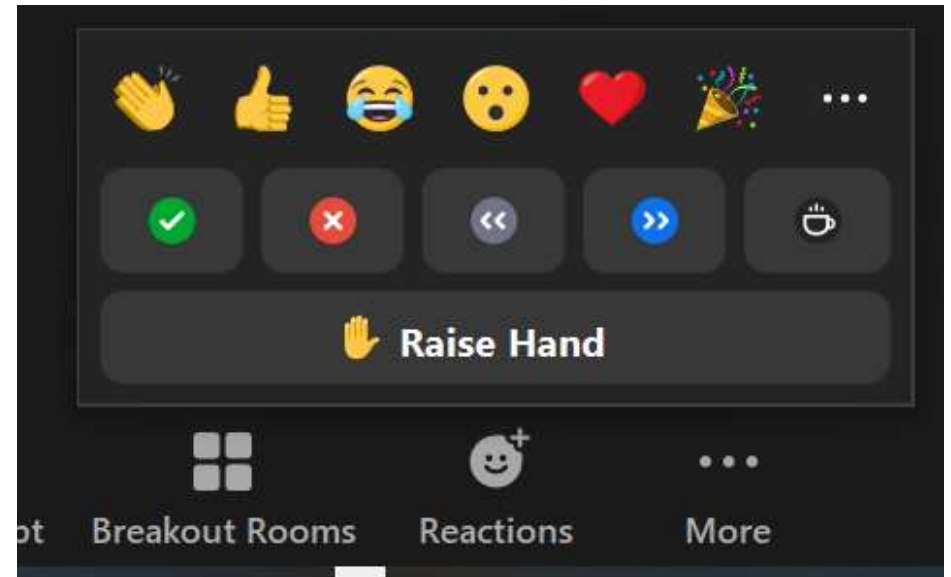
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Closed Captioning & Spanish Interpretation

- Closed captions are available during this session for those using their computer.
- A Spanish Interpreter is provided for this meeting. To choose the Spanish channel, click Interpretation  in the meeting controls and select the Spanish language channel.

Muting and Unmuting Your Line

- All attendees are in listen-only mode for this presentation.
- If you need to unmute your line to ask a question, you can get MassHealth's attention by "raising your hand" by clicking the Reactions button and choosing Raise a Hand.
- When you are called on to speak, you need to **unmute** your line. You can do so by following these instructions:
 - If you are connected to audio **on your phone**: Press *6 on your phone.
 - If you are connected to audio **on your computer or via the Zoom app**: Click the Mute icon at the bottom of the screen.
- If we run out of time and you are unable to share your feedback, written responses will be accepted at any time at PCAFedback@mass.gov



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Providing Input

- This Public Information Session will include a presentation by MassHealth followed by an opportunity for attendees to provide input. **Please hold all comments and questions until the end of MassHealth’s presentation.**
- Attendees can provide input by either typing their comment into the chat section of Zoom or by unmuting and verbally giving their comments.
 - MassHealth asks that individuals providing comments indicate their role as a stakeholder. For example, identify if you are a consumer, a PCA, a PCM employee, etc.
 - Feedback will be prioritized in the following order:
 1. A MassHealth representative will read any comments submitted to the comments section.
 2. A MassHealth representative will call on anyone using the “raise hand” feature.
 3. Attendees will have the opportunity to unmute and provide feedback.
 - MassHealth anticipates that many individuals will want to provide feedback. We ask that you be as concise as possible to ensure that all attendees who want to provide input have time to do so.
- MassHealth will respond to questions at the end of this session.
- If we run out of time and you are unable to share your feedback, written responses will be accepted at any time at PCAfeedback@mass.gov

Why is MassHealth Holding this Public Information Session?

Public Information Sessions are voluntary. PCAs are **NOT** required to attend.

- MassHealth has been holding Public Information Sessions to discuss Electronic Visit Verification (“EVV”) implementation in the MassHealth Personal Care Attendant (“PCA”) program.
- In this Public Information Session, MassHealth will share policy updates about EVV implementation. Then, MassHealth will ask stakeholders, such as Consumers and PCAs, for their feedback about certain topics.
- This Public Information Session is **not** a training.
- For this Public Information Session, MassHealth **will** respond to feedback and answer questions at the end of the session. Please refrain from raising your hand until the end. The purpose of this session is for MassHealth to share updates and for stakeholders to provide feedback or ask questions that will help inform them of ongoing policy development.
- This presentation will be available to download, after the Public Information Session is over. To download a copy, visit mass.gov and search for “PCA Public Information Session” in the search box. The presentation will also be available in Spanish.

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EVV Implementation Timeline

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How Will I Know When it's My Turn to Use EVV?

About two months before you start using EVV, you will receive a packet from Tempus in the mail. This is called the EVV Start Packet.

- Your EVV Start Packet will include important information about EVV, such as:
 - Your EVV start date
 - How to attend EVV training
 - How to request an EVV exemption
 - How to redeem a device voucher
- Please read your entire EVV Start Packet and follow the instructions.
- You will also receive several emails, automated telephone calls and text messages before you are required to start using EVV.
 - Please do not ignore these messages. It is important that you read all messages from Tempus FI and follow Tempus' instructions.
- **Note:** You cannot request an exemption until you receive your EVV Start Packet. Please do not call Tempus FI to request an exemption until you have received your EVV Start Packet.

Important Note about the EVV Start Packet

IMPORTANT

Make sure that Tempus Fiscal Intermediary (FI) has your correct contact information on file.

If Tempus does not have your correct address, phone number, or email address, you might not receive your EVV Start Packet.

Please update your contact information with Tempus FI by visiting evvweb.tempusunlimited.org and following the instructions on the page.

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EVV Implementation Timeline

Consumers and Their PCAs (After January 1, 2024)

- For Consumers who are already receiving PCA services as of January 1, 2024, their start date will be based on last name.
 - Consumers who are already participating in the PCA program will be made aware of their EVV start date when they receive their EVV Start Packet. This will be mailed to the Consumer approximately two months prior to their EVV start date.
- Any Consumer who is new to the PCA program after January 1, 2024, will use EVV as soon as they join the program.
 - The Consumer's PCAs will start using EVV at the same time as the Consumer.

About the EVV System

MassHealth asks that you please hold all comments until the end of the presentation.

What is EVV?

- EVV stands for "Electronic Visit Verification."
- EVV is a new kind of timesheet system that the MassHealth PCA Program is currently rolling out
 - EVV is NOT the same as eTimesheets, which is an electronic timesheet system some Consumers and PCAs use today.
- MassHealth is required to use EVV because of federal law.
- The EVV system will be accessible and easy to use.
 - The EVV system was designed using input from Consumers, Surrogates, Administrative Proxies, PCAs, PCM staff, and other stakeholders, over the course of several years.
 - MassHealth has held frequent Public Information Sessions and public workgroups where Consumers and PCAs provided feedback to MassHealth staff. This feedback included many topics, including (but not limited to):
 - How to make the EVV system easy to use for everyone
 - How MassHealth should communicate with Consumers and PCAs about EVV
 - How Tempus Fiscal Intermediary (FI) can effectively train Consumers and PCAs on EVV

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What Will EVV Change?

- If you are required to use EVV, it will replace how you currently submit timesheets. The EVV system will be the only way to submit timesheets once it is your turn to start using EVV.
 - For instance, if you currently submit paper timesheets but are required to use EVV, you will have use EVV **instead** of paper timesheets.
- EVV will **NOT** change how the PCA program works. For instance, EVV will not change:
 - How Consumers use their PCA services
 - How many PCA hours a Consumer receives from MassHealth
 - How PCAs provide services to Consumers
 - Other rules of the program
- If you are a PCA, you will use the EVV App to check in and out of your visits. If you are a Consumer, you will use the EVV Portal to review, approve, and submit your PCA's time to Tempus FI for payment.

How Will the EVV System Work?

- The EVV System has two parts:
-



1

The EVV App

PCAs will use the EVV App to clock in at the beginning of each shift and clock out at the end of each shift.

The EVV App must be downloaded onto a smart device, such as a smartphone or tablet.



2

The EVV Portal

Consumers and Surrogates will use the EVV Portal to view, approve and submit their PCAs' time to Tempus FI for payment.

PCAs can also view the EVV Portal to view their timesheet, create manual shifts, and request PTO.

The EVV Portal is a website that can be viewed on any device with internet access and a website browser, such as a computer, smartphone, or tablet.

MassHealth asks that you please hold all comments until the end of the presentation.

Here is an Example of How the EVV System Will Work:

Example: John is a Consumer. John schedules his PCA to work every Monday from 8:00am until 4:00pm.

Today

At the end of the pay period, John fills out a paper timesheet.

The paper timesheet shows John's PCA working every Monday from 8am-4 p.m.

John faxes the paper timesheet to Tempus FI.

After the EVV Start Date

Every Monday, John's PCA uses the EVV App to clock in at 8 a.m. and clock out at 4 p.m.

At the end of the pay period, John goes onto the EVV Portal to approve his PCA's timesheet.

John submits the timesheet to Tempus FI through the EVV Portal.

- **Note:** The change to EVV did not change John's PCA services or his PCA's schedule.
- Also, John's PCA did not need to check in/out for each ADL activity – he only needed to clock in once at the start of his shift and clock out once at the end of his shift.

What Information Does the EVV System Verify?

- To meet federal rules, the EVV system will electronically verify certain parts of each PCA's visit, including:
 1. The name of the Consumer.
 2. The name of the PCA.
 3. The date of the visit.
 4. The start time and end time of the visit.
 5. The location of the visit.
- In the EVV system, the PCA's location will only be listed as "Home" or "Community."
 - The EVV system will show "Home" if the PCA checks in or checks out at the Consumer's home. The EVV system will show "Community" if the PCA checks in or checks out anywhere other than the Consumer's home.
- A PCA's location will only be verified at the exact start time and end time of each visit.
 - The EVV system will never verify a PCA's location at any other time.

What Information Does the EVV System Verify? (continued)

- **Note:** Because the EVV system must verify every shift, Consumers cannot enter their PCA's schedule in the EVV system in advance.
 - PCAs will need to clock in and out of each shift.
 - If a PCA forgets to clock in/out, or if an issue comes up (for instance, if a PCA's phone dies), the PCA or Consumer can create a manual shift in the EVV Portal.
 - Consumers and PCAs will receive more information about this process when they attend Tempus' EVV training.

EVV Exemptions

MassHealth asks that you please hold all comments until the end of the presentation.

Will I be Required to Use EVV?

- Most Consumers and PCAs will be required to use the EVV system.
- However, there are two groups of people who are “exempt” from EVV. If you are exempt from EVV, it means you do **NOT** need to use the EVV system.
 - **The Live-In Exemption**: Consumers and PCAs who live in the same home permanently or for “extended periods of time” are not required to use EVV together.
 - **Note**: The Live-In Exemption only applies to a specific Consumer/PCA pair. For instance, if you are a PCA who lives full time with one Consumer, you might not be required to use EVV for that Consumer. However, if you also work with a second Consumer who lives in a different home, you *will* need to use EVV for that Consumer.
 - **The Safety Exemption**: Consumers or PCAs are not required to use EVV if using the system would cause a safety issue. For example, some victims of domestic violence or stalking cannot use a GPS-enabled smart device.
- You will receive more information about exemptions when you receive your EVV Start Packet.

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EVV Devices

MassHealth asks that you please hold all comments until the end of the presentation.

What if I Do Not have a Smart Device or Computer to Use EVV?

- As a reminder, to use EVV:
 - PCAs will need access to a smart device, such as a smartphone or tablet, to use the EVV App.
 - Consumers will need access to any device with a web browser, such as a laptop computer, desktop computer, smartphone, or tablet, to use the EVV Portal website.
- MassHealth expects that most Consumers and PCAs will use their own devices with EVV.
- However, during the rollout of EVV, MassHealth will provide a voucher for one basic smart device to any Consumer or PCA who does not have access to a smart device, or who does not wish to use their personal device for EVV.
- When it is your turn to start using EVV, you will receive more information from Tempus FI about devices.

Consumers and PCAs are NOT required to request a device from MassHealth. If you have your own device and want to use it with EVV, that is completely fine.

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What if I Do Not have Internet Access?

- If a PCA does not have internet (or a data plan) to use the EVV App on their smart device, **they will still use the EVV App to clock in and out of each shift.**
 - At the end of the pay period, the PCA will need to go somewhere with internet access – which could include a library, grocery store, coffee shop, or other location with free Wi-Fi.
 - Once connected to the internet, the EVV App will automatically upload the PCA's shifts to the EVV System, so the Consumer can view and approve.
- If a Consumer does not have internet or a data plan to access the EVV Portal website, they should contact their Personal Care Management (PCM) agency.
 - The PCM agency will work with the Consumer to discuss options and figure out a way for the Consumer to access the EVV Portal.
 - This is a situation that MassHealth will monitor closely as Consumers start using EVV.

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EVV Training

MassHealth asks that you please hold all comments until the end of the presentation.

Will I be Trained on How to Use EVV?

- Every Consumer and PCA will have access to training before they are required to start using the EVV system.
- Consumers on the EVV waves will be offered training by Tempus FI about 6 weeks before it is your turn to start using EVV.
- Tempus FI will offer a few different kinds of training. You will be able to choose which type of training works best for you. Training for EVV will be offered live online, self-paced online and in-person.
- EVV training is available for all PCAs, and PCAs will be paid for 1.5 hours after completing their training.



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Compliance

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EVV Non-Use

Instances of EVV Non-use (non-compliance)

- Instances of EVV Non-Use are used to measure consumer compliance
- An act of EVV Non-Use occurs when a consumer submits a paper or eTimesheet in lieu of approving timesheets or manually entering PCA time in the EVV Portal
- The counter for EVV Non-Use is reset after five consecutive pay periods of proper use of the EVV system
- For consumers not already in the pilot, this process starts on their scheduled EVV start dates

EVV Compliance – Tracking Instances of Non-use (NU)

Pay Period	Action	Communication Method for Non-use Notification		
		Everbridge	Call	Letter
1	Warning	Tempus	PCM	Warning Letter – Tempus
2	1 st NU	Tempus	PCM	
3	2 nd NU	Tempus	PCM	
4	3 rd and Final NU	Tempus	PCM	Referral for Termination Letter - MassHealth

To encourage use of EVV, we may implement additional outreach to:

- Discuss the importance of using the EVV system
- Discuss the consequences of not using the EVV system
- Discuss how services may change if Consumers are referred to another MassHealth program

What is an EVV Use Agreement?

- Consumers whose Prior Authorizations (PA) are terminated or referred for termination due to EVV non-use will have the opportunity to access or continue accessing PCA program services in the future by signing an "EVV Use Agreement Form"
- Continued participation in the PCA program is contingent on the Consumer's immediate use of the EVV system
- After signing the Agreement, Consumers will enter a Probationary Status and the Consumer must use EVV for their next five pay periods (when they received PCA services).
 - If the Consumer does not use EVV, they will again be referred to MassHealth for PA termination.
 - After 5 pay periods of EVV compliance (when they received PCA services), the Probationary Status will be lifted.
- Consumers may appeal MassHealth's decision to terminate a PA up to 60 days after the date of the notice of termination.

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Roles and Responsibilities

PCMs / SCO & One Care Plans

- PCM Noncompliance Tracker (updated weekly)
- Weekly phone calls to Consumers who submit their timesheet outside of the EVV system
- Follow standard procedures (Unable to Contact, Surrogate, EVV)
- Receive and maintain EVV Use Agreement forms

Consumers

- Register for EVV and attend trainings, as needed
- Review and approve time in the EVV Portal
- Educate PCA(s) on EVV and if necessary, manually enter time for PCA in the EVV portal

PCAs

- Register for EVV
- Download the App
- Clock in and out using EVV system for each shift
- Enter PTO in UCP

Roles and Responsibilities (continued)

Tempus

- Send Everbridge communications to Consumers out of compliance
- Communication to PCAs out of compliance
- Sending letter to Consumer for EVV non-use (Warning)
- Reports back to MassHealth on communications sent to each PCA (emails, calls) including content and outcome
- Generate EVV reports for PCMs and IC Plans

MassHealth

- Monitoring activities
- Termination of PCAs and Consumers PCA Program PA
- EVV Compliance Committee

Reporting Technical Difficulties (Continued)

Phone

Monday through Friday

8:30 a.m. – 4:30 p.m.

1-877-479-7577, Option #9 – for EVV only

Option #1 for all other non-EVV/payroll related questions

Email

MAEVVhelp@tempusunlimited.org

Live Chat

Available on Tempus' Website

Zoom

Available on Tempus' Website

Website

<https://tempusunlimited.org/evv-support/>

Manually Entering Shifts into the EVV Portal

If a PCA is unable or fails to enter their timesheet in the EVV App:

- Consumer/Surrogate or PCA must manually enter their time in the EVV Portal
- Consumer/Surrogate must approve and submit the timesheet in the EVV Portal

More information on manually entering shifts can be found on Tempus' website:
[Creating a manual shift \(tempusunlimited.org\)](https://tempusunlimited.org)

Add Shift [X]

All fields marked with an asterisk () are required.*

Paid Time Off (PTO)? No **Date *** 06/13/2023

Exception * Technology issue

Reason for Exception * Device not working properly

Start Time * 12:15 PM **End Time *** 07:45 PM **Time Zone** Eastern Time Zone

Start Location * Home **End Location *** Home

Consumer Anne Smith (1844) **PCA** John Brown (150312)

Limit to 500 characters.

Cancel Save

MassHealth Updates:

As of 1/1/2024, MassHealth rolled out the following program updates:

- Addition of a new program role, Administrative Proxy
- Addition of a Surrogacy and Administrative Proxy Assessment
- Updated Consumer Assessment and Service Agreement Forms

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New PCA Program Role - Administrative Proxy

- On January 1st, 2024, Personal Care Management Agencies (PCMAs) became able to assess the new role of Administrative Proxy.
- Administrative Proxy is defined as the member's legal guardian, a family member, or any other person as identified in the service agreement who is responsible for performing certain administrative functions related to PCA management that the member is unable or unwilling to perform.
- Similar to the role of Surrogate, a PCA cannot act as Administrative Proxy for the same Consumer they are employed by.
- This is a supportive role for members who may not need the assistance of a surrogate, but need some administrative assistance when it comes to paperwork or other such administrative tasks necessary to management of the Consumer's PCA program, such as
 - Assisting with EVV related tasks as needed
 - Completing new hire paperwork
 - Completing activity forms or other MassHealth required forms

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Next Steps

MassHealth asks that you please hold all comments until the end of the presentation.

Is There Anything I Should Do Right Now?

Update your contact information with Tempus FI today.

Visit: evvweb.tempusunlimited.org and follow the instructions on the page.

- All Consumers, Surrogates, and PCAs should make sure Tempus FI has their current contact information. This includes your:
 - Home Address
 - Mailing Address
 - Phone Number
 - Email Address
- **Visit evvweb.tempusunlimited.org to update your contact information.**
- After you confirm that Tempus has your updated contact information, you do not need to take any other action until you receive your EVV Start Packet.
 - Tempus FI will mail your EVV Start Packet to you about two months before it is your turn to start using EVV.

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How Can I Learn More?

Visit tempusunlimited.org/EVV
to learn more about EVV

- If you would like more information about EVV, you can:
 - Visit tempusunlimited.org/EVV
 - Contact your Personal Care Management (PCM) agency and speak with your skills trainer
 - Watch for more MassHealth public information sessions by visiting www.mass.gov/info-details/learn-about-evv-for-consumer-directed-programs
- Please do not call Tempus FI to ask about EVV at this time
 - Instead, please visit Tempus' EVV website at tempusunlimited.org/EVV or contact your PCM agency.

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Fiscal Intermediary Operations Advisory Committee (FIOAC)

Purpose of the Committee

Provide input on FI operations including electronic visit verification (EVV) among other administrative functions of the FI. The roles and responsibilities of the PCA FIOAC will include advising and providing detailed information to EOHHS on these important functions.

Additional Information

- Notice of Opportunity originally posted in December
- EOHHS will be reopening the Notice of Opportunity for the FIOAC in an effort to obtain additional nominations for a wider pool of stakeholders
- Now intended to begin meeting in March 2024
- Committee will cease in December 2024
 - Could be extended 6 months, provided a substantial majority of its members are able and willing to do so

Note: Individuals currently employed by, or currently representing, entities currently or previously involved in conducting administrative functions in the MassHealth PCA Program – specifically, PCM Agencies or Fiscal Intermediaries – may not participate on the PCA FIOAC.

Eligibility Criteria (FIOAC)

Be a Massachusetts resident and have functional/lived experience in one of the following areas:

- Persons who receive services through the MassHealth PCA program
- Persons who serve as a surrogate or Administrative Proxy for one or more persons participating in the MassHealth PCA program
- Family members or unpaid caregivers for one or more Consumers of the MassHealth Personal Care Attendant Program
- Personal Care Attendants (PCAs) of one or more persons needing assistance with ADLs and IADLs
- Legal or other advocates who have represented or advocated one or more Consumers of the MassHealth Personal Care Attendant Program, or who have represented or advocated for the interests of such Consumers. Persons who are representative of an organization that advocates or represents the interests of PCAs

Quick Summary

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Quick Summary

- Today, we discussed EVV, or “Electronic Visit Verification.” EVV is a new kind of timesheet system that the MassHealth PCA program is currently rolling out.
- **Key points include:**
 - PCAs will use the EVV App to clock in and out of every shift. Consumers will use the EVV Portal to view, approve, and submit their PCAs’ timesheets to Tempus FI.
 - Most Consumers/PCAs will be required to start using EVV at some point between early 2024 and the end of 2025
 - If you are required to use EVV, it will replace your current timesheet.
 - About two months before it’s your turn to use EVV, you will receive an EVV Start Packet from Tempus FI in the mail. This packet will include important information and instructions for you to follow.
 - Make sure Tempus FI has your correct contact information.
Visit evvweb.tempusunlimited.org to update your contact information with Tempus.
- If you would like more information:
 - Download a copy of this presentation by visiting mass.gov, searching for “Notice of PCA Public Information Session” and opening the search result for January 2024.
 - Visit tempusunlimited.org/EVV to learn more about EVV
 - Contact your PCM agency

Reminder: Here is an example of how the EVV system will work

Example: John is a Consumer. John schedules his PCA to work every Monday from 8 a.m. until 4 p.m.

Today

At the end of the pay period, John fills out a paper timesheet.

The paper timesheet shows John's PCA working every Monday from 8am-4 p.m.

John faxes the paper timesheet to Tempus FI.

After the EVV Start Date

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At the end of the pay period, John goes onto the EVV Portal to approve his PCA's timesheet.

John submits the timesheet to Tempus FI through the EVV Portal.

- **Note:** The change to EVV did not change John's PCA services or his PCA's schedule.
- Also, John's PCA did not need to check in/out for each ADL activity – he only needed to clock in once at the start of his shift and clock out once at the end of his shift.

Public Feedback

MassHealth asks that you please hold all comments until the end of the presentation.

MassHealth Wants to Hear from You!

Do you have any comments or suggestions for MassHealth regarding EVV?

Feedback Reminders

- Feedback will be prioritized in the following order:
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 3. Attendees will have the opportunity to unmute and provide feedback.
- For this Public Information Sessions, MassHealth **will** respond to feedback. Please use the “raise hand” feature and wait for a MassHealth representative to call your name. Please identify your role as a stakeholder before sharing your comment or question.
- If we run out of time and do not get to your question, MassHealth accepts feedback at anytime at PCAfeedback@mass.gov

Thank you!

Additional feedback can be submitted to MassHealth by emailing:

PCAfeedback@mass.gov

Visit **tempusunlimited.org/EVV**
to learn more about EVV