Electronic Visit Verification (EVV)

September 27, 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

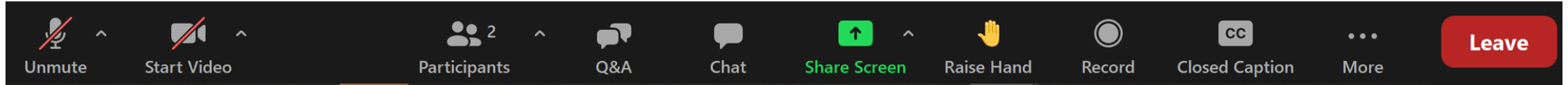This meeting is being recorded and will be posted to the DDS website

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!

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

Back-to-Basics

Back-to-Basics

Common Terms/Acronyms

EVV – Electronic visit verification (EVV) is a telephone- and computer-based system that electronically verifies when in-home visits occur

PCS – Personal care services

HHCS – Home health care services

CalEVV Solution – EVV State supplied EVV collection system

Alternate EVV Solution – An EVV collection system selected by a provider agency other than from the CalEVV solution

CalEVV Aggregator – The system that collects and stores all EVV records from provider agencies

Back-to-Basics

EVV is a 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

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Back-to-Basics

EVV in CA: 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 (**Alternate EVV 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.

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Back-to-Basics

Data Collection & the Aggregator

■ Provider EVV Data Entry

■ EVV Data Storage, Access and Reporting

Alternate EVV Solution

CalEVV – The State EVV Solution → **CalEVV Aggregator**

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Back-to-Basics
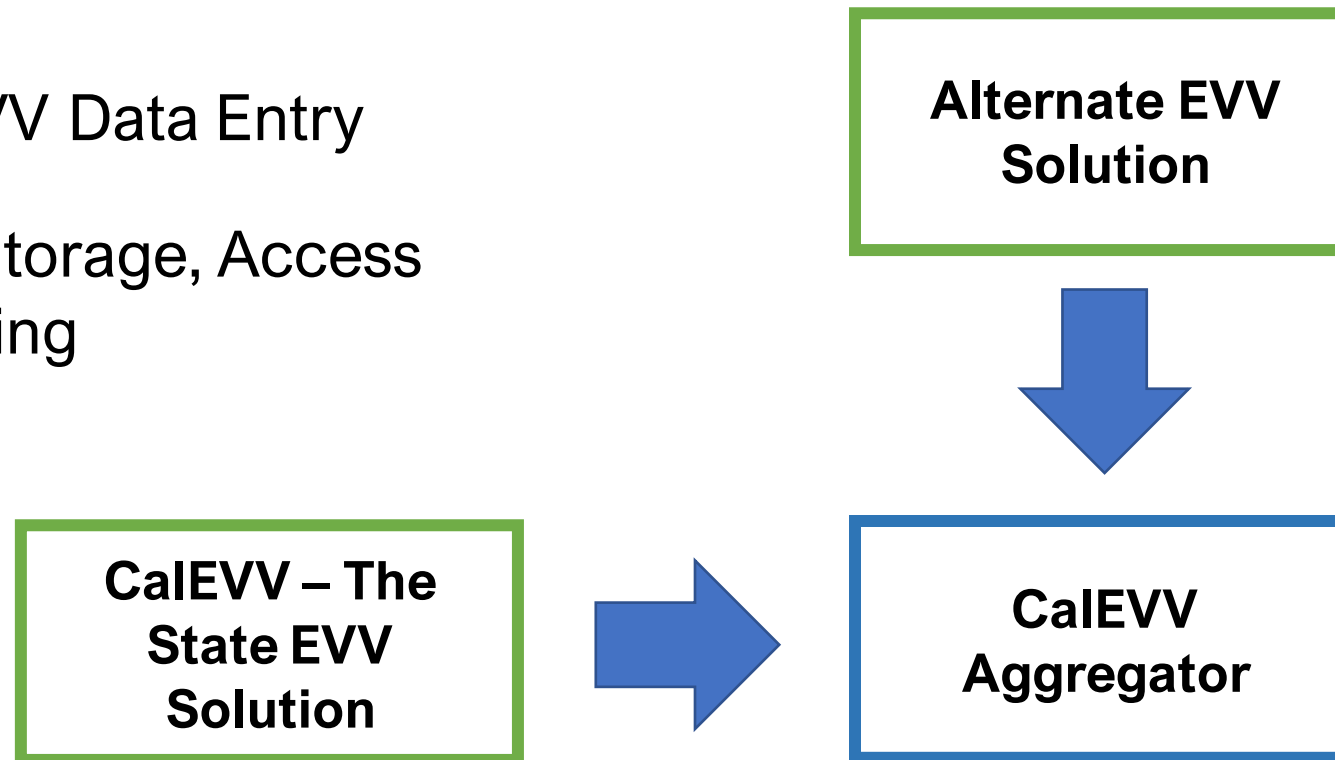
State's EVV Contractor

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

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Back-to-Basics

Answers to most Frequently Asked Questions

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

The CalEVV mobile application captures location at the time of clocking-in and when clocking-out; it does not track location outside of those times

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EVV Project Activities

EVV Project Activities
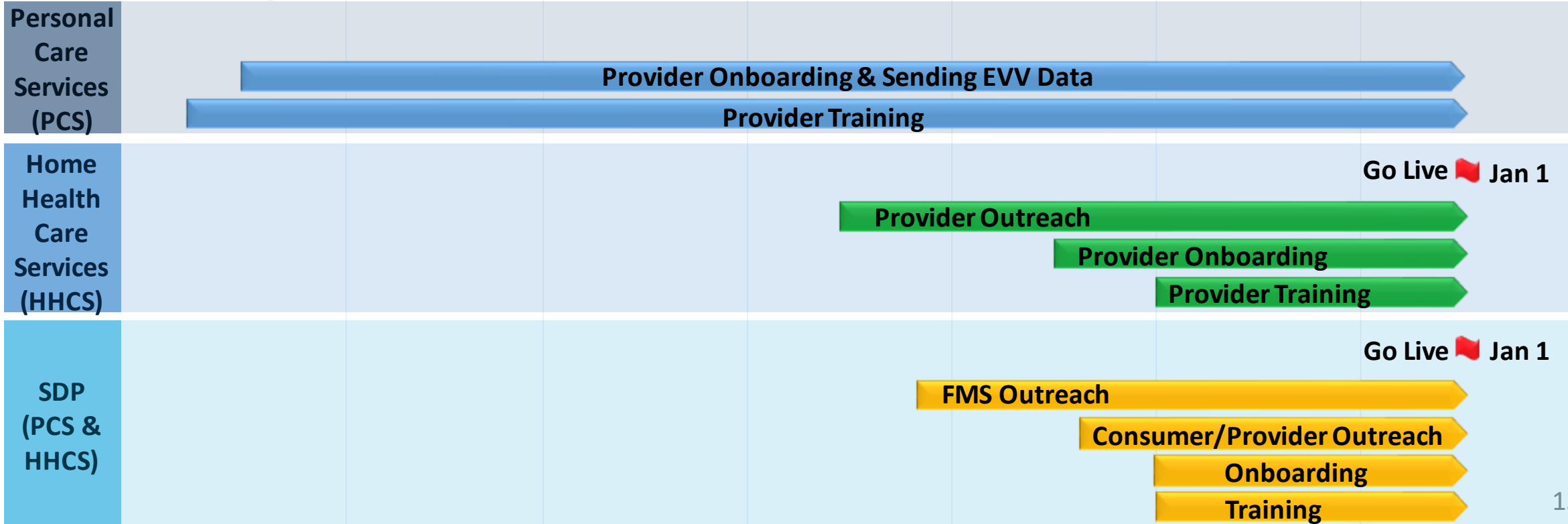
Personal Care Services

Status

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.

1,604 PCS Providers	814 Registered	51%

The state project team is reaching out to providers who are not continuing the onboarding process

Personal Care Services

Improving 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

These topics are covered in upcoming office hours and in a quick reference guide posted to the DDS webpage

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Home Health Care Services

Status

<u>Self-registration is open for home health care services!</u>

Regional Centers are contacting their home health care service providers about registration. Providers can also visit the DDS EVV webpage and get started.

<u>Home health care services & codes subject to EVV</u>

Nursing: 460, 742 & 744

And agencies providing:
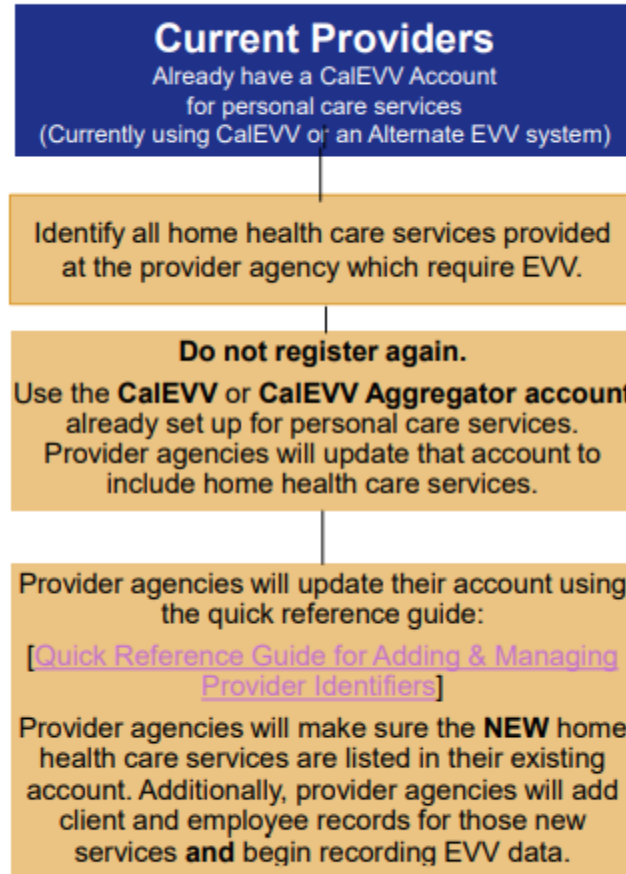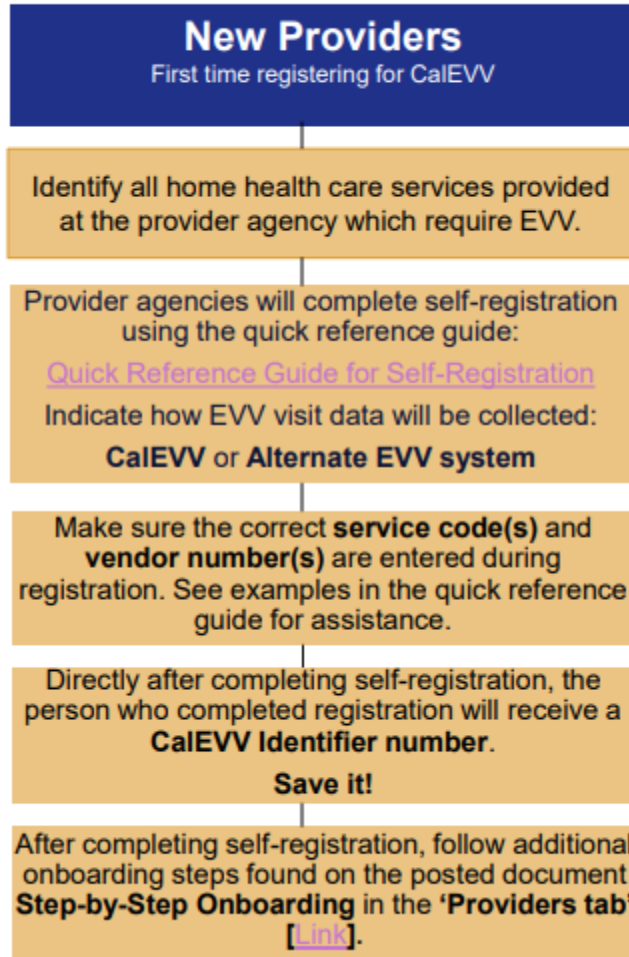
  Home Health: 854 & 856

  Speech: 707

  Occupational Therapy: 773

  Physical Therapy: 772

Please Note: Existing PCS providers who need to add HHCS services do not register again.

Home Health Care Services

HOME HEALTH CARE SERVICE PROVIDERS: SELF-REGISTRATION PROCESS

New Providers
First time registering for CalEVV

Identify all home health care services provided at the provider agency which require EVV.

Provider agencies will complete self-registration using the quick reference guide:

Quick Reference Guide for Self-Registration

Indicate how EVV visit data will be collected:

CalEVV or Alternate EVV system

Make sure the correct **service code(s)** and **vendor number(s)** are entered during registration. See examples in the quick reference guide for assistance.

Directly after completing self-registration, the person who completed registration will receive a **CalEVV Identifier number.**

Save it!

After completing self-registration, follow additional onboarding steps found on the posted document **Step-by-Step Onboarding** in the 'Providers tab' [Link].

Current Providers
Already have a CalEVV Account for personal care services
(Currently using CalEVV or an Alternate EVV system)

Identify all home health care services provided at the provider agency which require EVV.

Do not register again.

Use the **CalEVV** or **CalEVV Aggregator account** already set up for personal care services. Provider agencies will update that account to include home health care services.

Provider agencies will update their account using the quick reference guide:

[Quick Reference Guide for Adding & Managing Provider Identifiers]

Provider agencies will make sure the **NEW** home health care services are listed in their existing account. Additionally, provider agencies will add client and employee records for those new services **and** begin recording EVV data.

HHCS Service codes
460 Participant-Directed Nursing
742 Licensed Vocational Nurse
744 Registered Nurse
And agencies providing:
854 Home Health, Agency
856 Home Health Aide
707 Speech Pathology
773 Occupational Therapy
772 Physical Therapy

Please reference the service code guidance [Link Here]

Contact information
Registration Assistance at Sandata:
1-855-943-6070 or
CACustomerCare@sandata.com

DDS EVV Email: EVV@DDS.CA.GOV

DDS EVV Webpage:
https://www.dds.ca.gov/services/evv/

Home Health Care Services

Ongoing Provider Activities

Once registration is completed, providers will continue onboarding activities to include:
Training, EVV Data Collection & EVV Data Submission

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

EVV 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

Upcoming Outreach Activities

Plan to host:

- SDP specific webinars
- Targeted SDP office hours

Plan to Develop:

- Plain language materials
- Updates to the DDS EVV webpage

Information we learn will continue to shape EVV implementation for SDP

Next Steps

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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 record is complete in the "Client/Payer" section</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>

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I am a **provider of home health care services**, what do I **need** to do at this point for EVV?

- **Self-registration is now open for home health care service providers**
  - Please complete self-registration if you are a **New provider** to EVV.
  - If you are a personal care services provider and have already registered, use your current CalEVV or CalEVV Aggregator account to add any **NEW home health care services**.
- Continue attending webinars and office hours to help you with onboarding.
- **Complete the onboarding steps before January 1, 2023**

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I am **an FMS provider, SDP participant, family member or provider of personal care or home health care services in the Self-Determination Program** preparing for EVV, what do I **<u>need</u>** 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 October 2022**.

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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

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

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Questions/Comments