Electronic Visit Verification (EVV)
21st 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(l) 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?**

<table>
<thead>
<tr>
<th>Impacted Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Medication Training and Support (AMHH population)</td>
<td>Respite Care</td>
</tr>
<tr>
<td>Skills Training and Development (AMHH and CMHW population)</td>
<td>Unskilled Respite Care</td>
</tr>
<tr>
<td>Attendant Care</td>
<td>Residential Habilitation (Hourly)</td>
</tr>
<tr>
<td>Homemaker Services</td>
<td>Residential-Based Habilitation</td>
</tr>
<tr>
<td>Participant Care and Assistance</td>
<td></td>
</tr>
</tbody>
</table>

**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 21st Century Cure Act.
EVV Resources

**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**
The Electronic Visit Verification webpage - located under the Business Transactions tab.
The Electronic Visit Verification Training webpage - located under the Provider Education tab
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

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