Electronic Visit Verification (EVV)

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
2022

Understanding 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**
- Intent – reduce fraud, waste, and abuse by ensuring services are billed according to services authorized and performed

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

** Indiana is pursuing a Good Faith Effort exemption for home health.

What is an EVV record?

- 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

Image: Flaticon.com

EVV (Personal Care) Services Impacted

Service	Service
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	

Decision based upon:
- Being a personal care service (for activities of daily living)
- Authorized through a home and community-based services authority
- Provided in a member's home

EVV (Home Health) Services Impacted

Service	Service
Home health visits (home health aide)	Physical therapy
Home health visits (licensed practical nurse)	Occupational therapy
Home health visits (registered nurse)	Speech therapy
Home infusion treatment	Physical/occupational/speech evaluations

Decision based upon:
- Authorized as a home health service
- Provided in a member's home

Indiana's EVV Model

- The Indiana Health Coverage Programs (IHCP) uses the **Open Vendor Model (provider friendly)**:
  - Sandata (State-sponsored EVV solution through Gainwell Technologies)
  - Alternative EVV solution (meeting the same requirements)
- Model is CMS-certified (1/27/2022)

Sandata

The IHCP allows providers to use any alternative EVV solution that satisfies the requirements from the 21st Century Cure Act.
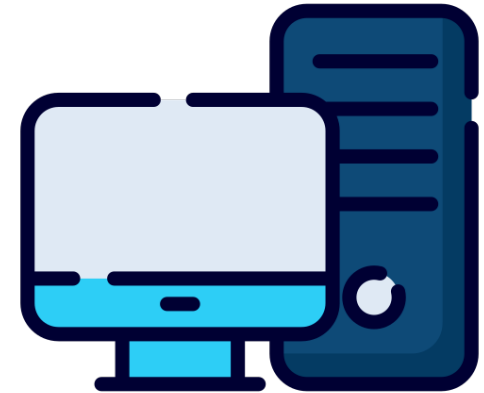
Primary Methods of Capturing Records

Mobile Visit Verification
(using a smartphone application)

Telephonic Visit Verification
(calling a number using a member's phone)

Manual Visit Verification
(using a computer)

Images: Flaticon.com

EVV Process

| Arrive at member's location | → | Clock-in (using mobile or telephonic visit verification) | → | Provide service | → | Clock-out (using mobile or telephonic visit verification) | → | Bill IHCP for the service |

If a caregiver forgets to capture an EVV record (or needs to correct a mistake with the record): manual visit verification is available.

Central EVV Repository

Sandata EVV records

+

Alternative EVV vendor records

→

Sandata Aggregator
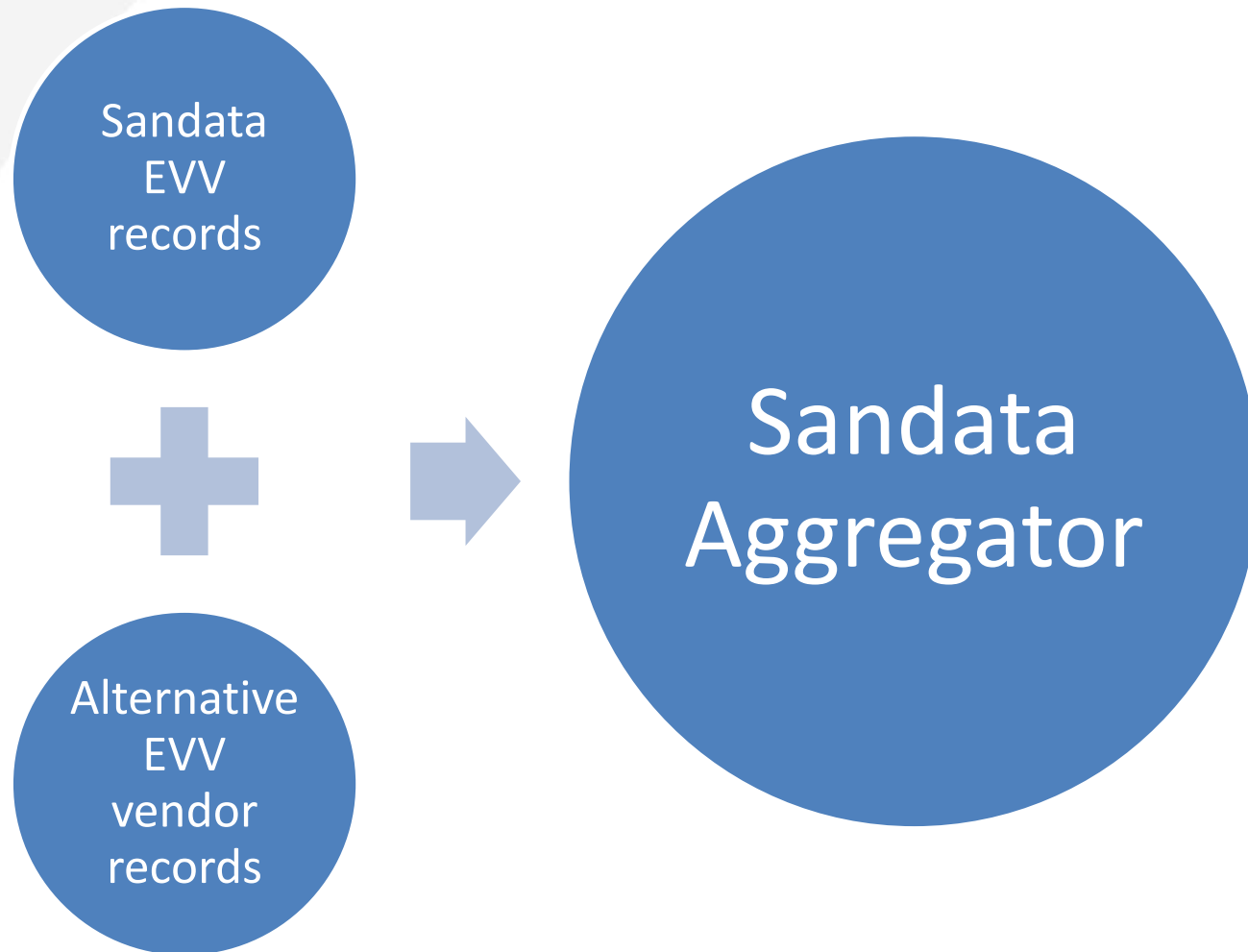
All claims submitted for services requiring EVV will contact the Sandata Aggregator to look for corresponding EVV records before paying the claim.

Who is impacted by EVV?

- **Personal Care Services Agencies billing an EVV-required service:**
  - **Division of Aging (DA) waiver services**
  - **Division of Disability and Rehabilitative Services (DDRS) waiver services**
  - **Division of Mental Health and Addiction (DMHA) waiver services**
- **All Home Health Agencies**

Key EVV Implementation Dates

Date	Key Event
EVV requirement date (personal care)	January 1, 2021
Announcement of EVV personal care services hard launch date	June 30, 2022
EVV soft launch (home health)	November 2022
EVV hard launch (personal care)	**January 1, 2023**
EVV requirement date (home health)	January 1, 2024
EVV hard launch (home health)	**TBD**

OMPP has requested a Good Faith Effort exemption for home health services

Communicating EVV

Communications

Medium	Efforts	Key Details
IHCP bulletins/banners	Around 35 articles (5/15/2018 – 1/20/2022)	Training opportunities Policy updates Reminders about implementation
Provider instructor-led training sessions	40 sessions (8/28/2019 – 11/19/2020; 9/28/2022; 10/26/2022; 11/30/2022	Explaining how providers utilized the Sandata state-sponsored EVV solution (**subsequent training has been self-paced**)
Provider Association Workgroup	37 meetings (10/10/2018 – 3/14/2022)	Discussion with provider groups and vendors Leadership discussions Specific training sessions
Webinars or other virtual events	16 sessions (12/4/2019 – 4/15/2021)	Virtual townhall call-ins Member video

Additional Communications

- **Resources created**:
  - Dedicated EVV inbox
  - Dedicated EVV website
  - Member FAQ document
  - Member letter (distributed to all impacted members in 2019)
  - EVV Implementation Guide

- **Direct outreach efforts**
  - August through October 2020: outreach effort between Division of Aging, DDRS, and OMPP to contact **856 agencies** by email/phone call
  - October through November 2021: smaller outreach effort to contact **104 agencies** by email/phone call
  - Late 2021 into early 2022: dedicated Gainwell Technologies resource contacting providers about EVV
  - **Fall 2022: Provider Report Cards**

Response to Stakeholder Feedback

Previous Policy	Current Policy
Require member signature or voice recording as part of EVV record	**Optional** 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)
Required providers to acknowledge issues due to unauthorized services or GPS issues	**Removed** acknowledgement requirements due to unauthorized services or GPS
Required EVV in 24-hour congregate settings	**Optional** in 24-hour congregate settings

How do I get started?

Home Health Agencies / Personal Care Agencies

- Providers need to request a welcome kit **for each enrolled location**

For Alternative Vendor Users:
Contact evv@fssa.in.gov

Include the following information:
- Provider Name
- Provider Contact
- Vendor Name
- Vendor Contact
- All Medicaid Provider IDs with enrollment

For Sandata (State-Sponsored) Users:
Virtual Trainings:
- September 28, 2022
- October 26, 2022
- November 30, 2022

All from 10 AM to 1PM Eastern Time

Self-paced training is also available

Any new alternative vendors (those not already integrated with Sandata in Indiana) are subject to a one-time fee of **$3,360** prior to testing.

Who to Contact for Help?

Specific Contact	Method
Gainwell Provider Relations (Virginia Hudson)	inxixevv@gainwelltechnologies.com
Tier 1 Sandata Support	800-457-4584, Option 5
Alternative Vendor Support	inaltevv@sandata.com Contact your EVV vendor
FSSA EVV Policy	evv@fssa.in.gov

Questions?

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