# **Electronic Visit Verification (EVV)**

Indiana Family and Social Services Administration Office of Medicaid Policy and Planning 2020



# 21<sup>st</sup> Century Cures Act

- Requires providers of personal care services and home health services to use an electronic visit verification (EVV) system to document services rendered
  - Personal care services January 1, 2021\*
  - Home health services January 1, 2023

\*Good Faith Effort exemption delayed final implementation by one year.



# **Overall Requirements**

- EVV captures the following details:
  - Type of service performed
  - Individual receiving the service
  - Date of the service
  - Location of service delivery
  - Individual providing the service
  - **Time** the service begins and ends





# Rationale for Policy

 Federal Law – required under Section 1903(I) of the Social Security Act

• Reduce Fraud, Waste, and Abuse – ensures services are billed according to services authorized and performed

Improves Overall Quality of Services



# Does EVV Impact Me?

### Criteria for Service Inclusion:

- Personal care service (Includes activities of daily living or instrumental activities of daily living
- Authorized for coverage through a federal home and community-based services authority (1915(c), 1915(i), 1915(j), 1915(k), 1115)
- Provided in the home



## Does EVV Impact Me?

Medication Training and Support (AMHH population)	Respite Care
Skills Training and Development (AMHH and CMHW population)	Unskilled Respite Care
Attendant Care	Residential Habilitation (Hourly)
Homemaker Services	Residential-Based Habilitation
Participant Care and Assistance	

If you provide these services and do not submit an EVV record with these claims starting on January 1, 2021, you will not receive reimbursement for these services.



#### **Getting Ready for EVV Implementation**



# Two Options for EVV Implementation

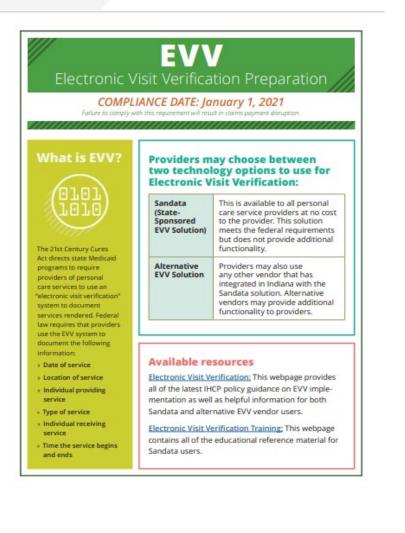
- The Indiana Health Coverage Programs (IHCP) uses the Open Vendor Model:
  - Sandata (State-sponsored EVV solution)
  - Alternative EVV solution (meeting the same requirements)



The IHCP allows providers to use any alternative EVV solution that satisfies the requirements from the 21<sup>st</sup> Century Cure Act.



#### **EVV** Resources



#### How to prepare for implementation

#### For providers using Sandata (State-Sponsored **EVV Solution**)

Step 1: Complete the Sandata training Providers can complete this training using two methods currently:

Self-paced online training Instructor-led webinar training session For instructions on accessing the self-paced

training (or to sign up for an instructor-led webinar training session), go to the EVV Training Registration Ouick Reference Guide

Step 2: Receive your login credentials Once providers have completed the training, they will need to email their certificate of completion to INXIXEVV@dxc.com to receive their agency's Sandata login credentials.

Step 3: Enter your employee and client information Each employee will have his or her own login

clients receiving personal care services.

With the testing credentials, the vendor will information for the Sandata system. The agency prepare a test file that will be submitted to will want to create logins for each employee as Sandata for approval. The provider agency will well as insert information about the agency's need to stay in contact with the vendor during

Step 4: Provide employees with appropriate devices

If the agency is planning to use mobile visit verification using Sandata Mobile Connect, it will want to ensure its employees have access to a smart device. Providers can use either Android or Annie devices. Otherwise, employees should be trained to use telephonic visit verification

Step 5: Prepare your direct care workers The agency will want to ensure that their direct care workers have had individual training on capturing visits either through the Sandata Mobile Connect application or through telephonic visit verification

Contact us by phone at 800-457-4584, option 5 or by email at evv@fssa.in.gov



Family & Social Services Administration Office of Medicaid Policy & Planning 402 W. Washington St., Room W374 Indianapolis, IN 46204

For providers using an

alternative EVV vendor

Step 1: Send an email to EVV@fssa.in.gov The agency will want to include the agency's

name and contact information along with the

mation. This will allow FSSA to determine if the

vendor has previously integrated with Sandata

in Indiana. If the vendor has not previously inte-

grated, it will be required to pay a one-time fee.

vendor that they are ready to begin testing, the

provider agency should request testing creden-

Step 3: Work with the vendor to complete the

this process. Be sure to have the vendor sub-

mit a notification to INAltEVV@sandata.com

or 855-705-2407 once the test files have been

While the vendor is testing, the provider agency

should complete a brief training on the usage

and functionality of the Sandata Aggregator.

With training complete, and once testing has

been confirmed, provider agencies will request

production credentials that will be used to log

Step 4: Complete the self-paced training

Step 5: Request production credentials

submitted to Sandata for review.

into the Sandata Aggregator.

tials for the vendor. These credentials should be

Step 2: Request testing credentials from

Once Sandata has informed the alternative

INAItEVV@sandata.com

provided to the vendor

testing process

alternative vendor's name and contact infor-

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#### **EVV Implementation Guide**

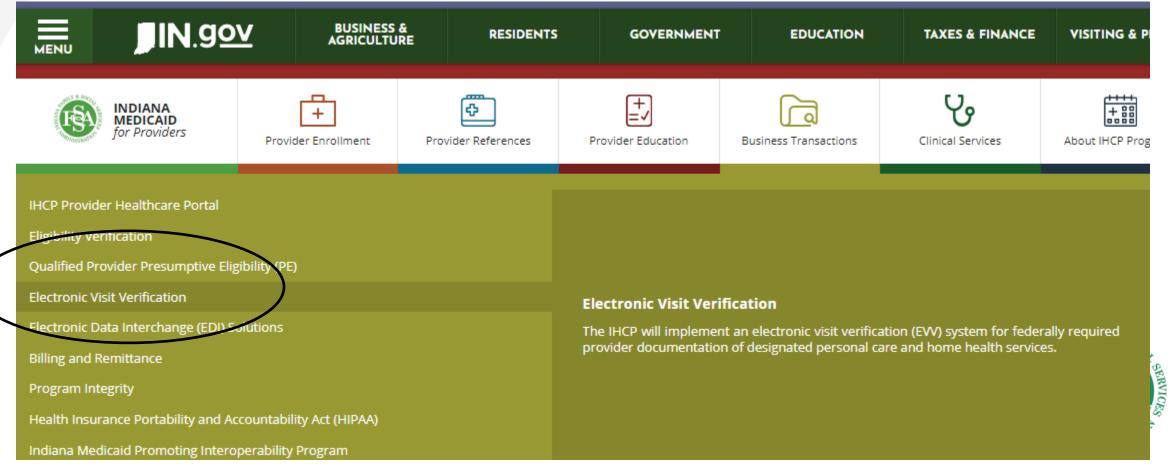
- Provides key requirements
- Provides step by step guide for implementation
- Provides contact information for questions or issues

#### **AVAILABLE ON THE INDIANA** MEDICAID EVV WEBPAGE



### **EVV Resources**

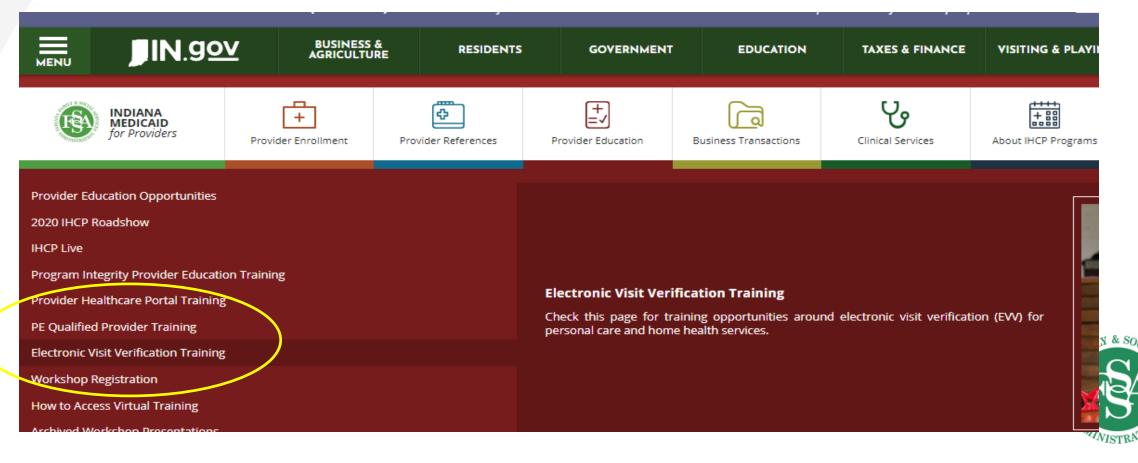
**The Electronic Visit Verification webpage** - located under the Business Transactions tab



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### **EVV** Resources

# **The Electronic Visit Verification Training webpage** - located under the Provider Education tab



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#### **Communication Efforts**



# **Communication Effort Thus Far**

IHCP Publications – 18 articles on EVV (May 2018 through July 2020)

• Quarterly provider association / stakeholder meetings

• Provider Workshop Sessions

• Various webinars, videos, and other electronic means



# Direct Outreach Effort

Additional IHCP Live webinars

• Provider Relations daily phone calls

Continued participation in any provider association meeting



# Response to Feedback

Previous Policy	Current Policy
Require member signature or voice recording as part of EVV record	<b>Optional</b> member signature or voice recording
Agency-specific alternative EVV vendor approval process	Vendor-specific alternative EVV vendor approval process
Sandata communications sent to all users (Sandata and alternative EVV vendor users)	Sandata communications sent to Sandata users; alternative EVV vendor users can opt out
Required Residential Habilitation (Daily)	Removed Residential Habilitation (Daily)



## **Overall Readiness**

### As of July 2020

- Sandata users 151 agencies completed training
- Alternative EVV vendor users:
  - 47 have production credentials
  - 31 have completed testing but not moved to production
  - 127 have requested testing

EVV impacts over 900 enrolled locations, so considerable provider readiness is still necessary!



# January 1, 2021

**Providers will see claims payment disruption for claims submitted without an EVV record.** 



# PROVIDERS NEED TO TAKE THIS SERIOUSLY AND PREPARE NOW!



# **Questions?**

Indiana Family and Social Services Administration Office of Medicaid Policy and Planning

