

Electronic Visit Verification (EVV)

August 23, 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

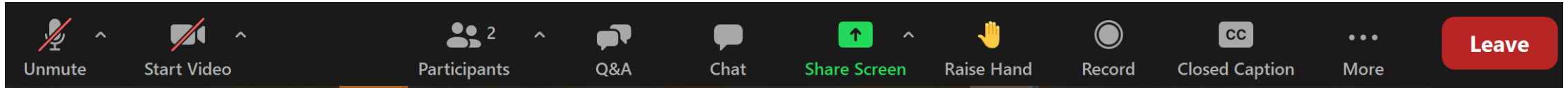


Materials will be available at: <https://www.dds.ca.gov/services/evv/>



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!

- EVV Project Activities
 - Personal Care Services (PCS)
 - Home Health Care Services (HHCS)
 - Self-Determination Program (SDP)
- Next Steps
- Additional Resources

EVV Project Activities



EVV Project Activities

2021

2022

2023

Dec

Feb

Apr

Jun

Aug

Oct

Dec

Go Live  Jan 1

Today 

Personal
Care
Services
(PCS)

Provider Onboarding

Provider Training

Home
Health
Care
Services
(HHCS)

Go Live  Jan 1

Provider Outreach

Provider Onboarding

Provider Training

SDP
(PCS &
HHCS)

Go Live  Jan 1

FMS Outreach

Consumer/Provider Outreach

Onboarding

Training

Personal Care Services

Onboarding – Provider Self-Registration

Personal Care Services (PCS): Providers required to self-register by March 1, 2022:

- Respite – 465, 862 & 864
- Homemaker – 858 & 860
- Supported Living Services – 896
- Personal Assistance – 062

Regional Centers are following up with their personal care service providers who have not yet completed self-registration.

Statewide registration numbers reported to CMS March 28, 2022

1,604 PCS Providers

727 Registered

45%

Improving EVV Data

Correcting/Maintaining Provider Identifiers

Providers log into their CalEVV system and go to 'Security' on the left-hand side menu

Select 'Manage Provider Identifiers'

Make sure each regional center and vendor ID is present; update if not

Assuring Clients are linked to Regional Centers and Authorized Services

CalEVV users log into their accounts and go to 'Data Entry' on the left-hand side menu

Select 'Client'

Open each client record and check that the 'Client-Payer' section is complete

To be notified when these topics are covered in upcoming office hours: EVV@dds.ca.gov.

Onboarding – Provider Self-Registration

Home health care services (HHCS) – Providers *new* to EVV will register in early September 2022

- Nursing – 460, 742 & 744
- And agencies providing:
 - Home Health – 854 & 856
 - Speech – 707
 - Occupational Therapy – 773
 - Physical Therapy – 772

Existing PCS providers who need to add HHCS services **do not register again.**

Regional Centers will notify their home health care service providers when registration is open.

To be notified by DDS when HHCS registration is open: EVV@dds.ca.gov

Onboarding – Training, EVV Data Collection & Submission

Once registration is completed, providers will follow the same onboarding activities

Support for onboarding is available through

- Provider trainings
- Webinars
- Office Hours
- DDS EVV inbox at EVV@dds.ca.gov
- Sandata Customer Care at CACustomerCare@sandata.com or (855) 943-6070

Self-Determination Program

Outreach Activities – Service Codes

Self-Determination Program Personal Care Services (PCS)

- Community Living Supports – 320
- Homemaker – 313
- Respite – 310

Self-Determination Program Home Health Care Services (HHCS)

- Nursing – 361
- And agencies providing:
 - Home Health – 359
 - Speech, Hearing and Language – 372
 - Occupational Therapy – 375
 - Physical Therapy – 376

Self-Determination Program

Outreach Activities – FMS Providers

Onboarding for each FMS provider 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 has begun targeted outreach to SDP FMS providers

Self-Determination Program

FMS Feedback

Communication is key to success

- Meet often with all involved to streamline the implementation
- Start communicating with **consumers and families**
- Plain 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

Self-Determination Program

Outreach Activities – Consumers & Families

With consumer, family, FMS and RC input, we're developing

- Plain language materials
- Updates to the DDS EVV webpage

We have plans to host

- SDP specific webinars
- Targeted office hours

With the information we learn from the consumers, families and FMS providers, onboarding activities will begin.

Next Steps



Next Steps – Providers of Personal Care Services

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

- Self-registration was to be completed by March 1, 2022. Take the next steps!
- 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 client record is complete in the "Client/Payer" section.
- If you're using CalEVV or an Alternate EVV system, make sure you check under the 'Security' menu in the system to make sure your Provider Identifiers are correct and complete.

Next Steps – Providers of Home Health Services

I am a **provider of home health care services** 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 self-registration, in early September 2022
- 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 completing self-registration in September 2022 and then complete the onboarding steps prior to January 1, 2023**

Next Steps – Providers, Consumers/Families of SDP Services

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

- Sign up to receive notifications from DDS.
- Attend webinars and office hours to help prepare you for your role in EVV.
- Have conversations using the resources on the DDS EVV webpage.
- **Anticipate onboarding activities to begin in early fall 2022.**

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

