# 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

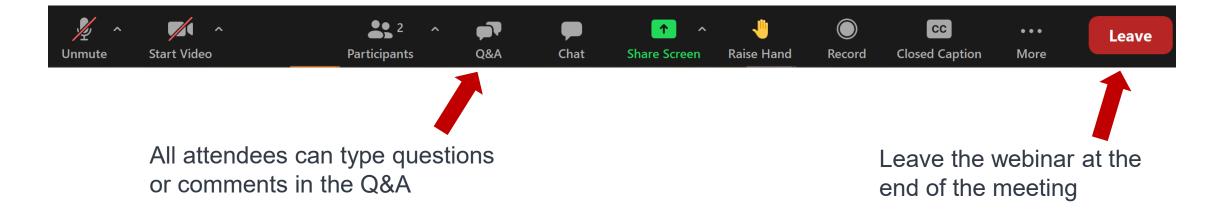


This meeting is being recorded and will be posted to the DDS website



Materials are available at: <a href="https://www.dds.ca.gov/services/evv/">https://www.dds.ca.gov/services/evv/</a>

### **ZOOM TIPS**





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

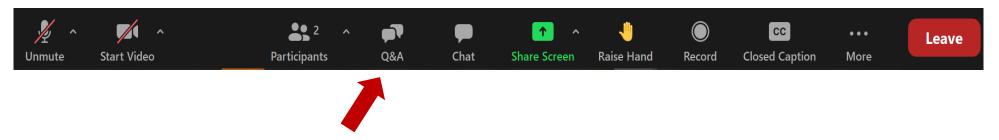


- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

### 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

**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**



Provider Forums

ID providers

**EVV** Website

Outreach

**Planning** 



EVV System Demos

EVV FAQs Posted

Targeted Forums

3<sup>rd</sup> 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

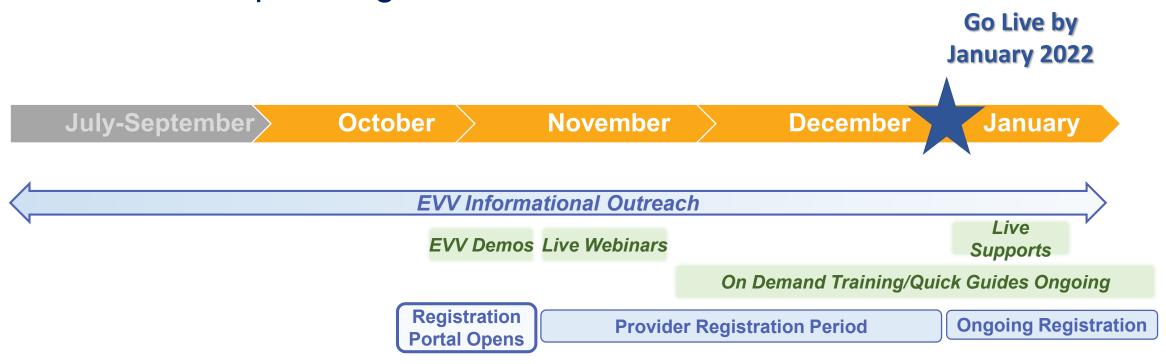
Targeted
Training &
Support

CMS Certification

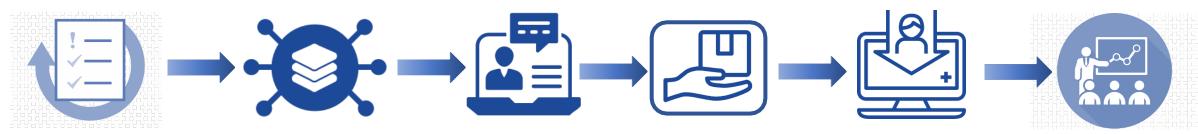
Compliance

## **Upcoming Activities**

### 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

### **StaffTrainings**

- 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

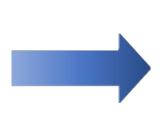
December July-September **October** November January **EVV Informational Outreach** Live **EVV Demos Live Webinars Supports** On Demand Training/Quick Guides Ongoing Registration **Ongoing Registration Provider Registration Period Portal Opens PCS Training Ongoing Registration PCS Training Registration** State-Supplied EVV Users: Registration Training, Outreach & Support specific to providers using the State EVV solution **PCS** Training **EVV PCS Training Ongoing Training Begins** 

## 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

July-September December October November January **EVV Informational Outreach** Live **EVV Demos Live Webinars Supports** On Demand Training/Quick Guides Ongoing Registration **Ongoing Registration Provider Registration Period Portal Opens** Alt Spec Alternative or 3<sup>rd</sup> Party Solution Users: **Published** Vendor Testing, Agency Training, & Customer **Solution Testing Ongoing Testing Solution System Testing** Support specific to providers using a 3<sup>rd</sup> Party Opens EVV solution. Provider agencies will receive Aggregator training & support. **Alt Agency Training** Alt Send Data & Ongoing Data Delivery & Usage & Access Review

## 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

#### **Consumers/Families**

EVV does not change the nature or location of your services

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

### Staff/DSP

Log in and out of EVV system to identify the 6 requirements.

Each shift that starts or ends in the home will be logged.

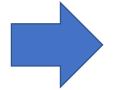
## Provider Agencies/Vendors

Provider agencies comply with the Cures Act and record and submit accurate EVV data to the state either via the state's EVV solution or a 3<sup>rd</sup> party solution.

## FAQ Answer: Data Aggregator and Portal

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

State EVV front-end solution



Third-party EVV front-end solution



State EVV Data Aggregator

## Frequently Asked Questions (FAQs)

#### **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

### 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

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 <a href="EVV@dds.ca.gov">EVV@dds.ca.gov</a> and request to be added to the notification list.

## **Questions/Comments**

