

Electronic Visit Verification (EVV)

October 25, 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

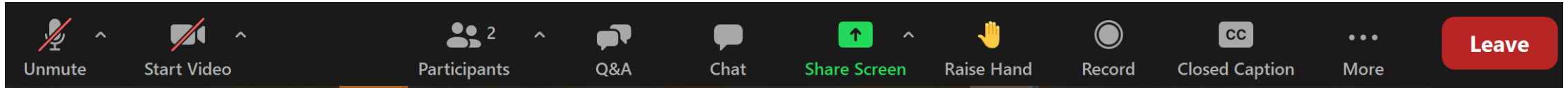


Materials will be available at: <https://www.dds.ca.gov/services/evv/>



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!

- Most common FAQs
- Current EVV Activities
 - Personal Care Services (PCS)
 - Home Health Care Services (HHCS)
 - Self-Determination Program (SDP)
- Next Steps
- Resources

Answers to most Frequently Asked Questions

Electronic visit verification, or EVV, is a federal requirement to electronically capture personal care and home health care services provided in the home

EVV does not change how or where services are provided

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

EVV does not replace or communicate with the eBilling system

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

Current EVV Activities



Current EVV Activities

Personal Care Services

EVV for personal care services went live January 1, 2022

Reminder of personal care services/codes:

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

Regional Centers, DDS and Sandata team are contacting providers regarding EVV requirements

Personal Care Services

Actions required

- Complete self-registration
- Complete the required training
- Send complete EVV visit data
 - Visits are required to have the 6 EVV data points
- When sending complete EVV visit data, make sure data is 'linked' correctly
 - Correcting providers identifiers: making sure each vendor ID and RC
 - Each client record has an identified RC and approved service
 - Your Alternate EVV company has sent over all client and employee records before sending EVV visit data

Current EVV Activities

Home Health Care Services

Self-registration is open for home health care services!

Home health care services/codes

Nursing: 460, 742 & 744

And agencies providing:

Home Health: 854 & 856

Speech: 707

Occupational Therapy: 773

Physical Therapy: 772

Please Note: If a provider has already completed a self-registration for personal care services, do not register again. Add home health care services to your existing EVV system.

Current EVV Activities

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/>

Current EVV Activities

Home Health Care Services

Support for onboarding is available through

- Provider and staff training
 - Recordings
 - Live webinars only through December
- DDS hosted webinars
- Office Hours
- DDS EVV inbox at EVV@dds.ca.gov
- Sandata Customer Care at CACustomerCare@sandata.com or (855) 943-6070

Home Health care services are scheduled to go live January 1, 2023.

Use the tools and resources available

Self-Determination Program

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

Outreach to the FMS Providers

Started outreach in August

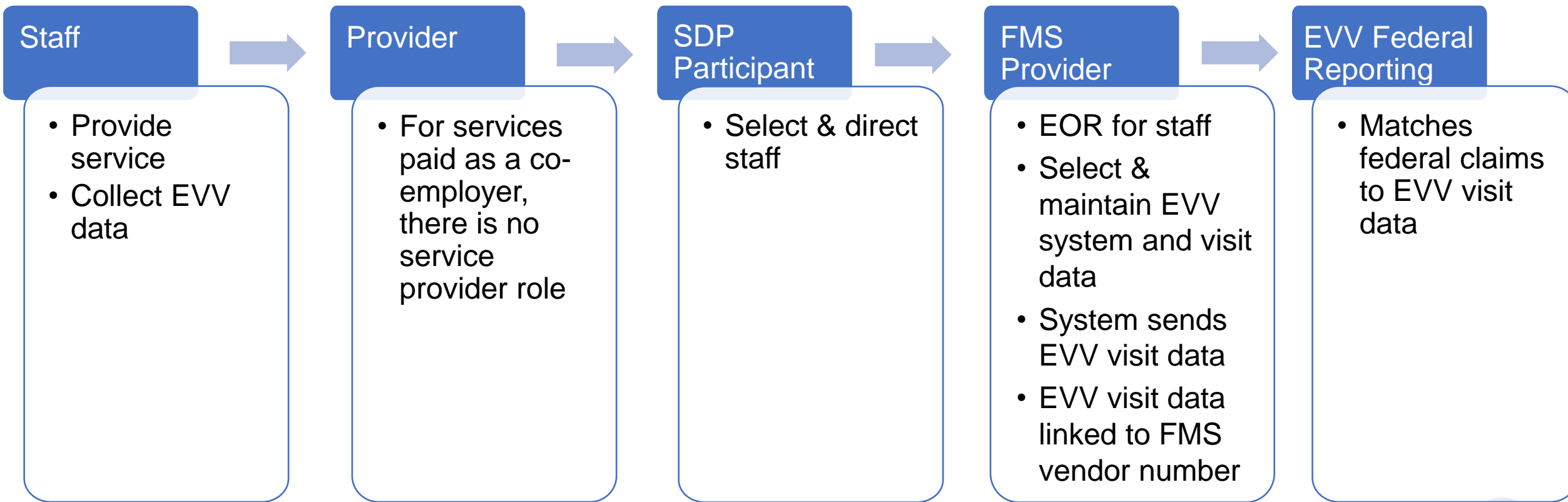
- Met with 6 FMS Providers separately
- Reviewed EVV data flow; discussed current FMS status with EVV; asked and answered questions

Status:

- 8 FMS Providers are already in the CalEVV system
 - Traditional services or in anticipation of SDP EVV roll out
- 7 of those are using an Alternate EVV system
 - Staff are using/will be using a timekeeping system with EVV included

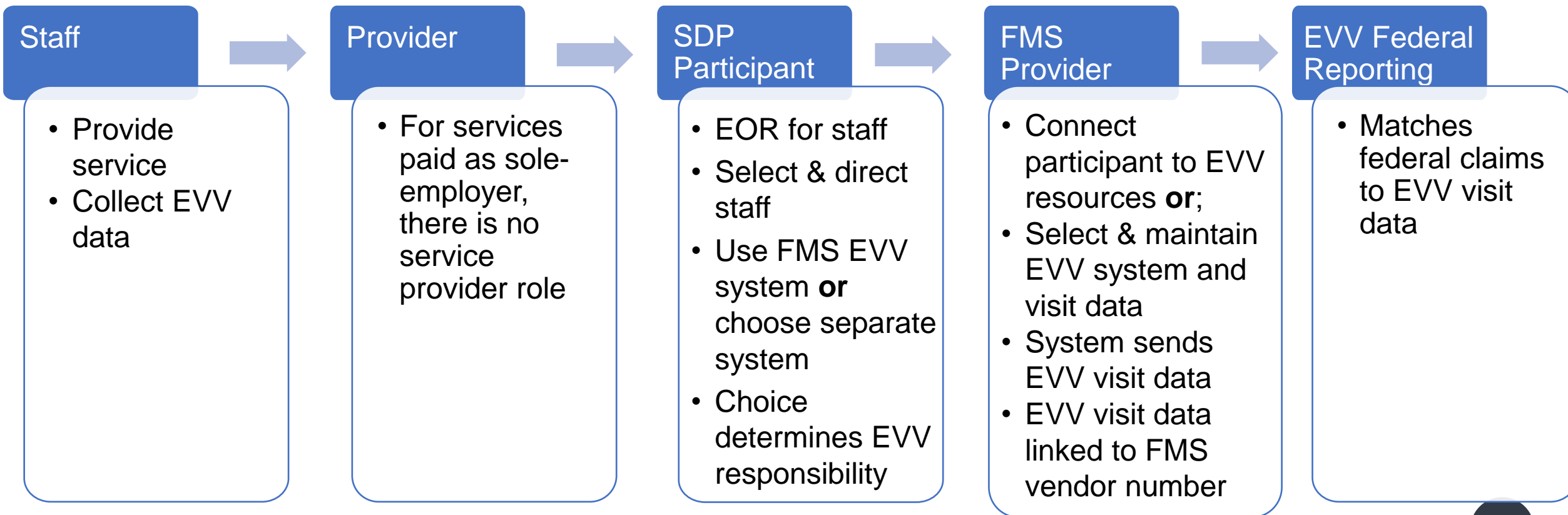
Current EVV Activities

EVV Flow: Co-Employer Services



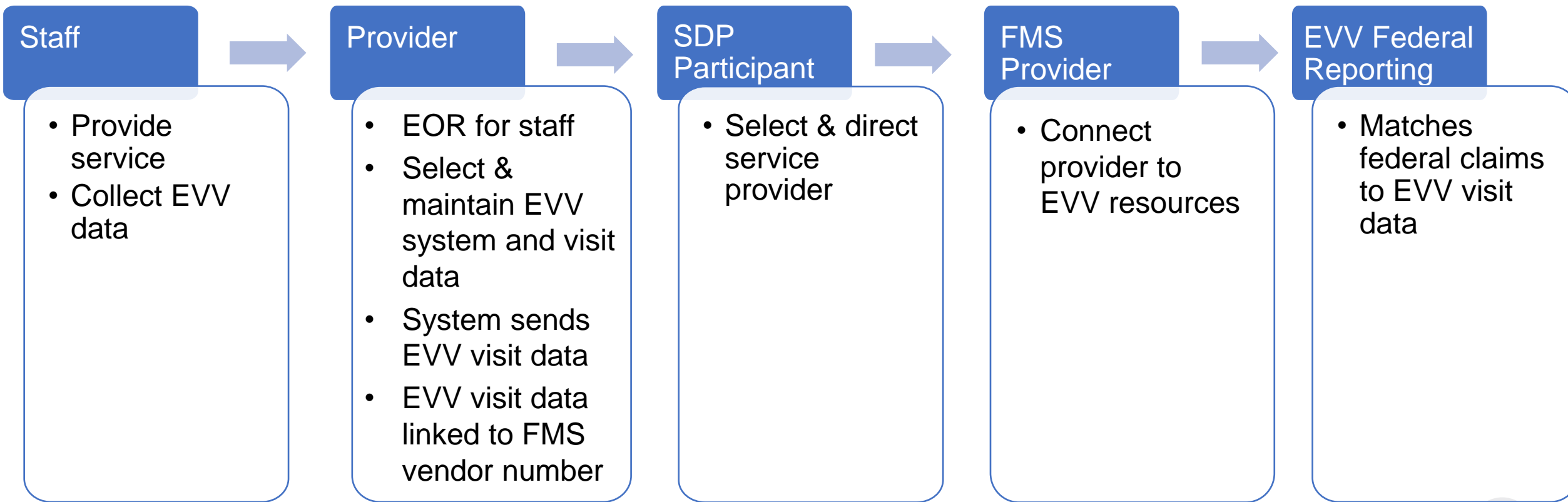
Current EVV Activities

EVV Flow: Sole-Employer Services



Current EVV Activities

EVV Flow: Bill Payer Services



Implementation: Co-Employer Model

The FMS is the employer of record

- Participant
 - Continues as they normally do; hiring, scheduling, etc.
 - Works with the FMS to inform their staff about EVV and training, as needed
- FMS
 - Registers SDP participant and their staff in the FMS' EVV system
 - Assures the EVV data is sent to the CalEVV Aggregator

Regional Center assists with outreach and communication

Implementation: Sole Employer Model

The participant is the employer of record

- Participant
 - Continues as they normally do; hiring, scheduling, etc.
 - Works with the FMS to inform their staff about EVV and training, as needed
 - Can choose to use their own EVV system
- FMS
 - Registers SDP participant and their staff in the FMS' EVV system *or* connects the participant with EVV resources to use their own system
 - Works with the participant to help assure the EVV data is sent to the CalEVV Aggregator

Regional Center assists with outreach and communication

Implementation: Bill Payer Model & Bill Payer Services

The provider agency is the employer of record

Providers include:

- Vendored providers
- Independent providers
- Community businesses/companies

Final focus of EVV implementation in the SDP

More information for these services to come

Upcoming Outreach Activities

DDS hosting:

- SDP specific webinar
- Targeted SDP office hours
 - Dates and times are on the EVV webpage

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



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.
- If inadvertently registered more than once, contact DDS at EVV@ddds.ca.gov to determine next steps

Next Steps – Providers of Home Health Services

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**

Next Steps – Providers, Consumers/Families of SDP Services

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 **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, use available resources and ask questions.**

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>

Questions/Comments

