

Electronic Visit Verification (EVV) Stakeholder Webinar

September 29, 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."

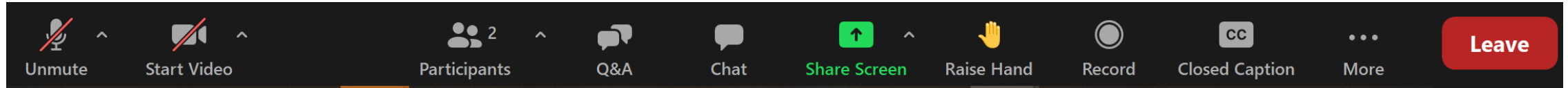


ASL interpreters have been "Spotlighted" and live closed captioning is enabled



Materials will be available at: <https://www.dds.ca.gov/services/evv/>

ZOOM TIPS



All attendees can type questions or comments in the Q&A

Leave the webinar at the end of the meeting



- For attendees, your video and microphone will not be available
- You will only see/hear DDS staff and presenters on screen

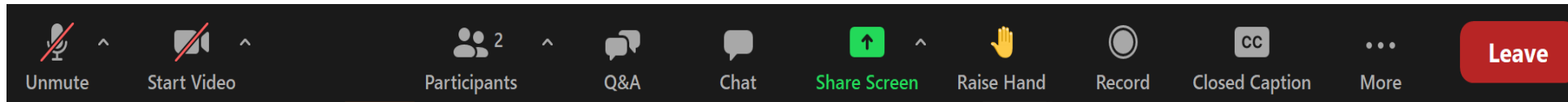


- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

PROVIDING COMMENTS

For all attendees:

Please use Zoom's Q&A function to comment or ask questions



DDS staff are monitoring and will provide comments/answers live or written when we can



Submit written comment via email to EVV@dds.ca.gov.

Agenda Items for Today

Brief Introduction of Today's Panelists

Welcome Sandata!

Current Activities

Frequently Asked Questions (FAQs)

Next Steps

Resources/Questions/Comments/Stay Connected

A time for questions and to provide comments.

EVV – Current Activities

Initial EVV On-Boarding

Development of a Provider Master File for all vendors, and

Identifying an initial point of contact at each vendor.

Vendors either confirmed their information with their regional center for automatic upload into the EVV system,

OR

Vendors will enter their information into the EVV portal manually at a later date.



Provider Forums

ID providers

EVV Website

Outreach

Planning



EVV System Demos

EVV FAQs Posted

Targeted Forums

3rd Party EVV

Collaboration



Provider Support

EVV System Training

EVV System Access

Training & Support



**CA PCS
EVV
Go Live
January
2022**



Cures Compliant

Monitoring & Outreach

Add'l Training & Onboarding

Adoption



Program Reporting

Targeted Training & Support

CMS Certification

Compliance

EVV – Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQs)

Question:

What are the methods for collecting EVV data and how does each of them work?

Answer: Sandata provides multiple options to support caregivers collecting EVV data at the start and end of each visit. The EVV methods can be used as needed, i.e. start visit with EVV application and end visit with Telephone EVV.

1. **EVV Application on Smart Device:** This is the most common method for caregivers to collect EVV data at the start and end of the visit. Sandata Mobile Connect application is available for Android and Apple iOS devices, and works in connected (with Data) and disconnected (no Cell Data) mode. It also works with WiFi. The EVV application data usage is very small. All EVV Data collected using the EVV application is secure and encrypted on the device and in transit. It is very simple to use and collecting EVV data at start and end of visit takes less than 10 seconds. We will be demonstrating the EVV application in future meetings.
2. **Telephone EVV:** Telephone (access by phone) is another option that may be used to capture visits. The caregiver calls an agency specific toll free number and uses an IVR (interactive voice response) to collect EVV data points. The telephone EVV process takes less than 10 seconds and will be demonstrated in future meetings.

Frequently Asked Questions (FAQs)

Question:

Provide more information about the FOB device: how is it used and what, if anything, is stored in it?

Answer:

CA Phase II EVV program also supports fixed visit verification (FVV) devices. Since the initial roll out nationwide of EVV, and the advances in technology and flexibility of the Mobile Application Technology, more and more EVV programs choose that method over the FVV method. These devices have become a bit outdated.

These small, signal-less devices are designed to stay in the consumer's home and the caregiver can use it to capture timecodes at the start and the end of the visit. Please note that these devices do not record or transmit data, in that the caregiver will need to use a phone to record the EVV data after the visit. Specific policy and process information on how to order and install an FVV device will be provided later in the implementation process.

Frequently Asked Questions (FAQs)

Question:

With all the information being collected for the 6 data points, who has access to what collected information? How is it accessed?

Answer:

The Visit EVV data is collected and stored in the secure Sandata EVV environment that meets all federal and state security requirements. Users that are identified to have access to the EVV data will access it via a web based EVV portal, i.e. Vendored Providers. Vendored Providers will only be able to see the EVV data specific to their agency and consumers they serve. Vendored Providers can also run EVV reports via their EVV portal.

Regional Centers will also have access to EVV data via a “read-only” EVV portal that only allows them to see EVV data for their vendored providers and consumers with whom they work. Regional Centers can also run EVV reports. Select DDS staff has access to statewide data via a “read-only” EVV portal and can also run reports.

Frequently Asked Questions (FAQs)

Question:

How is GPS data captured, tracked and then used/reported?

Answer:

The 21st Century Cures Act's federal mandate requires that location is collected for each EVV visit, and the Sandata Mobile Connect only collects GPS coordinates at the start of the visit and end of the visit when the application is in use. The application is not collecting GPS data outside of visit start and stop, i.e. NOT tracking caregivers or consumers ongoing. GPS coordinates are stored in the EVV system as part of the visit information and are informational only. The CA Phase II EVV program is not using GPS data to determine if a visit is 'valid' – i.e. whether it was provided at a specific location (the consumer's home, etc.)

Frequently Asked Questions (FAQs)

Question:

Does the system allow for visit information/data to be fixed if there's a mistake or missed entry?

Answer:

Yes, the vendored provider, with the appropriate security access, will be able to correct any missing visit data that is required for the CA EVV Phase II program. For example, the caregiver forgot to sign out at the end of their visit. The Vendored Provider will be able to use their EVV portal to add the required EVV visit information. The provider will also need to add a reason code to document the reason for the edit. Details on how to correct a visit will be provided in Sandata EVV system training.

Frequently Asked Questions (FAQs)

Question:

If we already know we're going to use a 3rd party solution to collect our EVV data, what are our next steps? How will we know if our system is okay to use?

Answer:

DDS and Sandata will be providing detailed information via the DDS EVV website about next steps if you plan to use a 3rd party EVV solution; expected in mid to late October. Detailed information will include how to register as a '3rd Party EVV provider' to initiate the process. Because you/your EVV vendor will need to send your EVV data to the State EVV Aggregator, we will also be publishing a data interface document that has all the details of the data interface requirements that confirms your system meets CA EVV Phase II EVV program requirements. Once implemented, you will have read-only access to your EVV data in the Aggregator.

Frequently Asked Questions (FAQs)

Question:

What considerations does Sandata have when developing and providing training regarding the EVV system?

Answer:

Sandata will provide training and onboarding for EVV users via a number of mediums, including our independent learning management system, live instructor-led webinars, recordings, topic-based videos, training documents, classroom sessions, etc. Sandata training supports the varied users and is geared to their needs (Caregivers, Vendored Providers using Sandata EVV, Vendors Providers using 3rd Party systems, Regional Centers).

Materials in Sandata's training library are available for the life of the program since we know there will be new EVV users over time. DDS and Sandata are working closely on a Training Plan that will document the upcoming training events and subsequent training calendar. Once the Training Plan is finalized and implemented, EVV users will be able to independently register for their training sessions via a link on the EVV website.

Frequently Asked Questions (FAQs)

Question:

Is there customer support available as we learn how to use the system? What about on-going?

Answer:

Sandata is establishing a CA Phase II EVV help desk that EVV users will be able to access for support that will be available as soon as mid to late October for initial EVV user needs, i.e. 3rd Party EVV questions, how to register for training, etc.

When PCS EVV launches in January, Customer Service Representatives (CSRs) are available for live agent support via our toll-free phone number Monday through Friday, 6:00 a.m. – 8:00 p.m. PST, with extended coverage from 9:00 a.m. – 6:00 p.m. on weekends for the first 60 days post launch. Around-the-clock live agent coverage is available for urgent issues.

Additional independent support for EVV users is also available via the following, along with our extensive training library:

- **Customer Self-Service Portal:** Allows system users to enter tickets, see the status of tickets, and search their previous tickets
- **Searchable Knowledgebase:** System users can review our knowledgebase to help solve their issue
- **Chat/Answer Bot:** An intelligent automation attendant proposes answers to common questions

Next Steps

Upcoming Activities

I am a **consumer/family member or DSP/staff person**, what will I need to do in the next few weeks?

More information to come regarding live-in caregivers.

I am a **service provider/self-vendored service provider** preparing for EVV, what will I be doing in the next few weeks?

When the roles and responsibilities of the vendor's administrator are better defined, determine who at your agency will fulfill this role. This can be one or several people. More information to come on this role/responsibility.

Determine if you're going to use the free EVV solution offered by the state or use an alternative solution (3rd party solution) to capture and upload EVV data points. More information on both options will be available in the upcoming month.



On-going Activities for Everyone

Ask questions if you have them.

Provide input on EVV implementation.

Attend upcoming webinars and trainings.

Email EVV@dds.ca.gov and ask to receive updates regarding EVV from DDS.

Additional Resources

More information can be found on the DDS webpage:

[Electronic Visit Verification - CA Department of Developmental Services](#)

Including links to:

[DDS EVV FAQs](#)

[DHCS EVV Stakeholder Website](#)

[Medicaid.gov EVV Guidance Documents](#)

[CMS Information on Outcome Based Objectives](#)

Anyone who would like to receive email notification when DDS has updates for EVV, can email EVV@dds.ca.gov and request to be added to the notification list.

Questions/Comments

