

# Electronic Visit Verification (EVV)

November 29, 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

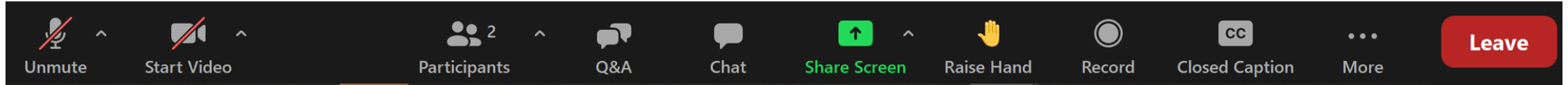


Materials will be available at: <https://www.dds.ca.gov/services/evv/>



Submit written comment via email to [EVV@dds.ca.gov](mailto: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

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Welcome and Thank You for Joining!

- EVV Project Activities
- Provider Compliance
  - ✓ Action Required
  - ✓ In the CalEVV System
- Quick FAQs
- Next Steps
- Resources

# EVV Project Activities



# EVV Project Activities-Implementation

2021

2022

2023

Dec

Feb

Apr

Jun

Aug

Oct

Dec

Go Live  Jan 1

Today 

Personal  
Care  
Services  
(PCS)

Provider Onboarding & Sending EVV Data

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

# EVV Project Activities-Maintenance & Operation

2023

Jan

Feb

Mar

PCS &  
HHCS  
Services

Current Providers-Sending EVV Data

New Providers-Onboarding and Sending EVV Data

Targeted Outreach

SDP

Additional Outreach

Material Development

Bill Payer Providers & Services – Onboarding and Sending EVV Data

# Provider Compliance





## Reporting

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The State is required to report EVV information

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

- As of January 1, 2022, and completed a Certification Review in September 2022
- Awaiting CMS reply and approval

The number of providers registered in the State's system

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

Key Performance Indicators (KPIs)

- January-March 2022 data reported in June 2022
- Quarterly on an on-going basis
- Currently reporting on PCS, HHCS reporting begins with January 2023 data

# Provider Compliance

## Reporting: 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% |
|-----------|---------------------|----------------|-----|

### Data Reported as of September 6, 2022

|           |                     |                |     |
|-----------|---------------------|----------------|-----|
| Statewide | 1,604 PCS Providers | 814 Registered | 50% |
|-----------|---------------------|----------------|-----|

## Reporting: KPIs

The number of claims for federal funding that had associated EVV visit(s)

- First quarter: 2.4% of claims had matching EVV visits
- Second quarter: 9.53% of claims had matching EVV visits

The number of EVV visits without manual edits

- First quarter: 66.1% of EVV visits did not have manual edits
- Second quarter: 60.0% of EVV visits did not have manual edits

Through outreach, training and data integrity,  
our continued focus will be to improve these KPIs.

## Action Required



# Action Required

## Provider Onboarding & Sending Data

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- Complete self-registration (Only if you have never registered before and are subject to EVV)
- Complete the required training
- Capture **complete** EVV visit data
  - Visits are required to have “Verified” status **(6 EVV data points)**
- When capturing complete EVV visit data, make sure data is **‘linked’** correctly
  - Complete client records: An identified RC and approved service
  - Provider identifiers: Make sure each vendor ID and RC is listed
  - Your Alternate EVV company has sent over all client and employee records before sending EVV visit data

# Action Required

## Alternate EVV System

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- Client and employee records are sent **before** sending EVV visit data
- EVV data is sent to the CalEVV Aggregator **daily**
- **Verify data** sent to the CalEVV Aggregator by logging into your Aggregator account
- **Outreach** by Sandata is occurring to providers and Alternate EVV companies
- DDS will be sending a **survey** to Alternate EVV companies to gather feedback

**In the CalEvv System**  
Complete EVV Visits,  
Complete Client Records &  
Provider Identifiers

## Quick FAQs





## Answers to most Frequently Asked Questions

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EVV does not change how or where services are provided

EVV is required for identified services in the participant's home; that includes when services start or stop in the participant'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

## Newly Posted

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### Common EVV terminology

Services provided to children in the Early Start program are not subject to EVV. These services are governed and funded by Part C of the Individuals with Disabilities Education Act (IDEA).

To receive an email notification when DDS has updates regarding EVV please email [EVV@dds.ca.gov](mailto:EVV@dds.ca.gov) and request to be put on the DDS EVV notification list

## Next Steps



# Next Steps

I am a **provider**, what do I **need** to do at this point?

- ✓ Complete Self-registration
- ✓ Complete the required training and provide training to your staff
- ✓ 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
  - ✓ **Provider Identifiers** are correct and complete.
  - ✓ **Visits have a 'verified' status**
- ✓ If you inadvertently registered more than once, or registered but didn't need to, contact DDS at [EVV@ddds.ca.gov](mailto:EVV@ddds.ca.gov) to determine next steps

# Next Steps

I am in the **Self-Determination Program**, or I support someone who is, what do I **need** to do at this point?

- ✓ Work with the Financial Management Service (FMS) provider to implement EVV
- ✓ Accept invitations from DDS, the FMS or Regional Center to learn more about EVV
- ✓ Use available resources and ask questions
- ✓ Contact DDS at [EVV@ddds.ca.gov](mailto:EVV@ddds.ca.gov) if additional information or support is needed
  - DDS EVV staff are available to visit local volunteer advisory committee meetings or other SDP venues to provide information about EVV

# Resources



# Resources

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## **Technical questions:**

For technical questions or issues in using the CalEVB systems:

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

For technical questions or issues related to using Alternate EVV solutions:

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

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

[EVV@dds.ca.gov](mailto:EVV@dds.ca.gov)

# Resources

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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/2022/11/EVV-Frequently-Asked-Questions.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

