



# ELECTRONIC VISIT VERIFICATION (EVV)

The Department of Medical Assistance Services  
**EVV in Consumer Directed (CD) Services**

June 2019

# What is EVV?

- A technology-based system that electronically captures details of service delivery
- Requires a device like a smart phone or landline

# The 21<sup>st</sup> Century CURES Act

- The Act is designed to improve the quality of care provided to individuals through further research, enhance quality control, and strengthen mental health parity.
- Section 12006 of the Federal CURES Act
- Requires EVV to be used for any Medicaid-funded personal care service provided on or after January 1, 2020
- Virginia General Assembly requires compliance by October 1, 2019

# EVV Minimum Requirements

EVV system must verify:

- Type of service(s) performed;
- The individual receiving the service(s);
- Individual providing the service;
- Date of service;
- Time the service begins and ends; and
- Location of service delivery (beginning and ending).

# EVV Minimum Requirements

EVV systems must:

- Be “minimally burdensome” to providers and consumers
- Not restrict in any way the manner in which services are delivered

# CD Services Impacted by EVV

Personal  
Assistance

Respite  
Services

Companion  
Services

# How will EVV work for Consumer Directed Services?

- For Medicaid members who participate in Fee-for-Service (FFS) with the Department of Medical Assistance Services (DMAS), Consumer Direct Care Network (CDCN) will provide access to an EVV system and coordinate training for the Medicaid member and attendants.

# How will EVV work for Consumer Directed Services?

- For Medicaid Members who participate with a Managed Care Organization (MCO), the MCO's Fiscal/Employer Agent (F/EA) will provide access to an EVV system and coordinate training for the Medicaid member and attendants.



# Clocking-in and out

- Attendants will be required to clock-in prior to starting a shift and will be required to clock-out at the end of each shift.
- Attendants must use one of the methods below:
  - Smart Phone
  - Interactive Voice Response (IVR) system (for those in areas with limited cell phone service)
- Attendants may not use the web portal to clock-in and clock-out for EVV.

# Approving time

- EORs are required to approve the time worked
  - Smart phone Application
  - Web portal
  - IVR
- Paper timesheets will no longer be accepted

# Manual Time-Entry

- There will be times when an attendant does not clock-in/clock-out appropriately
  - Forgets to clock- in /clock-out
  - Phone not working/Didn't have phone
  - App was not working
  - Member had an emergency
- Time can be manually entered
- Manual entries will be monitored by DMAS and MCOs; continued non-compliance may lead to disenrollment from CD services

# Services Facilitator (SF) Role

- Support EORs to transition to EVV
- DMAS and the MCOs will automatically approve 2 additional management training units for EVV implementation
- There is no requirement for SFs to use an EVV system

# Communications Plan

- Letter mailed on 5/30/19 to all EORs and attendants introducing EVV
- A series of calls are planned for EORs and attendants to learn more about EVV
- Regional Town Halls will be conducted.
- F/EA outreach

# Participant Call Schedule

DATE	Time
June 18, 2019	2:00 -3:00 p.m.
June 19, 2019	10:00 – 11:00 a.m.
June 20, 2019	4:00 – 5:00 p.m.
June 25, 2019	2:00 -3:00 p.m.
June 26, 2019	10:00 – 11:00 a.m.
June 27, 2019	4:00 – 5:00 p.m.

Directions to access the calls were included in the letter sent to the EORs and attendants.

# CD EVV Town halls

- Meetings will be held across the state in July and early August
- Forum to provide information to EORs and attendants about EVV requirements
  - F/EAs will demonstrate the EVV applications
  - Assistance provided in downloading and registering for the apps

# FAQ's

**Question:** Is there a cost associated with downloading the EVV application?

- **Answer:** No, there is no cost for the member or attendant to download the EVV application.

**Question:** What happens if the member/attendant does not use EVV system?

- **Answer:** In order to continue to provide and be reimbursed for personal care, respite care, and companions services, the use of an EVV system is required.

**Question:** Will EVV track the location of the member and attendant during a shift?

- **Answer:** No. EVV will only collect the location at the beginning and ending of a shift.



# FAQ's

**Question:** I do not have a smart phone, can I still use CD services?

- **Answer:** Yes. There are free resources for smart phones for Medicaid members through a federal program. All health plans offer smart phones as an enhanced benefit.

**Question:** I live in a rural area with no internet connection, can I still use CD services?

- **Answer:** Yes. The alternative method requires using a landline phone to access an Interactive Voice Response (IVR) system.

**Question:** Can a member receive services in the community with EVV?

- **Answer:** Yes. EVV does not change the services or location in which services are provided.

# FAQ's

**Question:** Where can I find additional information on EVV?

- **Answer:** For more information, please visit the link below: <http://www.dmas.virginia.gov/#/longtermprograms>. Click on 'Electronic Visit Verification' in the top banner.

**Question:** Will training be provided on EVV for members and attendants?

- **Answer:** Yes. DMAS will host several town halls by region along with the MCO's and the three F/EA's this summer.

# Questions, Comments, & Answers



## DMAS EVV Mailbox

- [EVV@dmas.virginia.gov](mailto:EVV@dmas.virginia.gov)