

# Electronic Visit Verification (EVV) Stakeholder Webinar

October 26, 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

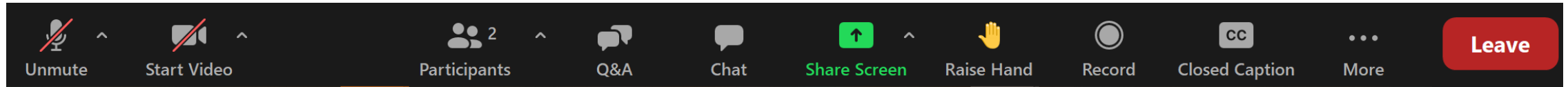


This meeting is being recorded and will be posted to the DDS website



Materials are 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

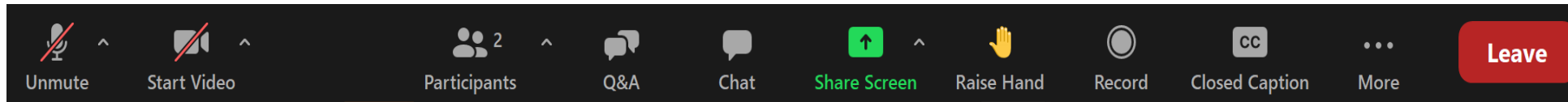


- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# 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](mailto:EVV@dds.ca.gov).

# Agenda Items for Today

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Welcome and Thanks for Joining!

Current Activities

Upcoming Activities

Frequently Asked Questions (FAQs)

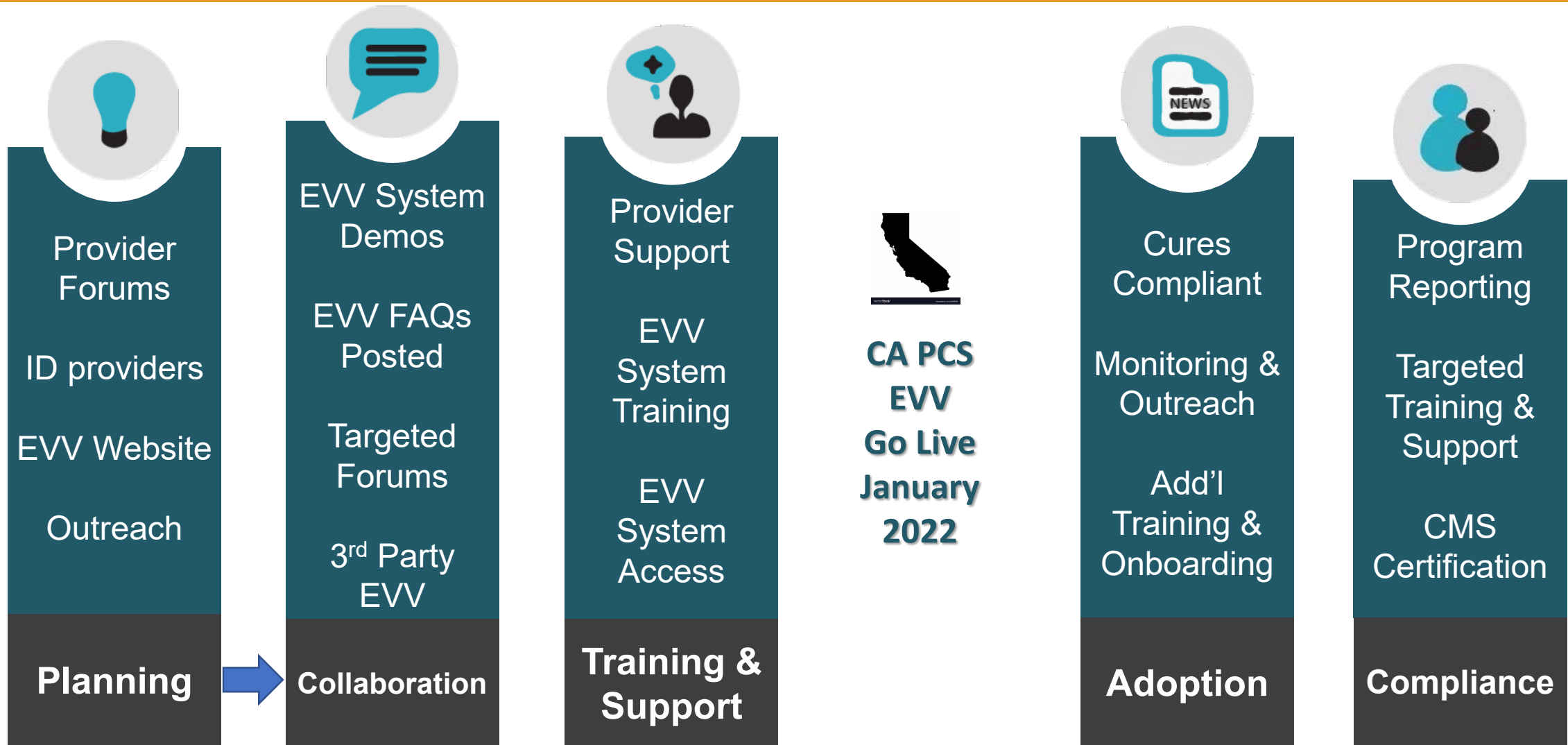
Next Steps & Recap

Resources/Questions/Comments/Stay Connected

A time for questions and to provide comments.

# Current Activities

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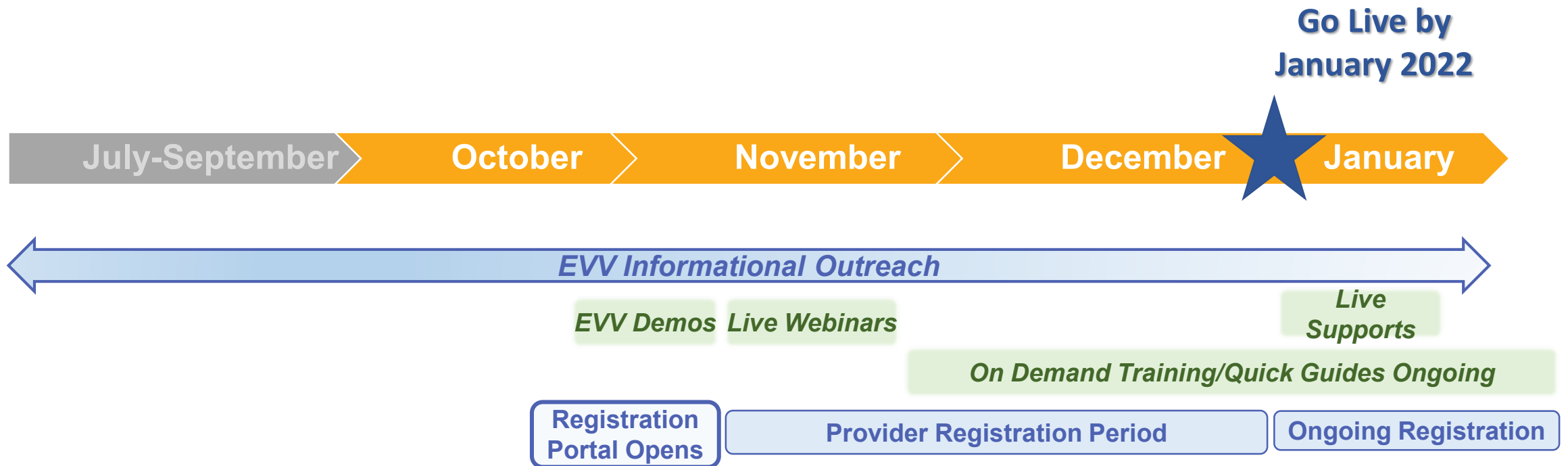


# Upcoming Activities

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# Schedule of Upcoming Activities



# Providers Using State EVV Solution



## Provider Registration

- Provide basic information to register
- Select State System vs 3<sup>rd</sup> Party EVV



## System Ready

- After the system is tested
- Providers get EVV account information



## Security Course

- Self-paced recording for EVV account administrator
- Learn basic security information
- Unlocks account credentials



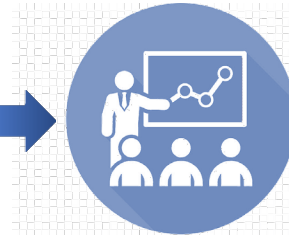
## EVV Credentials

- Upon completion of security course
- Delivered to administrator's registration email
- Can now access their EVV account
- Setup of staff users



## Staff Training Registration

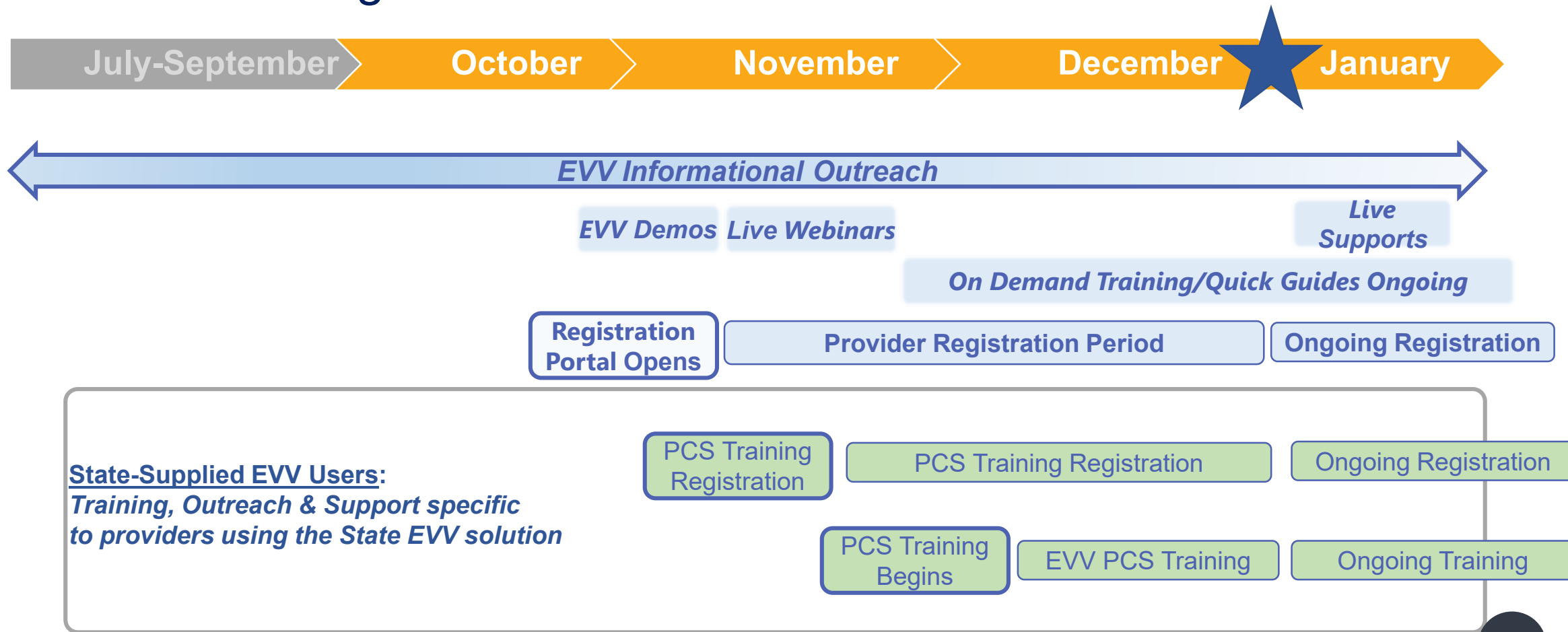
- Registration for training classes for staff



## Staff Trainings

- Delivered online or recorded webinar
- Instructor led
- Focused on use of EVV system
- Staff users created by the agency administrator ongoing

# Providers Using the State Solution



**State-Supplied EVV Users:**  
*Training, Outreach & Support specific to providers using the State EVV solution*

# Providers Using Alternate EVV Solutions



## Provider Registration

- Provide basic information to register
- Select State System vs 3<sup>rd</sup> Party EVV



## System Ready

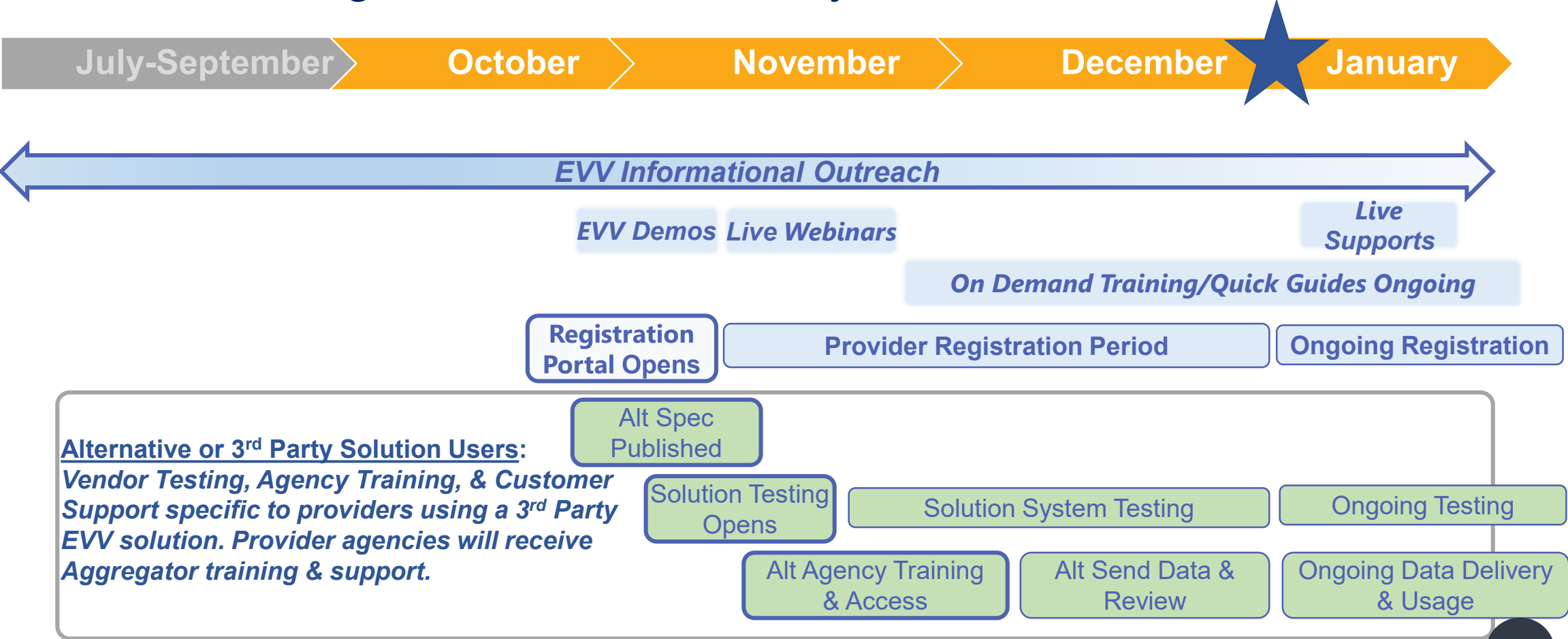
- After the system is tested
- Providers get EVV account information
- Create credentials for provider account administrator



## EVV Data Collected

- After assuring alternate solution meets Cures Act
- After program launch and some initial data is available, aggregator training is offered

# Providers Using Alternate or 3<sup>rd</sup> Party Solution



# Training for Using State Aggregator (All Users)



## Aggregator Training Schedule Posted

- Multiple jurisdictional access courses will be scheduled.
- Departments and entities can sign up for the course most convenient for them.



## Aggregator Registration

- Each provider and RC staff may register to participate in an aggregator course.



## Aggregator Training

- Delivered via webinar
- Recorded and available for later viewing
- Focus on user security, access methods, reporting and investigation functions

# Frequently Asked Questions (FAQs)

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**Question:**

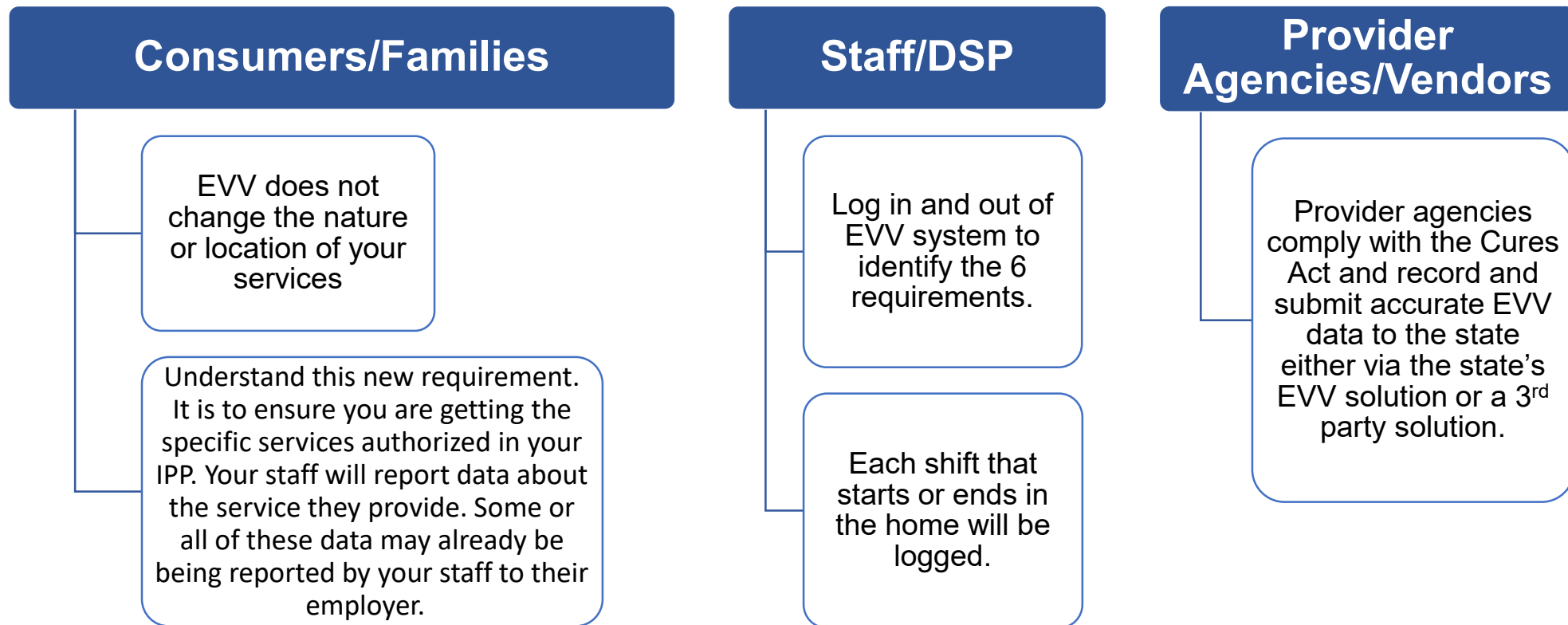
There is a lot of confusion about who is supposed to do what to be EVV compliant. Please clearly explain this.

**Answer:**



Visuals on next slides

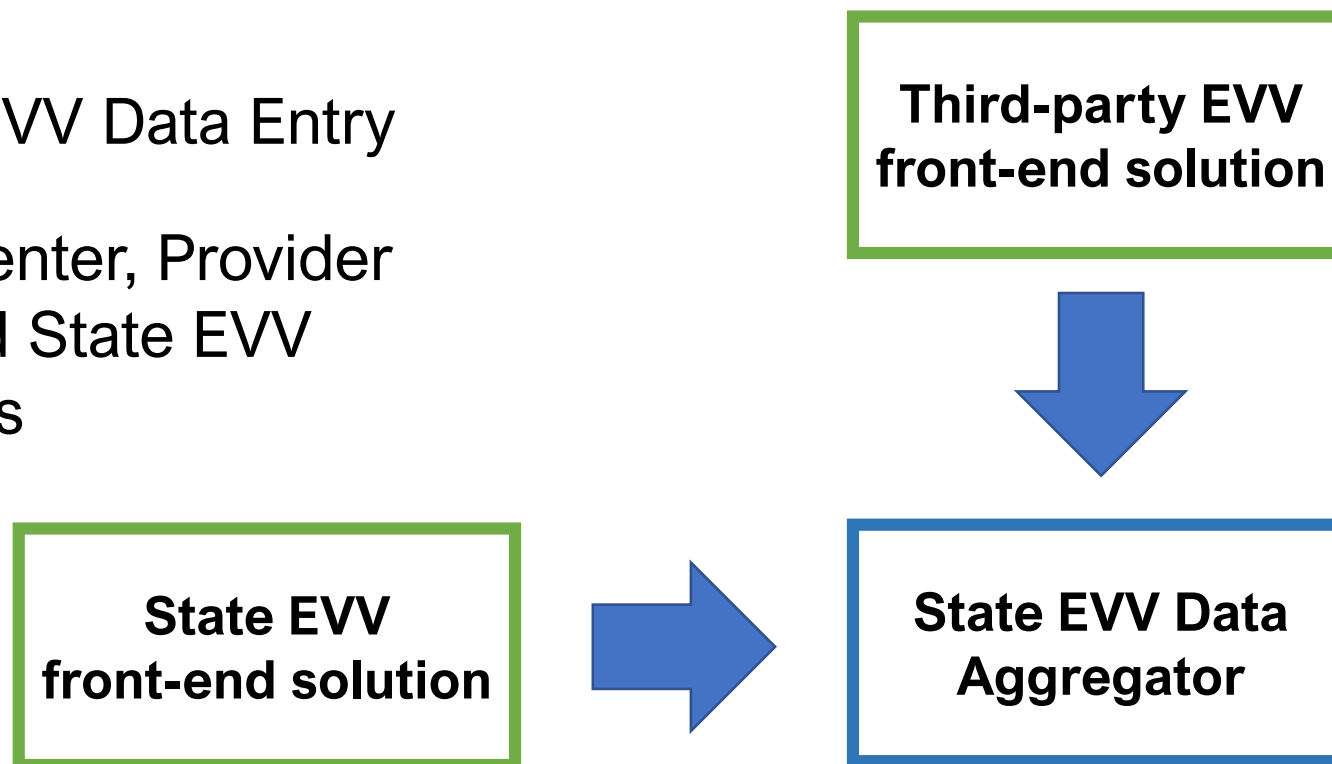


# FAQ Answer: Activities of EVV Compliance



## FAQ Answer: Data Aggregator and Portal

-  Staff/DSP EVV Data Entry
-  Regional Center, Provider Agency and State EVV Data Access



# Frequently Asked Questions (FAQs)

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**Question:**

Does the Cures Act require the use of GPS to determine location?

**Answer:**

No. The state's solution will use GPS to determine location when staff log in and when staff log out of the mobile application. Similar to when we all use DoorDash or Amazon, the cell phone application knows where visits are being recorded but does not continually track where the cell phone is located. Unlike DoorDash or Amazon, the application does not take photos.

## Next Steps & Recap

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# Next Steps & Recap

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

Understand this new requirement. It is intended to ensure you are getting the specific services authorized in your IPP. Your staff will report data about the service they provided. Some or all of these data may already be being reported by your staff to their employer.

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

Talk with your provider agency and tune in to webinars from us.



# Next Steps & Recap

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

Be on the look out for upcoming:

- access to the state's solution and next steps in the on-boarding process
- trainings and available resources regarding the state's solution

Attend demonstrations of the state's EVV solution if interested. This can help you determine if you'll be using this system or a 3<sup>rd</sup> party solution to capture your EVV visit data.



# Additional Resources

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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](#)

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

Questions/Comments

