

**MassHealth LTSS**

***MyTimesheet***

***Electronic Visit Verification (EVV)***

Executive Office of Health & Human Services



**Public Listening Sessions**

**June 2017**



# ***Introductions***

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**MassHealth Representatives**

*...and most importantly*

**YOU**



# ***Agenda***

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## **Today's Listening Session will go over the following:**

1. Listening Session Purpose & Format
2. Background & Purpose of EVV
3. What EVV Is & What It Is Not
4. Who is Impacted
5. MassHealth EVV Solution
6. Benefits
7. Common Questions
8. Implementation Plan
9. Additional Steps Prior to Implementation
10. Comment



# 1. Listening Session Purpose & Format

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## Purpose of Listening Session

- Share information with the PCA Program community.
- Listen to feedback to:
  - Ensure *MyTimesheet* is designed in a way that meets consumer and PCA needs; and
  - Identify common questions that can be added and addressed in the MassHealth *MyTimesheet* Frequently Asked Questions (FAQ) public document.

## Format of Today's Listening Session

- MassHealth Presentation
- Open Period for you to provide comment and feedback



## 2. Background & Purpose of EVV

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### Background of Electronic Visit Verification (EVV)

- Third Party Administrator (TPA)
- Federal 21st Century Cures Act

### Purpose

1. Enhance consumer control and self-direction
2. Assure service delivery and identify gaps in care
3. Reduce administrative burden by eliminating paper timesheets
4. Strengthen program integrity by ensuring PCAs are working and getting paid for time worked in accordance with PCA program rules and regulations
5. Follow the federal 21<sup>st</sup> Century Cures Act, which requires state Medicaid programs use systems like *MyTimesheet* to record time and location for personal care services



### ***3. What EVV Is & What It Is Not***

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#### **It is a:**

- User-friendly check in and out electronic timesheet system for community-based services, such as PCA services.
- Simple time management tool for consumers, surrogates and PCAs that replaces the need for paper timesheets.
- System that is accessible to all people and meets needs of people with disabilities.
- Flexible system that allows consumers to keep record of their services in various locations both at home and in the community.

#### **It is NOT a:**

- It is not a restrictive, inflexible system that limits consumers to receiving services only in their home or one location.
- It is not a system that tracks consumer and PCA movements.
- It is not a case management system that manages all services; it is a timekeeping system for PCA services.



## 4. Who is Impacted

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- **Consumers** receiving services through the MassHealth Personal Care Attendant (PCA) Program
- **PCAs** serving consumers receiving PCA Program services
- **Personal Care Management Agencies (PCMs)** providing functional Skills Training will need to be updated to include information on the *MyTimesheet* time management tool
- **Fiscal Intermediaries (FIs)** will need to update systems to receive timesheet data directly from the TPA's *MyTimesheet* system

**Note:** *This implementation is related to the MassHealth PCA Program.*

## 5.1 MassHealth EVV Solution (*MyTimesheet*)

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1. The MassHealth EVV system is called *MyTimesheet*.
2. *MyTimesheet* is a real-time check-in and -out mobile/web-based application.
3. PCAs download the free *MyTimesheet* application on their phones. Please note:
  - If the PCA does not have a smartphone, MassHealth will provide a no-cost *MyTimesheet* device.
  - The *MyTimesheet* application uses minimal to zero data.
4. When a PCA starts and stops working, the PCA will “check-in” or “check-out”
  - The system records the start and end time.
  - The system verifies the PCA and consumer identity.
  - The system verifies the service location.
  - If PCA and consumer are not together but PCA was performing service (e.g. picking up groceries), consumer will have the ability to identify the reason.



## 5.2 MassHealth EVV Solution (*MyTimesheet*)

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5. The system connects the hours worked to the consumers' prior authorized hours.
6. The system proactively notifies consumers and their surrogates when they are approaching their approved hours (including any approved overtime).
7. Consumers and surrogates can access a free mobile application or web-based portal to make updates (if needed) and to approve their timesheets.
8. Approved timesheets automatically will be submitted to the consumer's existing FI for billing and payment.
9. PCAs, consumers and surrogates will be able to call a customer support center for *MyTimesheet* support, as needed.

## 5.3 MassHealth EVV Solution (MyTimesheet)



PCA Check-In	PCA Check-Out	Timesheet Validation	Timesheet Sent to FI
<ul style="list-style-type: none"><li>• PCA performs check-in upon arrival</li><li>• Consumer has option to enter PIN if with the provider</li></ul>	<ul style="list-style-type: none"><li>• PCA performs check-in upon departure</li><li>• Consumer has option to enter PIN if with the provider</li></ul>	<ul style="list-style-type: none"><li>• Consumer logs into Consumer Portal to view timesheet</li><li>• From here consumer can modify or approve the timesheet for payroll processing</li></ul>	<ul style="list-style-type: none"><li>• FI will continue to process payment as usual</li></ul>



## 6. Benefits

Consumer	PCA	FI	PCM
<ul style="list-style-type: none"><li>• Enhance control by simplifying time management</li><li>• Greater visibility into approved and remaining PA hours</li><li>• Easy monitoring of PCA hours</li><li>• Assure services are received</li><li>• Helpful real-time notifications regarding regular and overtime hours</li><li>• Reduce paperwork</li></ul>	<ul style="list-style-type: none"><li>• Improve time management and planning</li><li>• Simplify overtime compliance across all consumers served</li><li>• More accurate travel time and sick time calculation</li><li>• Reduce paperwork</li></ul>	<ul style="list-style-type: none"><li>• Reduce financial risk and easier reconciliation</li><li>• Simplify administrative work</li><li>• Reduce paperwork</li></ul>	<ul style="list-style-type: none"><li>• Faster identification of consumers who are not receiving services</li><li>• Improves details about consumers who may benefit from additional FST</li><li>• Extra resource to assist consumers in managing their PCA services</li></ul>



## 7.1 Common Questions

### Flexibility

- Does it limit consumer ability to direct *when* services are received?
- Does it limit *where* consumer can receive services?
- What if PCA performs service for the consumer before seeing the consumer (e.g. picks up prescriptions)?
- Does the PCA have to check in/out for each task?
- What if PCA performs short tasks for consumer overnight (e.g. bathrooming, turning, etc.)?
- What if PCA forgets to check in/out?
- What if PCA walks into an emergency situation and can't check in/out?



## 7.2 Common Questions

### Technology & Access

- What if PCA doesn't have access to a smartphone?
- What if consumer lives in a location with poor phone service?
- What if the consumer doesn't have a computer or smartphone?
- How hard will it be to check-in and out; will it take a long time?
- Will *MyTimesheet* be accessible to people with disabilities?
- What if consumer doesn't like using technology?
- Who will conduct all the training?



## 8. Implementation Plan

Activity	Timeframe	Details
Pilot Beta-Testing	Summer/Fall 2017	MassHealth will coordinate a group of future users (consumers, surrogates, PCAs) and have them interact with the system and provide feedback.
Soft Go-Live	Begins Fall/Winter 2017 and throughout 2018	<p>MassHealth will pilot <i>MyTimesheet</i> with consumers, surrogates and PCAs from the same geographical area.</p> <p>During this time, consumers and PCAs will continue using the paper or electronic timesheets currently used. Payment will be based off the current timesheet process. However, they will also use <i>MyTimesheet</i> to check-in and -out during when they start and stop working.</p> <p><b>Consumers, surrogates and PCAs will be able to <u>practice</u></b> and MassHealth will be able to determine if there are any problems with the system and/or how training needs to be improved.</p>
Hard Go-Live	Begins January 2018 and throughout 2018	<b>Implementation will occur throughout calendar year 2018.</b> This means <b>MassHealth will gradually roll in new groups</b> of trained users who have gone through the soft go-live period throughout the year until all PCA Program consumers and PCAs are using <i>MyTimesheet</i> .



## 9. Additional Steps Prior to Implementation

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- **PCA Program Stakeholder Workgroup** meets weekly to plan and discuss details
- **Mail notices** to consumers, surrogates and PCAs to introduce *MyTimesheet* and MassHealth's implementation plan; announce schedule/location of listening sessions
- **Email** notices to stakeholder groups
- **MassHealth website** to be updated with notices and FAQ document
- **Orientation Materials** to be updated with information on the *MyTimesheet* management tool
- **Listening Sessions** to share information and gather feedback regarding common concerns and scenarios
- **Consumer Focus Group Sessions** with small group of consumers to discuss the *MyTimesheet* system and design
- **PCA Focus Group Sessions** with small group of PCAs to discuss the *MyTimesheet* system and design

## ***10. Comments***

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***Thank you!***