Electronic Visit Verification (EVV)

June 28, 2022

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

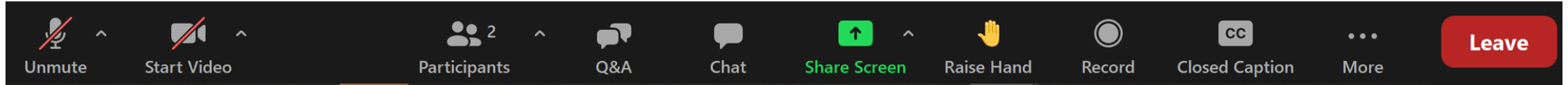This meeting is being recorded and will be posted to the DDS website

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

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

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

Agenda Items for Today

Welcome and Thank You for Joining!

Available Training & Resources

Updates in EVV Implementation

Next Steps

Additional Resources / Time for Questions & Comments / How to Stay Connected
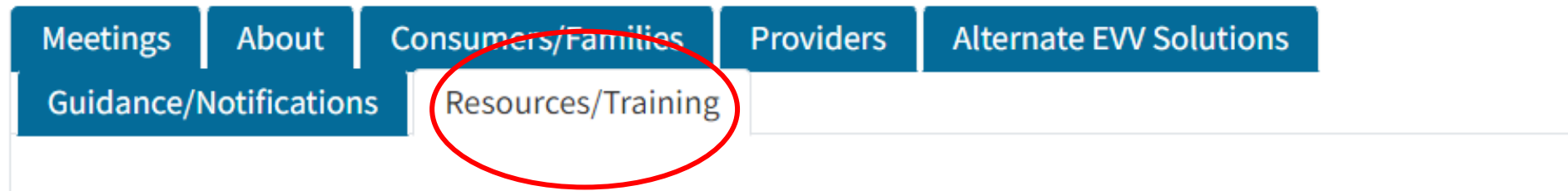
Available Training & Resources

Available Training – Videos

- For users of CalEVV, videos of various training topics are available

- Videos are hosted on the Sandata website and the DDS EVV webpage has links under the "Resources/Training" tab https://www.dds.ca.gov/services/evv/

Electronic Visit Verification (EVV)

The 21st Century CURES Act, signed into law in 2016, requires that States set up an EVV system to verify that services for all Medicaid-funded personal care and home health care services occurred. For more detailed information about EVV, please see the EVV FAQs in English or Spanish. More information is also available in the "About" section below.

| Meetings | About | Consumers/Families | Providers | Alternate EVV Solutions |

| Guidance/Notifications | Resources/Training |

Available Training – Quick Reference Guides

| Meetings | About | Consumers/Families | Providers | Alternate EVV Solutions |

| Guidance/Notifications | Resources/Training |

- Frequently Asked Questions – Updated Nov. 2021 – English | Español
- EVV Newsletters
- CalEVV System Training [NEW] – Below are two quick reference guide to access recorded training sessions hosted by Sandata Technologies on various topics. Each recording is less than 20 minutes and includes transcripts and closed captions. Each recording can be found in English-ASL, English and Spanish.
- **How to access the training:**
  - If you are a provider agency follow this quick reference guide [PDF]
  - If you are a direct support professional (DSP)/caregiver/staff, follow this quick reference guide [PDF]
- If you have any trouble accessing the trainings, please contact Customer Care at CACustomerCare@Sandata.com or (855) 943-6070 for technical assistance.

Quick reference guides available:

- One for provider agency administrators
- One for Direct Support Professional (DSP)/caregiver/staff

Available Training Topics

Training for administrators:
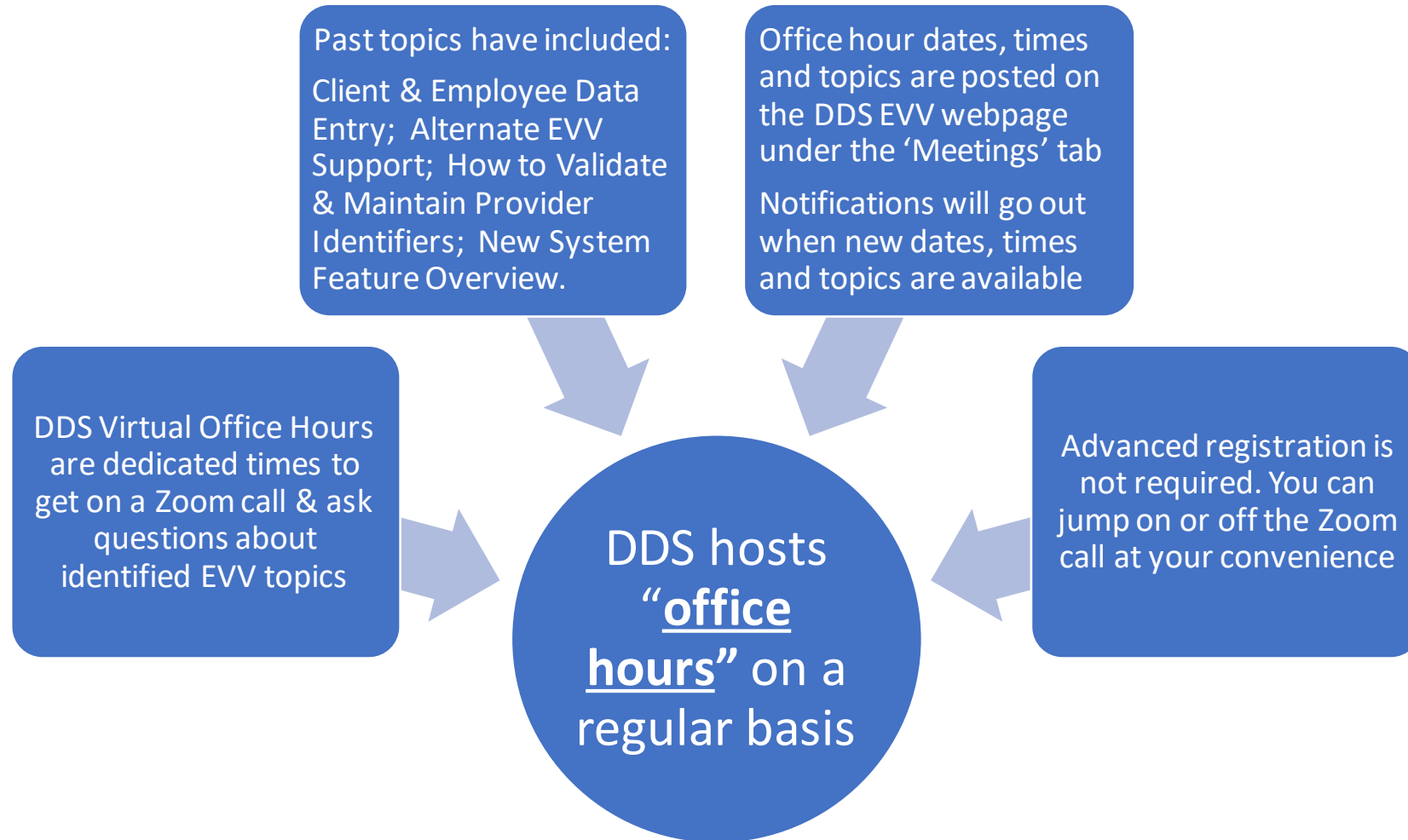
- CalEVV Overview: First time logging in and how to navigate the system
- Entering Data: Entering client and employee records
- Maintaining Visits: Reviewing visits for compliance and clearing exceptions

Training for DSPs/caregivers/ staff:

- Capturing Visits: Using the mobile app and calling in to record an EVV visit or a group EVV visit

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Available Resources – "Office Hours"

Past topics have included:

Client & Employee Data Entry; Alternate EVV Support; How to Validate & Maintain Provider Identifiers; New System Feature Overview.

Office hour dates, times and topics are posted on the DDS EVV webpage under the 'Meetings' tab

Notifications will go out when new dates, times and topics are available

DDS Virtual Office Hours are dedicated times to get on a Zoom call & ask questions about identified EVV topics

DDS hosts "office hours" on a regular basis

Advanced registration is not required. You can jump on or off the Zoom call at your convenience
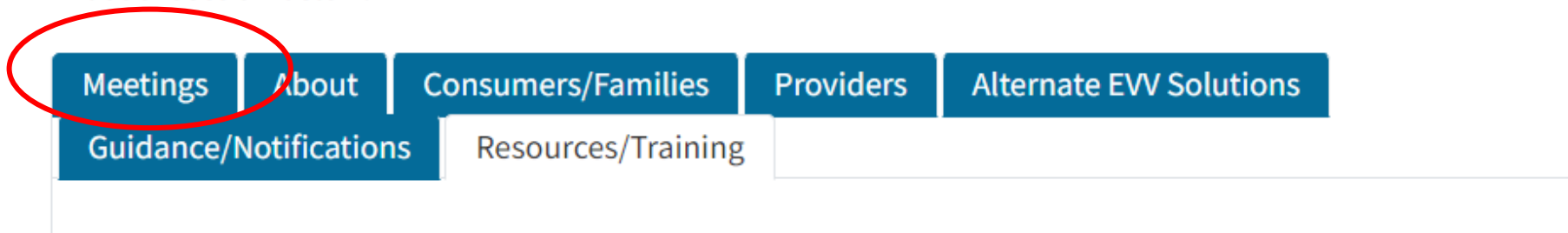
Available Resources – Webinars

- DDS hosts **webinars** on a regular basis where you can hear about new EVV information, ask questions during Q&A and provide comments/input on EVV implementation

- Frequent webinars were held beginning June 2021. Each webinar is posted to the DDS EVV webpage under the 'Meetings' tab at https://www.dds.ca.gov/services/evv/

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| Guidance/Notifications | Resources/Training |

Updates in EVV Implementation

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Updates in EVV Implementation

January 1, 2022:
Providers of personal care services (PCS) began using the system

January 1, 2023:
Providers of home health care services (HHCS) are targeted to begin using the system

January 1, 2023:
Providers in the Self-Determination Program (SDP) are also targeted to begin using the system

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EVV Regional Center Services/Codes

January 1, 2022: EVV began for Personal care services (PCS)

Respite: 465, 862 & 864

Supported Living Services: 896

Homemaker: 858 & 860

Personal Assistance: 062

January 1, 2023: EVV to begin for <u>newly identified</u> personal care services in the Self-Determination Program

Community Living Supports: 320

Homemaker: 313

Respite: 310

EVV Regional Center Services/Codes

January 1, 2023: EVV to begin for home health care services

Nursing: 460, 742, 744 & 361

And agencies providing:

      Home Health: 359, 854 & 856

      Speech, Hearing and Language: 372

      Speech: 707

      Occupational Therapy: 375 & 773

      Physical Therapy: 376 & 772

Next Steps

I am a **provider of personal care services**, what do I <u>**need**</u> to do at this point?

- Self-registration was to be completed by March 1, 2022. <u>Take the next steps!</u>
- Complete the required training.
- Provide the training information to your staff and assure that your staff are recording EVV visits.
- If you're using CalEVV, make sure your <u>client file is complete in the "Client/Payer" fields</u>.
- If you're using CalEVV or an Alternate EVV system, make sure you check under the 'Security' menu in the system to <u>make sure your Provider Identifiers are correct and complete.</u>

I am a **provider of home health care services, a provider or an FMS in the Self-Determination Program** preparing for EVV, what do I **need** to do at this point?

- Sign up to receive notifications from DDS so you know when you can get started in the process.
- Attend webinars and office hours to help prepare you for January 1, 2023.
- Begin conversations with the consumers you serve and your staff regarding EVV.
  - Use the resources on the DDS EVV webpage to help these conversations
- **Anticipate self-registration to open in early fall 2022**.

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Additional Resources

More information can be found on the DDS EVV webpage:

https://www.dds.ca.gov/services/evv/

Including links to:

DDS EVV FAQs: https://www.dds.ca.gov/wp-content/uploads/2021/11/EVV_FAQ_11102021.pdf

DHCS EVV Stakeholder Website: https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx

Medicaid.gov EVV Guidance Documents: https://www.medicaid.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evv/index.html

Additional Resources

Technical questions:

For providers using the CalEVV system:

Customer Care at Sandata at (855) 943-6070 or at CACustomerCare@sandata.com

For providers using Alternate EVV solutions or for Alternate EVV solution companies:

Alt Customer Care at Sandata at (855) 943-6069 or at CAAltEVV@sandata.com

Other questions and/or to be added to the email notification list:

EVV@dds.ca.gov

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Questions/Comments