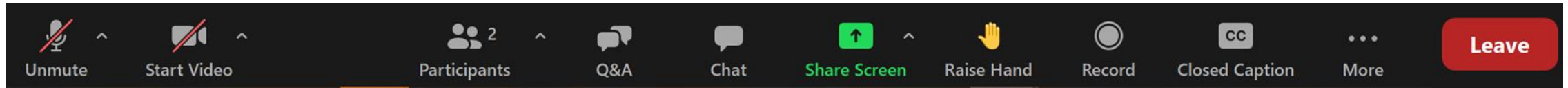


Electronic Visit Verification (EVV) Regional Center Update & Overview

July 26, 2022



HOUSEKEEPING



Raise your hand or use chat to ask a question or make a comment

Leave the webinar at the end of the meeting



Panelists and attendees have video and microphone available



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



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



Submit written comments and questions also via email to EVV@dds.ca.gov

Agenda Items for Today

Welcome and Thank You for Joining!

- Back-to-Basics
- EVV Project Activities
- Status: Personal Care Service Providers
- Home Health-Care Service Implementation
- Self-Determination Program Implementation
- Additional Resources

Back-to-Basics



EVV: Federal Requirement

The Federal 21st Century CURES Act requires that States set up a telephone- and computer-based system that electronically verifies when personal care and home health care services are provided in the home.

EVV solutions must electronically verify 6 data points:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Person providing the service
- Time the service begins and ends

EVV: Open Vendor Model Approach

Service providers have a choice in how they collect EVV data

- Use the State's solution (CalEVV)
- Use their own solution (Alternative Solution)

All EVV solutions are required to

- Electronically capture the 6 data points
- Transmit the 6 data points to the State's CalEVV Aggregator

Providers indicate their EVV solution choice when they complete self-registration.

All providers must complete self-registration.

EVV: State's EVV Contractor

Sandata Technologies, LLC is the State's contractor for EVV

In collaboration with the State Departments:

- Provide the data collection solution, CalEVV, at no cost to providers
- Provide the CalEVV Aggregator where EVV data from all solutions is collected
- Provide initial and on-going technical assistance and training needed to use CalEVV & CalEVV Aggregator
- Track trends in EVV data
- Compile and analyze statewide EVV data for reporting to CMS

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 newly identified 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

EVV: RC FAQs

EVV does not change how or where services are provided

EVV does not replace or communicate with the eBilling system

EVV is required for identified services that start or stop in the consumer's home

Live-in staff are not required to capture EVV data: January 2022 Guidance

EVV Project Activities



EVV Project Activities

2021

2022

2023

Dec

Feb

Apr

Jun

Aug

Oct

Dec

Today

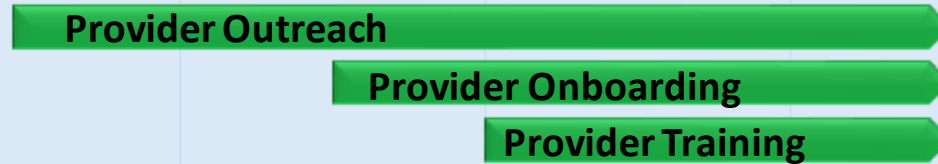
Go Live 🚩 Jan 1

Personal Care Services (PCS)



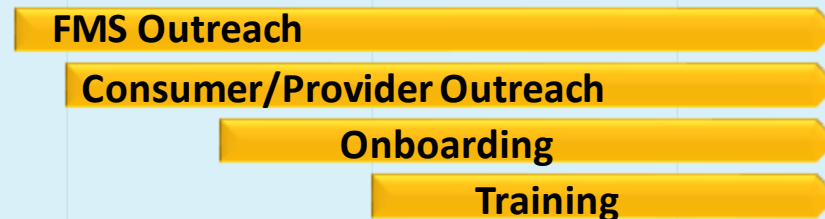
Home Health Care Services (HHCS)

Go Live 🚩 Jan 1



SDP (PCS & HHCS)

Go Live 🚩 Jan 1



Status: PCS Providers



Reporting to CMS

The State is required to report EVV information to CMS

Verification that the state has a federally compliant system available for providers

- As of January 1, 2022 and a Certification Review in September 2022

The number of providers registered in the State's system

- January 2022, March 2022 and September 2022 (possibly more)

Key Performance Measures (KPIs)

- June 2022, and quarterly on an on-going basis

Provider Self-Registration

In January, DDS offered updated provider registration information to regional centers to support targeted outreach

- High registration compliance in some areas is direct result of regional center outreach

February 2022 Guidance: Providers of personal care services subject to EVV, were required to complete self-registration by March 1, 2022.

- Saw a slight increase in registration compliance

Updated lists of personal care service providers and their registration status will be sent to regional centers to assist in continued targeted outreach in the self-registration requirement

Status: PCS Providers

Reporting to CMS: Registration

Data Reported as of January 7, 2022

| | | | |
|-----------|---------------------|----------------|-----|
| Statewide | 2,295 PCS Providers | 596 Registered | 26% |
| DDS | 2,112 PCS Providers | 510 Registered | 24% |

Data Reported as of March 28, 2022

| | | | |
|-----------|---------------------|----------------|-----|
| Statewide | 1,604 PCS Providers | 727 Registered | 45% |
|-----------|---------------------|----------------|-----|

Reporting to CMS: KPIs #1-5

KPI #1: Association of EVV Records to Claim / Encounter

KPI #2: EVV Record Match Against Approved Services, Providers, and Units

KPI #3: EVV Records Without Manual Edits

KPI #4: EVV System Availability

KPI #5: Privacy and Security

Through outreach, training and data integrity, our focus in the coming months will be to improve KPI#1.

- First quarter: 2.4% of claims had matching EVV visits

Improving Data & Reporting: KPI #1

Outreach

Regional centers conduct targeted outreach to increase registration

DDS/EVV Project Team conduct targeted outreach to increase system usage

Training

DDS conduct Office Hours to address specific topics and answer various provider questions

EVV Project Team posted training on various topics to increase system understanding

Data Integrity

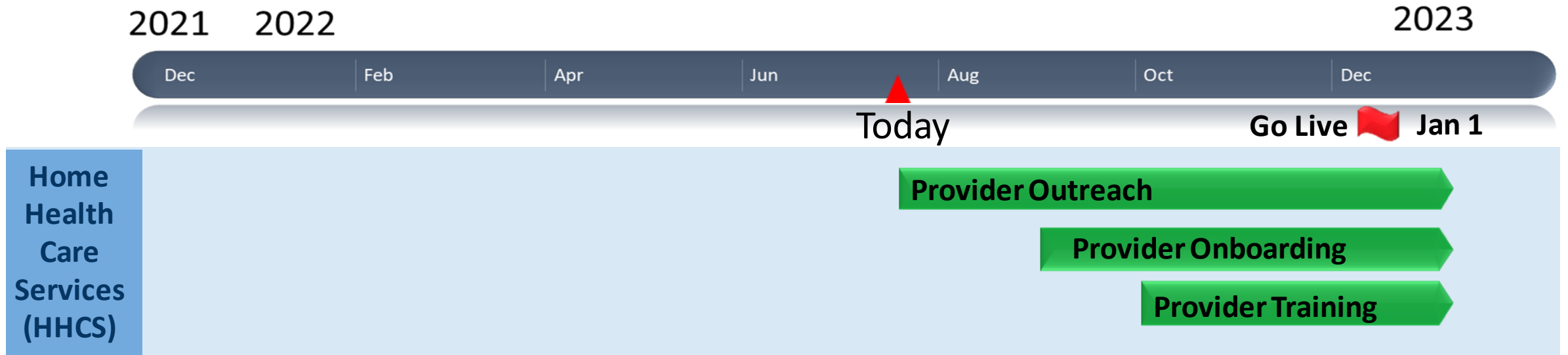
DDS contacting each provider with data entry errors; provider IDs, Client-Payer records, etc.

HHCS Implementation



HHCS Implementation

EVV Project Activities



Provider Self-Registration

DDS will supply a list of home health care service providers in the late summer

During the onboarding timeframe, DDS will supply their registration status

We encourage Regional Centers to request updated registration for targeted outreach

Once providers are registered, and through January 2023

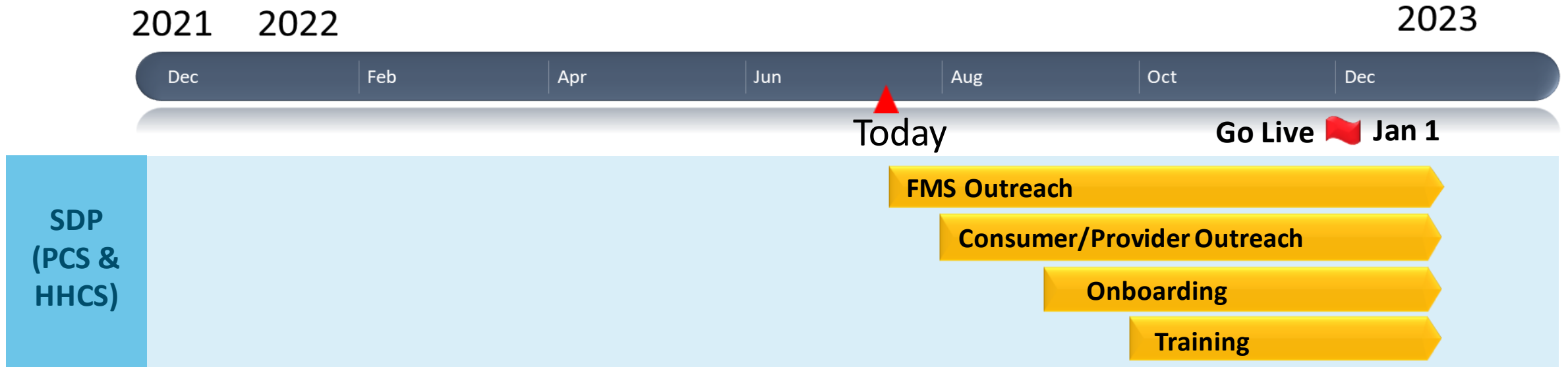
- Provider training
- Webinars
- Office Hours
- Targeted outreach

SDP Implementation



SDP Implementation

EVV Project Activities



Outreach Activities

Onboarding for each FMS will be different

- **Current registration status**
 - 7 of the 10 SDP FMS providers are already registered
- **System they choose to use to collect EVV visit data**
 - 6 of those 7 registered are using an Alternate EVV system
 - 1 registered to use CalEVV
- **Which model(s) of FMS service they provide**
 - Bill Payer, Co-Employer and/or Sole Employer

DDS will conduct targeted outreach to SDP FMS providers beginning in August

FMS Feedback

- Communication is key to success
 - Meet often with all involved to streamline the implementation
 - Start communicating with consumers and parents early
 - Plan language materials
- Important to identify possible issues/barriers
 - Different SDP FMS Models
 - Caregiver compliance with EVV
 - On-going EVV maintenance/audit responsibilities (FMS & consumer roles)
- Connectivity issues for caregivers in rural areas

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 technical questions or issues in using the CalEVV system:

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

For technical questions or issues in using Alternate EVV solutions:

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

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

EVV@dds.ca.gov

Questions/Comments

