

Electronic Visit Verification Project Stakeholder Update

APRIL 18, 2019



IDAHO DEPARTMENT OF
HEALTH & WELFARE



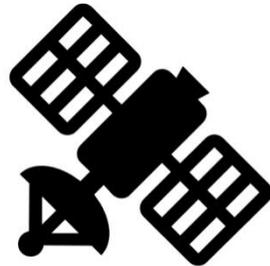
Overview

- Refresher
 - What is EVV?
 - Project Background
- Service Analysis Update
- Provider Panel and Provider Survey
- Implementation Model Overview and Recommendation
- Next Steps



What is Electronic Visit Verification?

- A system that captures information about a visit to a participant's home
- There are many types of EVV systems available:
 - Telephony (interactive voice response)
 - GPS-enabled
 - Smart phone-based applications



Background

- The Electronic Visit Verification (EVV) mandate is in the 21st Century CURES Act
- Section 12006 requires states to implement an EVV system:
 - For Personal Care Services (PCS) by January 1, 2020
 - For Home Health Services by January 1, 2023
- Fiscal penalties will be imposed on the state for non-compliance*



*States have an opportunity to request a waiver of the penalty for the first year of implementation.

EVV Requirements

A compliant electronic visit verification system must be able to capture six data elements for each visit:

Type of service performed

Individual receiving the service

Date of service

Location of service delivery

Individual providing the service

Time the service begins and ends



Project Phase I – Determine Scope

Spring 2019

- Complete analysis of services to identify impacted programs, providers, and participants.
- Complete an environmental scan to determine current EVV adoption by providers in Idaho
- Analyze options to identify the best implementation model for Idaho.
- Develop and initiate stakeholder sub-workgroups.

Project Phase II – Determine and Implement Idaho's EVV Model

Summer/Fall 2019

- Work with stakeholders to plan implementation of chosen EVV model.
- Begin working on changes to Idaho Administrative Code (IDAPA).
- Depending upon chosen model, develop a Request for Information or Request for Proposal.
- Begin training for relevant stakeholder groups.



Spring/Summer 2020

- Complete training for relevant stakeholder groups.
- Complete adoption of EVV system.
- Rules go live July 1, 2020.



Service Analysis - Process

- The project team has completed its analysis of programs and services to identify which providers will be impacted.
 - Aged and Disabled Waiver program and State Plan Personal Care Services
 - Adults and Children with Developmental Disabilities Waiver programs
 - Home Health services

- Our federal partner, CMS, has published **guidance materials** and **FAQs** that the project team incorporated into the service analysis.

Service Analysis - Criteria

The project team applied the following criteria to identify Idaho services and provider types that must implement EVV:



Service Analysis Findings

In Scope - EVV Requirements Apply	
State Plan Personal Care Services (PCS)	Home Health – Nursing Services
Aged and Disabled Waiver: Attendant Care	Home Health – Physical Therapy
Aged and Disabled Waiver: Homemaker Services	Home Health – Occupational Therapy
Aged and Disabled Waiver: Respite*	Home Health – Speech-Language Pathology
	Home Health – Aide Services
	Home Health – Audiology Services

*When rendered by a Personal Assistance Agency

Service Analysis Findings

Out of Scope - EVV Requirements Do Not Apply

Adult Developmental Disability services

Home Health – Durable Medical Equipment

Children’s Developmental Disability Services

Some Aged and Disabled Waiver services

- The Project Team will submit information to CMS outlining why we have excluded Home Health – Durable Medical Equipment and Residential Habilitation from the project scope.
- Our full service analysis will be uploaded to our project page for your review.

Provider Panel



➤ During our April 5 WebEx*, five Idaho providers that currently use EVV shared their experiences in adopting EVV.

PROS:

- Increased service accountability
- Accuracy in billing

CONS:

- Connectivity issues/geo fence
- System set-up time
- Reconciling to paper time sheets

QUESTIONS:

- How does this relate to rates?
- What type of model will Idaho implement (open/closed)?
- Operational considerations – how will providers track between attendant and homemaker?

*A copy of this presentation is posted on our webpage! EVV.dhw.Idaho.gov

Provider Survey

The project team launched a survey of Idaho providers to answer the following research questions:



How many providers in Idaho have already adopted EVV?

What types of EVV solutions have been adopted by Idaho providers?

How many Medicaid participants served by agencies are using EVV to verify their care?

What are providers' major concerns with EVV adoption?

What are some of the barriers to consider as Idaho implements EVV?

Provider Survey Findings – So Far

- 16 providers have completed the survey
- 15 are Personal Assistance Agencies; 1 is a Developmental Disability Services agency. Of those, 3 agencies also provide Home Health Services
- Most serve more than 100 Medicaid participants
- 7 have adopted EVV systems; 9 have not adopted EVV yet
- Of those that have adopted EVV
 - 4 use a telephony-based system
 - 3 use a smart phone or tablet application.
- Most agencies (11) serve participants in areas with limited WiFi or cell phone service.

The survey is open until April 30! Please visit our webpage if you haven't completed it!

State Implementation Model Options

Open Model

- Providers can use any EVV software they choose that meets the minimum requirements.
- The state must identify how to use data from those systems.

Closed Model

- The state selects an EVV software that meets the minimum requirements and providers must use this solution.
- Reduced burden on state, but increased burden on providers.

Hybrid Model

- Providers can purchase their own EVV software.
- The state selects an EVV software and providers can opt to use this solution.
- The state must still identify how to use data from different systems and support providers using the state's system.

State Model - Preliminary Recommendation

- The project team will recommend that Idaho implement an open or hybrid model.
- Stakeholders: Please let us know your thoughts on this recommendation!
 - You can email us at: EVV@dhw.Idaho.gov
 - Let us know if you support the recommendation or oppose it, and why – we want to hear from you!
 - Input will be incorporated into the project team's recommendation



WHAT'S NEXT?

Next Steps:

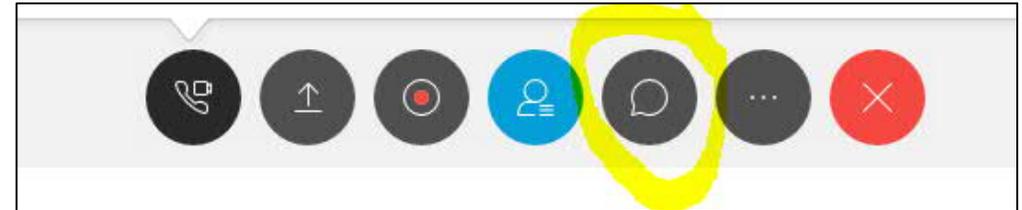
- Provider survey closes April 30. If you have not completed the survey, visit our webpage for a link!
- Next stakeholder update near the end of **May**.
 - Updated provider survey results
 - Update on recommended model – next steps for following this path
 - Proposal for stakeholder subgroup(s)

Stay Up-To-Date!

- Visit <http://EVV.dhw.Idaho.gov> for more information about the project and upcoming activities.
- Email the project team at EVV@dhw.Idaho.gov .



Ask a question using the “chat” feature in the WebEx Application.



You can also ask your question by pressing *6 to un-mute your phone:

