Electronic Visit Verification (EVV) Stakeholder Webinar

January 25, 2022

BDS | Department of Developmental Services

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."

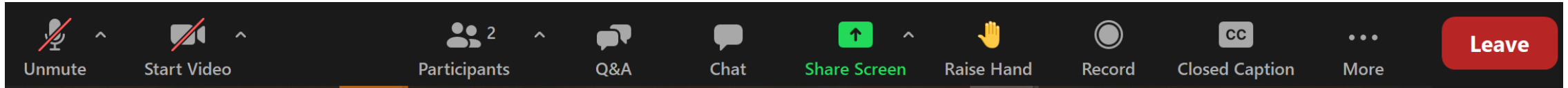ASL interpreters have been "Spotlighted" and live closed captioning is enabled

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

Materials are available at: https://www.dds.ca.gov/initiatives/ds-task-force/

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
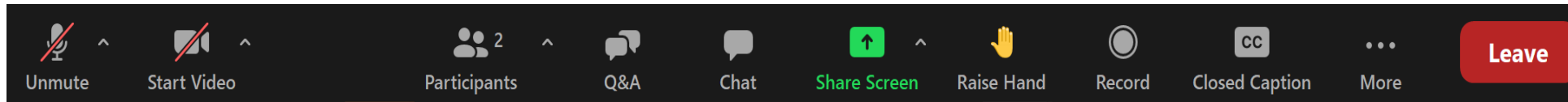- You will only see/hear DDS staff and presenters on screen

- 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

Welcome and Thank You for Joining!

Current Activities

        CalEVV System Launched January 1, 2022

        Schedule of Activities

Provider On-Boarding

Resources/Questions/Comments/Stay Connected

A time for questions and to provide comments.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Current Activities

CalEVV System-January 1, 2022

CalEVV Portal – The state's solution to collect EVV data directly from staff/DSPs

CalEVV Aggregator – The state's portal where data from all EVV solutions is gathered; the state's solution and 3rd party, or alternative, EVV solutions.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Planning
- Provider Forums
- ID providers
- EVV Website
- Outreach

Collaboration
- EVV System Demos
- EVV FAQs Posted
- Targeted Forums
- 3rd Party EVV

Training & Support
- Provider Support
- EVV System Training
- EVV System Access

CalEVV — CALIFORNIA ELECTRONIC VISIT VERIFICATION

Go Live January 2022

Adoption
- Cures Compliant
- Monitoring & Outreach
- Add'l Training & Onboarding

Compliance
- Program Reporting
- Targeted Training & Support
- CMS Certification

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Provider On-Boarding

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Provider On-Boarding

DDS has updated the electronic visit verification (EVV) webpage to include the steps needed for providers to start and complete their EVV on-boarding.

Visit https://www.dds.ca.gov/services/evv/ under the "Providers" tab

All personal care service providers are required to register in the portal to be able to send data to the California EVV system, either directly by staff/DSPs entering their EVV visit data in the state solution or by provider agencies sending aggregated data they collected using their alternate or 3rd party EVV solution.

If a provider does not register in the portal, they will not be able to send data to the California EVV system and will not be compliant with this regional center vendor requirement.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Provider On-Boarding

Identify if you are a provider of personal care services (PCS)

- Personal care services through the regional center are:
    - Respite (465, 862 and 864)
    - Supported Living Services (896)
    - Personal Assistance (062)
    - Home Maker (858 and 860)

*Self-Determination Program: TBD

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Provider On-Boarding

CalEVV or an Alternate EVV solution

CalEVV is an EVV system available to providers at no cost. This is what you will use when you are not currently using a third party, or alternate, system.

> On the DDS website is a demonstration of the CalEVV system, video recording and a transcript

Alternate EVV solution is what you will use if you are currently collecting data using a third party, or alternate, EVV system

> EVV may be a part of a system you're already using for case management or payroll

Tip:

If you register that you'll be using an Alternate EVV solution, you and that agency will be contacted for next steps. Those steps are on the "Providers" tab on the EVV webpage.

Provider On-Boarding

Self-Register

The self-registration link is posted to the DDS website at https://www.dds.ca.gov/services/evv/ under the "Providers" tab.

For assistance with self-registration, there is a quick reference guide posted and you can click on 'Help' on the menu in the portal.

Tips:

For providers of services through a regional center, you will enter your vendor ID as a part of self-registration, not any of the other provider IDs.

Directly after completing self-registration, you'll receive a CalEVV Identifier number. Hold onto it!

Provider On-Boarding

Complete initial training requirements

About 24-48 hours after completing self-registration, you will receive an email with a link to training which is required for the provider's administrator. Check your junk/spam folder for this email if it doesn't go directly to your inbox.

Go through the link and complete the required training.

Tip:

Once done with this training, you will have access to a certificate to download from that training site. Download it and hold onto it.

Provider On-Boarding

Receive a Welcome Kit

About 24-48 hours after your administrator completes the required initial training, you will receive an email with a Welcome Kit. The Welcome Kit provides you the tools you and your staff will need to access the CalEVV site and begin collecting EVV data. Check your junk/spam folder for this email if it doesn't go directly to your inbox.

Tips:

When you receive a link to register for webinar trainings, register for these trainings. Also, give this link to your staff to register for trainings specific to them.

The Welcome Kit gives you a STX number needed to access the CalEVV system and for your employees to log into the mobile app. Hold onto this STX number!

Provider On-Boarding

Attend available webinar trainings

These webinar trainings are California specific for how to access the CalEVV system, how to enter client and employee records, how to capture EVV visit data via the mobile app or through a phone call and how to review a visit to assure it's accurate.

Training sessions include:

System Overview: For anyone who will be entering the CalEVV system at the office

Data Entry: For anyone who will be entering consumer/client and employee information

Visit Capture: For staff/DSPs who will be recording visit data via mobile app or telephone

Visit Maintenance: For office staff who will be assuring visit data is correct/complete

Group Visits: How to record group visits and how to review them in CalEVV

Provider On-Boarding

Support

For support when these steps don't go as outlined, please email:

CACustomerCare@Sandata.com if you are using CalEVV

CAAltEVV@Sandata.com if you are using an Alternative EVV solution

EVV@dds.ca.gov for self-registration assistance, program/policy questions and to receive emails when there are updates regarding EVV

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Next Steps & Recap

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Next Steps & Recap

I am a **consumer/family member**, what do I need to know?

> 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 do I need to be doing now?

> Talk with your employer about your role and responsibilities in capturing EVV data when working with consumers.

Next Steps & Recap

I am a **service provider/self-vendored service provider** required to comply with EVV, what should I be doing now?

Follow the on-boarding steps outlined on the DDS EVV webpage. Complete self-registration and work through the steps to begin collecting EVV visit data.

Use the resources available to you.

Share this information with fellow providers in your community!

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

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 [EVV@dds.ca.gov](#) and request to be added to the notification list.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Questions/Comments