

Purpose



The purpose of this EVV Overview Forum is to provide an overview of the EVV Implementation, establish who is required to use EVV, introduce the state provided EVV system and the Alternative EVV option, and discuss upcoming next steps.

Note: Questions can be asked in the chat and presenters will work to answer these live, but not all questions will be addressed in this meeting. Questions specific to providers, such as provider services or software systems, will not be addressed. Any additional questions can be submitted to EVVFeedback@mass.gov after this session.



EOHHS & MassHealth

EVV Overview Forum

Session #1: May 30, 2024

Session #2: June 6, 2024

1. The 21st Century CURES Act
2. Who is required to use EVV
3. Visit information required to be electronically verified
4. An overview of EVV implementation
 - Timeline
 - Introduction to the state provided EVV system and Alternative (Alt) EVV System
5. Next steps

The CURES Act & What is EVV



EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits. EVV helps prevent fraud, waste and abuse while making sure Medicaid recipients receive care that is authorized for them.

Electronic Visit Verification (EVV) is a federal requirement for Medicaid-funded **personal care and home health services that require an in-home visit**. The Executive Office of Health and Human Services (EOHHS) administers the Massachusetts Medicaid program known as MassHealth. EOHHS oversees the implementation and operation of EVV in programs that provide certain home and community-based services.

Section 12006 of the 21st Century Cures Act is the law that requires all 50 states to implement EVV in Medicaid programs for personal care and home health services.

In Massachusetts, EVV impacts certain services overseen or covered by:

- EOHHS/MassHealth
- The Executive Office of Elder Affairs
- The Massachusetts Rehabilitation Commission



Who is required to use EVV



EOHHS has identified certain services as required for EVV—these include services that are or are related to personal care services and home health services. Providers of these services will be required to use EVV.

EVV Services (not necessarily exhaustive)

- Personal Care services (agency) provided in a home setting
- Personal Care Attendant (PCA) services (self-directed)
- Group Adult Foster Care services (not including GAFC providers who are also Assisted Living Residences (ALRs))
- Home Health services involving a home visit for:
 - Home health aide services
 - Skilled nursing services, including by an RN and LPN
 - Therapies (OT, PT, SLP)
 - Home safety/independence evaluations
- Homemaker services provided in a home setting (with the exception of ABI/MFP Waiver participants)
- Companion services provided in a home setting (with the exception of ABI/MFP Waiver participants)

The specific EVV Service codes (HCPCS) will be shared as soon as they are finalized on the Mass.gov EVV website.

Visit Verification Requirements



The EVV system for agency-based services will include a mobile application to collect EVV data in the least burdensome way while meeting the CMS federal requirements for EVV including **electronically verifying the following information:**

Individual Receiving Service

Individual Providing the Service

Type of Service Being Provided

Location of the Service

Date of the Service Delivery

Beginning and End Time of Service Delivery

These 6 CMS EVV Requirement Elements are the EVV Requirements per Section 12006 of the CURES Act.

EOHHS EVV Implementation – Where Are We

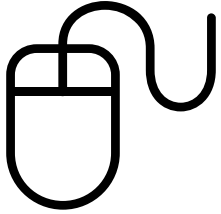


EOHHS has awarded EVV vendor contracts to Tempus Unlimited for Self-Directed PCA EVV and Sandata for Agency-Based Services EVV.

EOHHS is currently in the early design phase of the Agency-Based EVV Implementation for the Commonwealth of Massachusetts:

- Identifying impacted Stakeholders for EVV communications and training
- Beginning initial communications and training, including Sandata-led Town Halls
- Continuing to develop, configure, and test the solution

While there is much still to be determined, EOHHS wants to share information and partner with the providers, health plans, and other key stakeholders throughout the EVV Implementation.



Testing and Training

- EOHHS is working with Sandata on development, testing, and training customizations and to validate the product against the MassHealth business rules. Training is expected to be conducted over the next several months.



Onboarding

- Providers are expected to begin preparing for onboarding processes with Sandata and are encouraged to begin onboarding early to ensure they have ample time to setup their data in the Sandata system or make changes to their Alt EVV system and train all their users accordingly.



Initial Go-Live / Early Adopters

- EOHHS expects to begin with an implementation of a smaller group of provider agency users on Sandata this fall. Information on becoming part of this provider group is forthcoming.



Full Go-Live

- EOHHS expects all users to be onboarded and using Sandata by a compliance date that will be set by EOHHS.

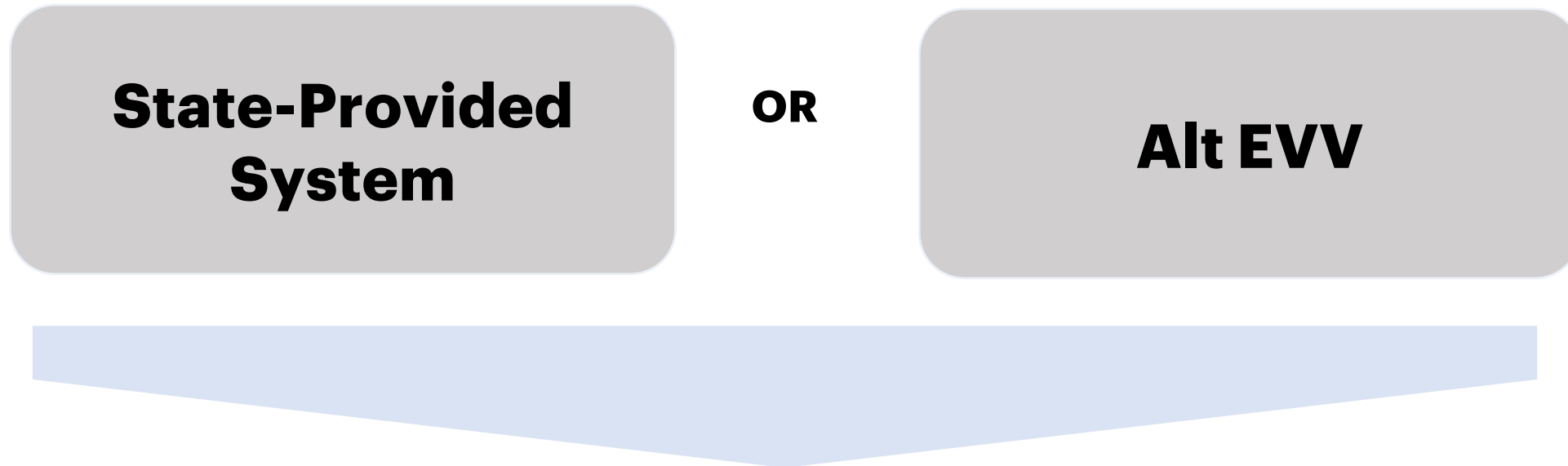
Overview of Upcoming Engagement for Providers



Open Model Solution



The EOHHS EVV Solution is an Open Model which means that providers can use their own EVV System and send their EVV-related data to the EVV Data Aggregator, or they can utilize the EVV System that the State will provide. EOHHS calls these providers utilizing an EVV system other than the State provided systems as an “Alt EVV” provider.



All visits, either verified in the state-provided EVV System or through a provider’s approved alternative EVV System, will be sent to the EVV Data Aggregator. If a provider chooses to use an Alt EVV System, they will still be required to provide all of the 6 CMS EVV Requirement Elements.



Sandata Solution Overview



Visit Capture EVV

- ▶ Multiple available EVV technologies ensure real-time visit data and verification is always available and captured at the point of care.

Sandata EVV™ Portals

- ▶ Sandata EVV users can view visit data through an easy-to-use user interface to monitor activity and make visit capture corrections as required.

Sandata Aggregator

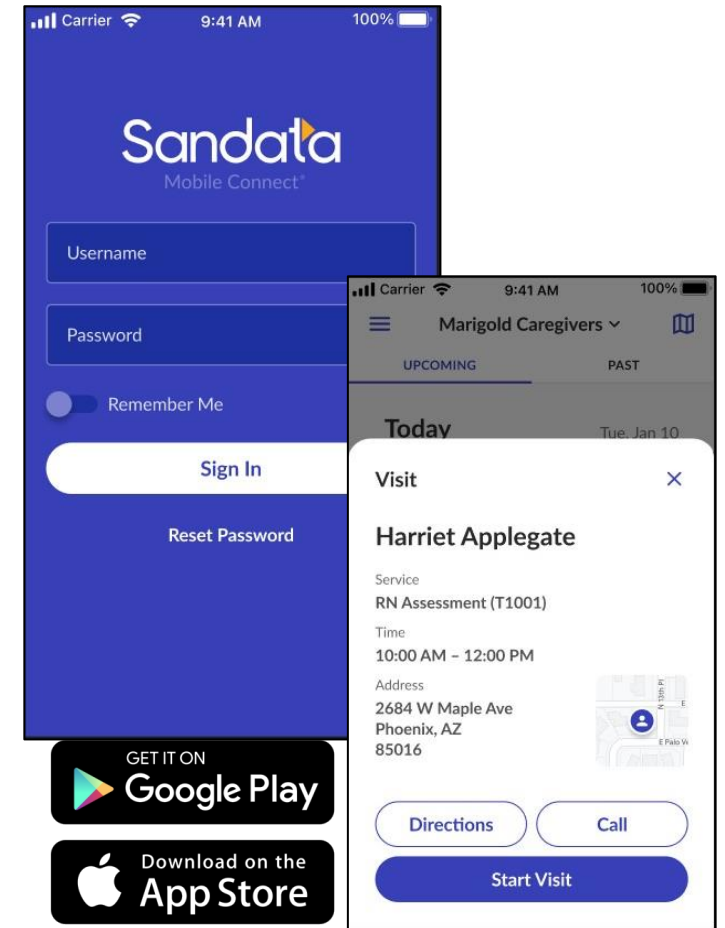
- ▶ Collates and normalizes all provider data against your business rules, regardless of which EVV system they use.

EVV Sandata Mobile Connect®



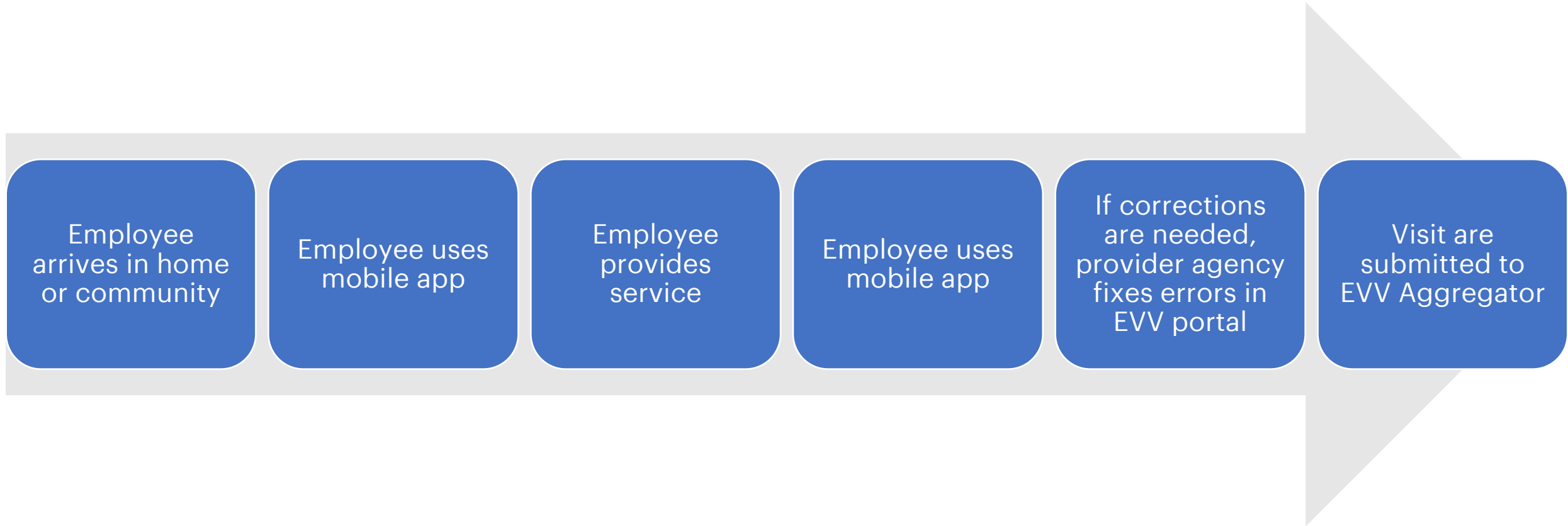
Sandata Mobile Connect (SMC) meets your employees and members where they are to ensure an easy-to-follow experience.

- ▶ Primary method of EVV for state programs
- ▶ Employee Bring Your Own Device Model
- ▶ Available for iOS / Android
- ▶ Works Connected or Disconnected (“Offline”)
- ▶ Captures GPS at the Start and End of the Visit
- ▶ Supports multiple languages (for the employee and member) to support diverse needs

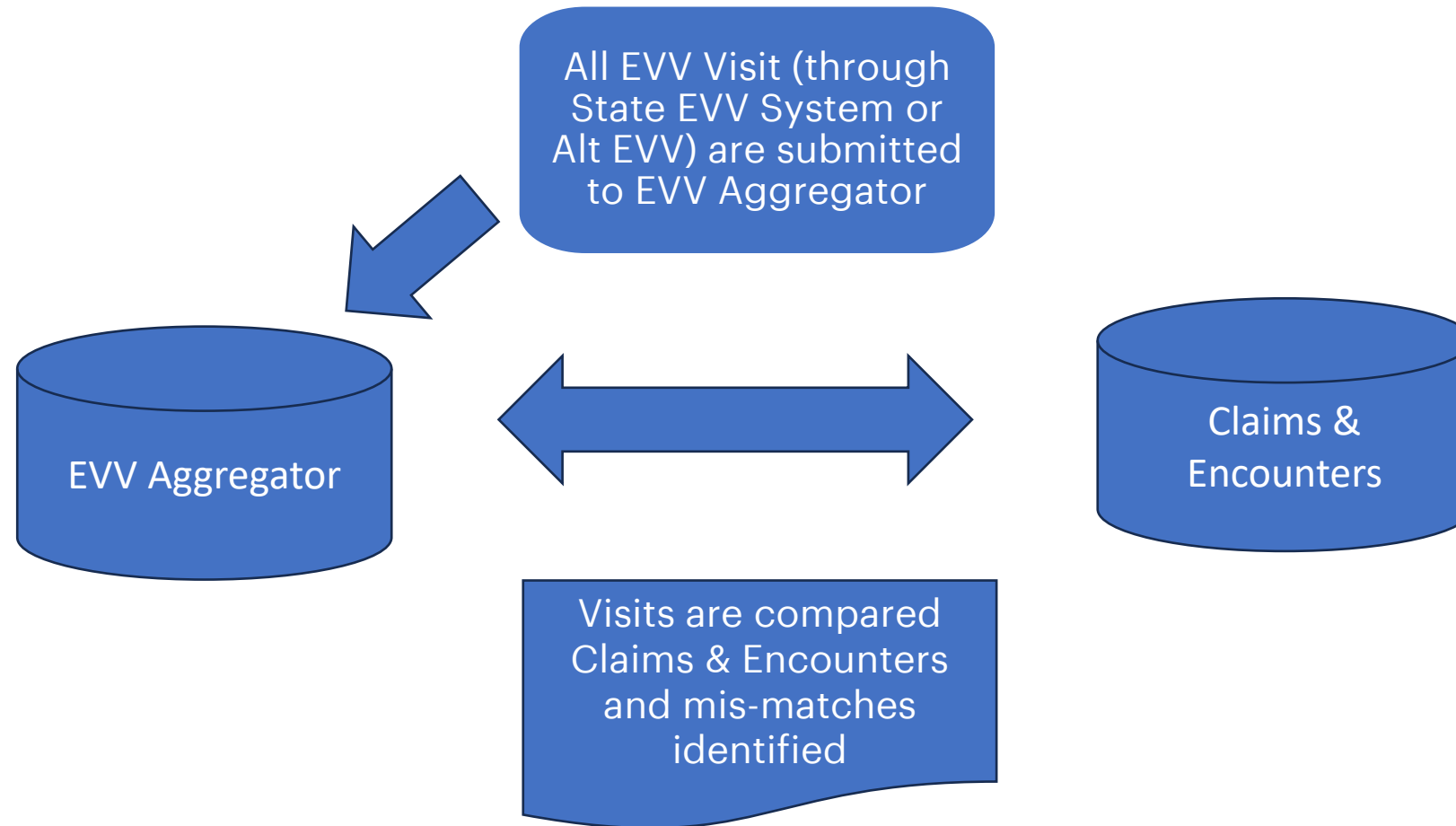


Multiple Point of Care solutions verify visits in the home and community and support multiple languages, increasing provider and employee adoption and compliance.

Visit Capture Timeline



Visit to Claim & Encounter Matching



Sandata On-Demand



Sandata
Get more right from the start


New User Sign Up Submit a request Sign in

How can we help?


Start by typing key words or choose from popular searches below

Search Search


Popular searches: [Reset Password](#) [Export Billing](#) [EVV](#) [SMC](#)




Getting Started with Sandata On-Demand




Product Help




Payer Programs



Caregiver and CDS Client Library



EVV Vendor Solutions



Provider Agency Tools

Hi, I'm Sandy. Thanks for stopping by! Is there anything I can help you with today?

Sandata Customer Support



**Submit a
ticket
anytime at
Sandata On-
Demand**



Preview of Sandata-Led Town Halls



Sandata will hold Town Halls to present information about the EVV Implementation and the Agency Based EVV Vendor, Sandata system. The Town Halls will begin in June and the target audiences will include providers, Alt EVV vendors, health plans, and other stakeholders.

Town Halls will cover:

- Sandata introduction, EVV implementation and support, and the Sandata EVV system.
- Sandata registration and training details for providers and Alt EVV.
- Alt EVV specific requirements including specifications, testing, and training.
- EVV Implementation information, EVV key points, registration information, and next steps.

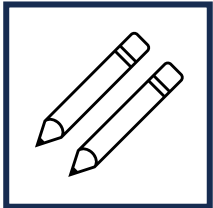
The first Sandata-led Town Hall is scheduled for Tuesday, June 25, 2024 – keep an eye out for this invitation in the coming weeks from your contractor entity!

Next Steps for EVV Engagement



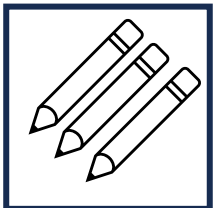
ENGAGE:

- Look for upcoming EVV communications from EOHHS, Sandata, and your contracting entity



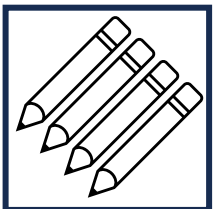
LEARN:

- Stay updated on the EVV implementation on the Mass.gov EVV website, which can be accessed here: <https://www.mass.gov/topics/electronic-visit-verification-evt>



ATTEND:

- Learn more about the State EVV Solution and processes to utilize an Alt EVV system by attending Sandata-led Town Halls
- Look for an invitation from your contracting entity



REACH OUT:

- Ask any questions by reaching out to the EVV mailbox: EVVfeedback@Mass.gov