

Electronic Visit Verification (EVV) Project - Phase II DDS Stakeholder Forum

February 11, 2021

Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted"



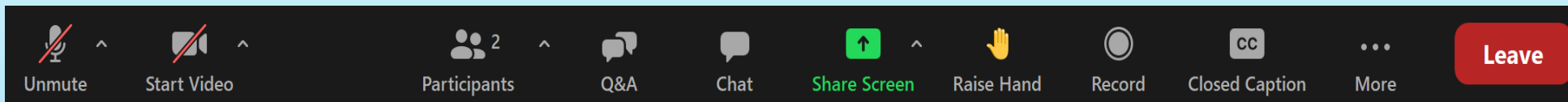
Presentation materials will be posted after the meeting at:
<https://www.dds.ca.gov/services/evv/>

Submitting Questions

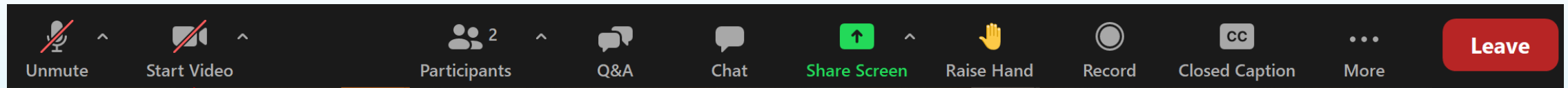
Please note Zoom's Q&A function will not be available for comment or to submit questions



If you would like to submit a question or comment at a later date, please send them via email to: EVV@dds.ca.gov



Zoom Tips



Your mic should look like this

Your webcam video should be off

Please note this function is disabled

The Chat function is not available

The Raised Hand function is available for questions

Leave the webinar at the end of the meeting



- For attendees, your video and microphone will not be available until the Q&A presentation
- You will only see/hear the presenters until that time.



- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Agenda

- **What is Electronic Visit Verification (EVV)?**
- **Update on State EVV Development**
- **Frequently Asked Questions (FAQs)**
- **Open Forum for Consumer and Stakeholder Questions & Feedback**

What is Electronic Visit Verification (EVV)?

- EVV is a telephone- and computer-based system that electronically verifies when services in the home are provided
- Federal 21st Century Cures Act (2016) required implementation of EVV for personal care services (PCS) and home health care services (HHCS) funded by Medicaid that require an **in-home** visit
- All states must implement EVV for:
 - Personal care services (PCS) by 1/1/20
 - In 2019, California received approval from the federal government to implement **by January 1, 2021**
 - Home Health Care Services (HHCS) by 1/1/23
- Live in caregiver exemption

What are EVV services?

Personal Care Services (PCS) funded by DDS through regional center vendors include:

- Respite
- Supported Living Services
- Homemaker Services
- Personal Assistance

Will my service change?

- EVV will not change the service, or the hours of service individuals receive

EVV Requirements

- EVV systems or solutions are required to electronically verify these types of information:
 1. Type of service performed
 2. Individual receiving the service
 3. Date of the service
 4. Location where service is provided
 5. Person providing the service
 6. Time the service begins and ends
- Some providers may already use systems that collect some or all of this information in the course of providing services

What are 'Phases'?

- The State of California is implementing EVV via 2 Phases
- Both phases are complying with the same law, but timing of implementation and the system used are different
- Phases
 - EVV Phase I included Department of Social Services (DSS) which included the In-Home Supportive Service (IHSS) program.
 - EVV Phase II includes DDS along with Department of Health Care Services (DHCS), California Dept of Public Health (CDPH), California Dept of Social Services (CDSS), and California Dept of Aging (CDA)

Update on State EVV Development

- California will use the “Open Vendor Model approach
 - The regional center provider can use the state’s system to send data, or use their current EVV system or any system they choose
- The State will select an EVV contractor by May 2021

Update on State EVV Development (...continued)

- The Federal government's approved methods for verifying in home visit locations where services are provided:
 - Telephone- A landline telephone connected to the home address and utilizes Interactive Voice Response (IVR)
 - Mobile applications using GPS- The location would be captured only at check-in and then at check-out of the home. No continuous tracking of service provider required.
 - In-Home Device- Fixed in-home generating unique codes at check-in and check-out.

More information regarding training and the use of the system will be available in the coming months

Frequently Asked Questions (FAQ)

1. Q: If I meet my service provider in the community to receive my service, would that service be subject to EVV? What if the service starts in my home and ends in the community?

A: EVV is only required for the portion of the service provided in the home.

Frequently Asked Questions (FAQ) (...continued)

2. Q: Will the State provide an EVV system for providers to use or will providers have to secure their own EVV system?

A: The provider has a choice. The State has chosen to implement using “Open Vendor Model” approach for the collection and reporting of Phase II EVV data. This allows service providers to use the state EVV system to collect and report data, or use a different EVV system of their choosing or their existing software products. The provider’s system must be able to send data in a format to be required by the state.

Frequently Asked Questions (FAQ) (...continued)

3. Q: What measures will be taken to secure privacy and confidentiality of data?

A: The State will have safeguards in place to ensure individual's private information will remain confidential and protected.

All federal and state requirements around privacy, such as HIPAA remain intact. EVV only verifies the 6 data elements required by law.

Questions?

Frequently Asked Questions (FAQ) (...continued)

- More information on EVV is available at
 - DDS' EVV webpage:
<https://www.dds.ca.gov/services/evv/>
 - DHCS' EVV Phase II webpage:
<https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>
 - CMS' EVV webpage:
<https://www.medicare.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evv/index.html>