



WISCONSIN DEPARTMENT
of HEALTH SERVICES

April 10, 2019

Electronic Visit Verification Requirement

Federal Requirements
and Stakeholder Input

Agenda

- Welcome
- Overview of federal Electronic Visit Verification (EVV) requirements
- DHS' guiding principles
- Wisconsin's decisions
- Summary of November 2018 forum
- Service codes that require EVV
- Sandata system demonstration
- Implementation timeline
- Stakeholder feedback and input

Welcome

- Logistics
- Purpose of today's forum
 - Review information on federal requirements
 - Share decisions related to Wisconsin's implementation
 - Sandata EVV technology demonstration
 - Address and collect your questions and concerns

Introductions – Department of Health Services (DHS)

- Division of Medicaid Services (DMS)
 - Curtis Cunningham, Assistant Administrator for Long Term Care Benefits and Programs
 - Anna Benton, Deputy Director
 - Shawn Thomas, Home Care Policy Analyst, Bureau of Benefits Management
 - Amy Chartier, Section Chief of the IRIS Management Section, Bureau of Adult Programs and Policy
 - Scott Hawley, EVV Project Manger
 - Lisa Strawn, DMS Communications Chief

Introductions – EVV Vendors

■ Sandata

- Jamie Richardson, Sandata Vice President of Sales
- Jennifer Demory, Sandata Director, Program Implementation
- Joy Zbinden, Wisconsin Account Manager
- Steve Pellito, Sandata Provider Support Staff

■ DXC

- Mason Mabry, DXC EVV Project Manager
- Alex Kubi, DXC EVV Project Manager

Overview of EVV Federal Requirements

- The federal 21st Century Cures Act requires states to implement EVV for Medicaid-covered personal care services and home health services.
 - Personal care services by January 2020
 - Home health services by January 2023
- EVV uses technology to verify billed services were provided.

Overview of EVV Federal Requirements (continued)

DHS identified the following programs with personal care services that will require EVV by the January 1, 2020, deadline:

- Medicaid and BadgerCare Plus fee-for-service, including Katie Beckett
- BadgerCare Plus and SSI (Supplemental Security Income) health maintenance organizations (HMOs)
- Family Care and Family Care Partnership
- IRIS (Include, Respect, I Self-Direct)

Overview of EVV Federal Requirements (continued)

Information collected by EVV during a visit includes:

- Date.
- Time.
- Type of services.
- Location of services.
- Individual receiving the services.
- Individual providing the services.

Example Visit

The worker:

- Arrives at the place of service.
- Checks in using one of the following technologies:
 - EVV vendor mobile app.
 - Telephonic visit verification.
 - Fixed visit verification.
- Provides services.
- Follows the same procedures to clock out.

DHS' Guiding Principles

- Maintain services provided
- Support provider selection
- Keep individual's choice of a worker
- Ensure needed care is delivered

States' Responsibilities

DHS will be responsible to ensure:

- EVV is “minimally burdensome.”
- Best practices are applied and existing uses of EVV are researched.
- EVV systems are HIPAA (Health Insurance Portability and Accountability Act) compliant and secure.
- Training opportunities are available to providers of personal care and home health services.

Current Policies and EVV

- All program requirements are still in place as EVV is implemented in Wisconsin.
- Any policy changes that are made will be clearly communicated through the ForwardHealth Update process
- Once EVV is fully implemented, future policy changes or efficiencies may also be explored.

Current Wisc. Decisions - Vendor

- The single EVV vendor will provide one EVV system for use within all DHS programs and impacted providers, HMOs, MCOs, and program administrators.
- DHS is contracting through our current Medicaid Management Information System (MMIS) fiscal agent for EVV services in order to optimize integration into the current MMIS.
- The DHS MMIS fiscal agent, DXC Technology, has selected Sandata Technologies as the EVV vendor.

Current Wisc. Decisions - Aggregator

- DHS will use Sandata's aggregator technology.
- This technology would allow providers who already have an EVV system to continue to use it, if it meets EVV requirements.

November 2018 Forum Summary

- At the November forum DHS:
 - Outlined the federal EVV requirements.
 - Addressed feedback and concerns.
 - Shared the stakeholder engagement plan.
- From the November forum DHS:
 - Developed the EVV FAQs that are on the EVV webpage.
 - Is responding to feedback and presenting:
 - ◆ The service codes that require EVV.
 - ◆ A Sandata system demonstration.



Service Codes Requiring EVV

Code impacts for Medicaid and BadgerCare Plus fee-for-service, including Katie Beckett, and BadgerCare Plus and SSI health maintenance organizations (HMOs)

<u>Code</u>	<u>Description</u>	<u>Unit</u>
T1019	Personal care services	15 minutes

Service Codes Requiring EVV

Code impacts for Family Care and Family Care Partnership

<u>Code</u>	<u>Description</u>	<u>Unit</u>
T1019	Personal care services	15 minutes
T1020	Personal care services	Per diem
S5125	Attendant care services	15 minutes
S5126	Attendant care services	Per diem

Service Codes Requiring EVV

Code impacts for IRIS

Effective at the launch of EVV	<u>Code</u>	<u>Description</u>	<u>Unit</u>
	T1019	Personal care services	15 minutes

Effective January 1, 2021	<u>Codes</u>	<u>Description</u>	<u>Unit</u>
	S5125	Supportive home care routine	15 minutes
	S5126	Supportive home care routine	Per diem

Sandata's Presentation

- Sandata overview
- DXC and Sandata partnership
- A review and demonstration of Sandata's EVV technology

Sandata Overview

- EVV technologies:
 - Mobile app, telephone and fixed device visit verification
 - Portals
 - Aggregator
- Has provided EVV solutions in 15 state EVV implementations
- DXC/Sandata to provide local experienced training and supports

Caregiver Technology to Collect Visit Information

Three technologies available for caregivers to collect the required data

- Sandata Mobile Connect App
- Telephone system
- Fixed visit verification device



Sandata Mobile Connect App Explained

- Application can be loaded on Android or iOS
- Works in both connected and disconnected mode
- Start time and end time is verified with GPS to the member addresses
- GPS location captured at check in and out only
- ADA 508 and HIPAA compliant

Mobile Connect App Data Points

Federal law required data	How the app captures the data
Date of service	Captured automatically
Start/end time of service	Captured automatically
Type of service	Entered by caregiver into app
Location of service	Captures GPS
Individual receiving service	Caregiver enters client code into app
Individual providing service	Caregiver's log in for the app

Sandata Mobile Connect App Demonstration

AT&T 10:40 AM 31%

Sandata
MOBILE CONNECT™


COMPANY ID.*

2-10104

USERNAME.*

Jrichardson@sandata.com

PASSWORD.*

Password 

*denotes required field



LOG IN

[FORGOT PASSWORD?](#)

AT&T 10:35 AM 33%

CLIENTS | **SEARCH CLIENT**

Enter Client Identifier

 7229 

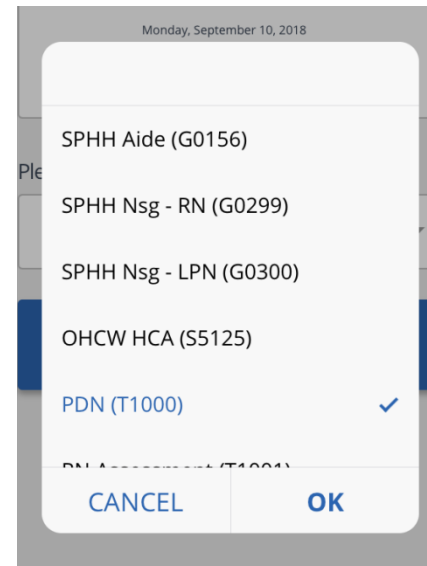
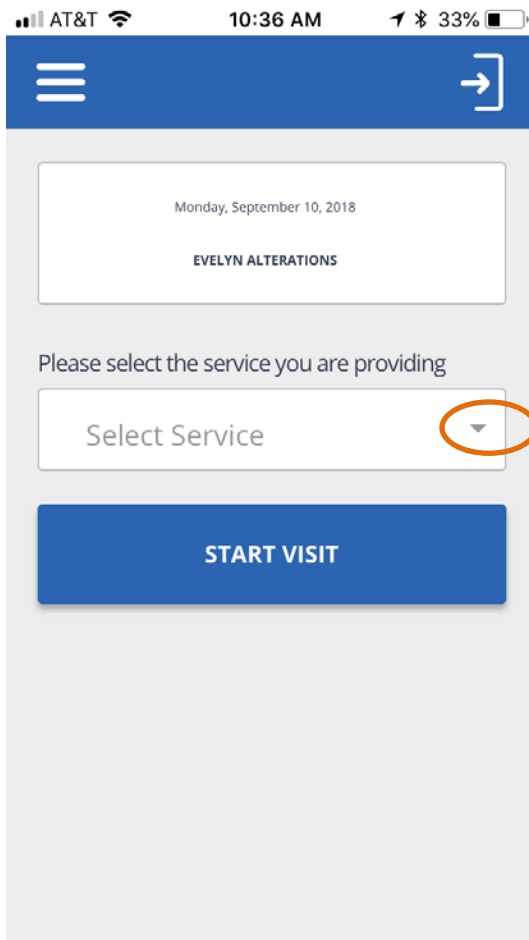
SEARCH CLIENT

EVELYN ALTERATIONS

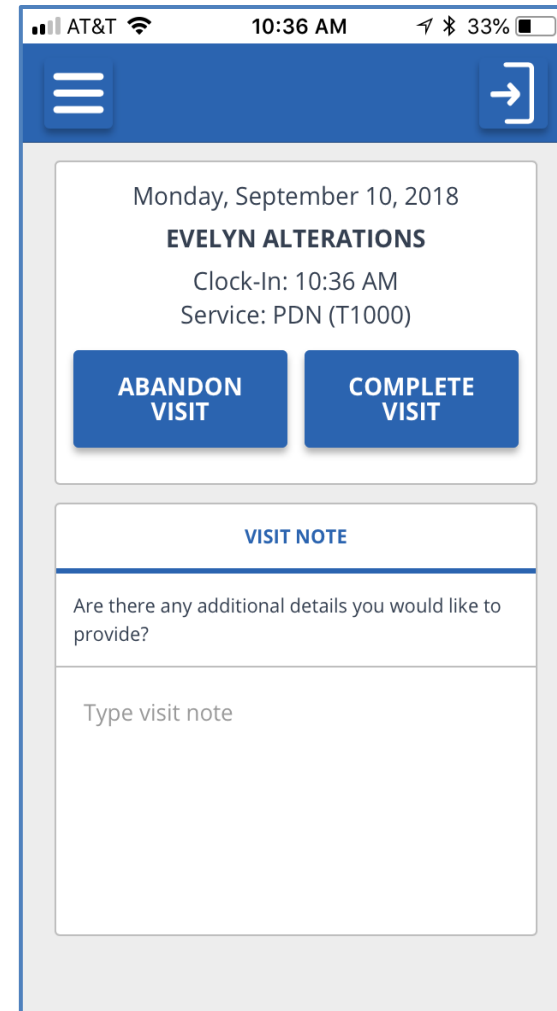
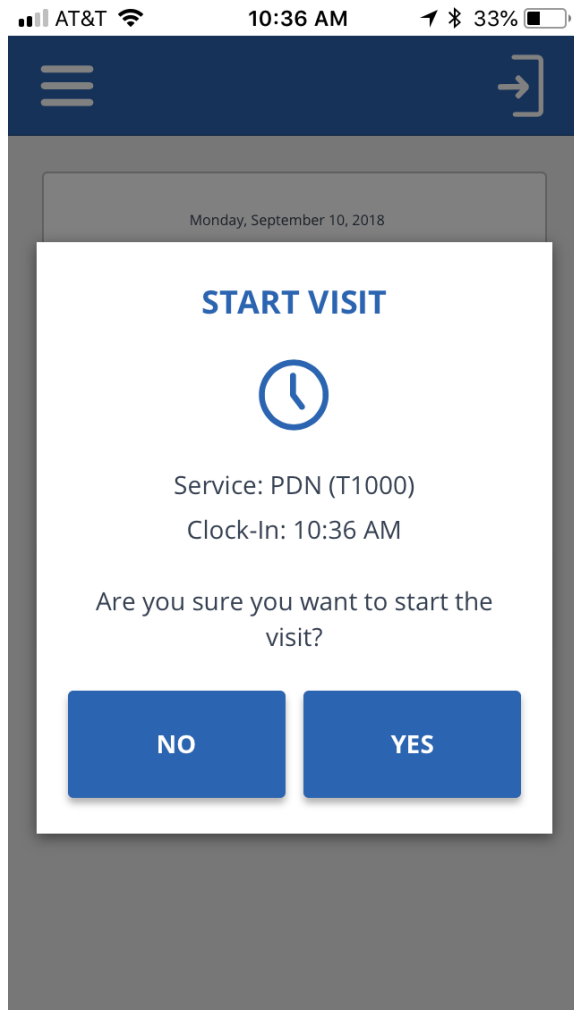
Client ID #: 819605
Medicaid ID #: 7229
3035483678
1266 South Street
Knoxville, TN 37901-0000

CONTINUE

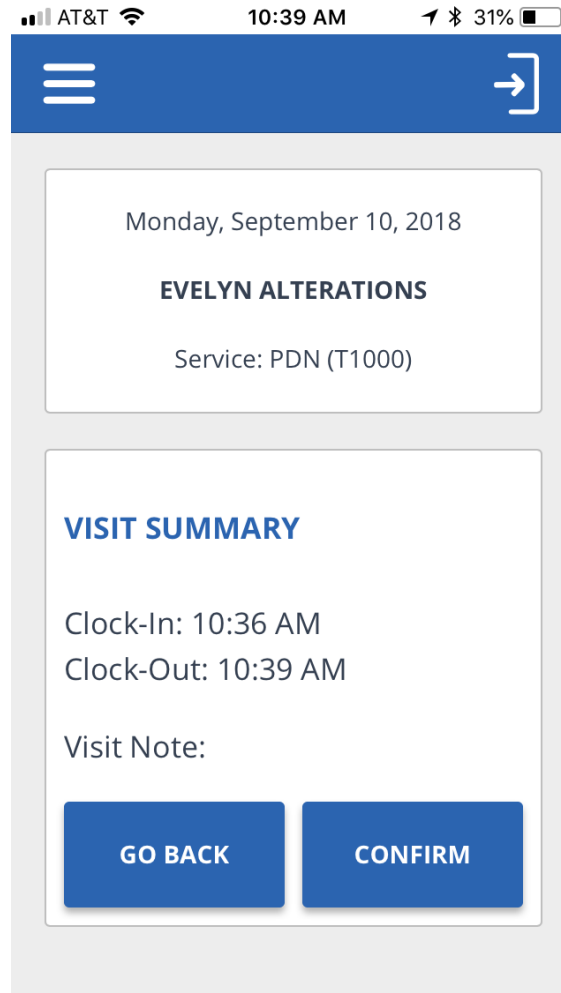
Sandata Mobile Connect App Demonstration (continued)



Sandata Mobile Connect App Demonstration (continued)



Sandata Mobile Connect App Demonstration (continued)



Telephone Visit Verification Process

1. Upon arriving call the toll-free phone number
“Welcome, please enter your ID”
2. Enter your EVV ID
*“Press 1 to clock in or
press 2 to clock out”*
3. Press 1
“Received at <time>”
4. Hang up.
5. Repeat same process for end time of service, with the additional step of entering the service ID associated with the visit.



Telephone Data Points

Federal law required data	How the telephone captures the data
Date of service	Captured automatically
Start/end time of service	Captured automatically
Type of service	Service ID entered by caregiver
Location of service	Captured automatically
Individual receiving service	Captured automatically
Individual providing service	ID entered by caregiver

Fixed Visit Verification Device



Fixed device is assigned to a member

Fixed Visit Verification Device Process

1. Arrive and press device to obtain verification code for start time
2. Provide service
3. Press device to obtain verification code for end time
4. Use the telephone from a different location to record the fixed device codes and service provided
5. The codes will create the specific date and time of the visit start and end in the EVV system

Fixed Visit Verification Device Data Points

Federal law required data	How the fixed device captures the data
Date of service	Captured by device verification code
Start/end time of service	Captured via verification code
Type of service	Entered by caregiver after visit
Location of service	Captured automatically
Individual receiving service	Entered by caregiver after the visit
Individual providing service	Entered by caregiver after visit

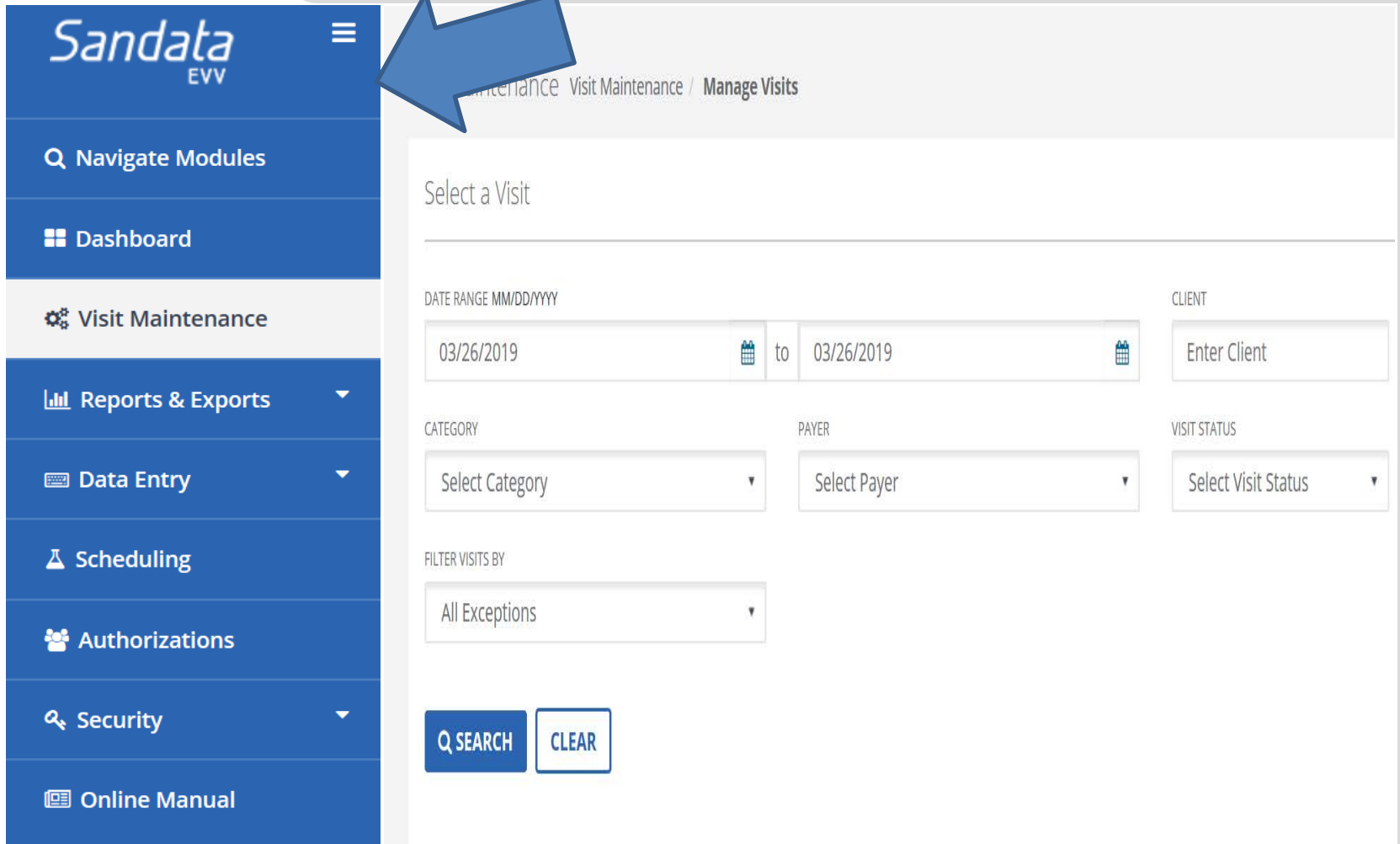
EVV Portal Explained

- For various users groups
- Each user group will have their own EVV portal
- Accessible via the web
- HIPAA-compliant data management
- Payer data integration

EVV Portal Explained (continued)

- Real time monitoring of visit data
- Exception flags for visits that are missing required data
- Ability to correct visit exceptions when allowed, using reason codes (includes full audit trail)
- Summary and detail reporting

EVV Portal Navigation



The screenshot displays the Sandata EVV portal interface. On the left is a blue navigation sidebar with the following items: Sandata EVV (with a menu icon), Navigate Modules, Dashboard, Visit Maintenance (highlighted with a gear icon), Reports & Exports, Data Entry, Scheduling, Authorizations, Security, and Online Manual. The main content area shows a breadcrumb trail: Home > Maintenance > Visit Maintenance > Manage Visits. Below this is a search section titled "Select a Visit" with the following filters:

- DATE RANGE MM/DD/YYYY: 03/26/2019 to 03/26/2019
- CLIENT: Enter Client
- CATEGORY: Select Category
- PAYER: Select Payer
- VISIT STATUS: Select Visit Status
- FILTER VISITS BY: All Exceptions

At the bottom of the search section are two buttons: "SEARCH" and "CLEAR".

Portal Visits

Visit Maintenance / Visit Maintenance / Manage Visits

ACCOUNT: 10059 - 304000000 | Enter Agency | LOG OUT

Select a Visit

CREATE CALL

DATE RANGE MM/DD/YYYY

01/22/2019



to

01/22/2019



CLIENT

Enter Client

EMPLOYEE

Enter Employee

CATEGORY

Select Category

PAYER

Select Payer

VISIT STATUS

Select Visit Status

CLIENT MEDICAID ID

Enter Client Medicaid ID

FILTER VISITS BY

All Visits

Show advanced filter options

Q SEARCH

CLEAR

EXPORT

Show: 50 per page

Show Display Options

« < 1 > »

Showing 1 to 3 of 3 entries

Client Name	Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hours	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Approved
Alterations, Evelyn	Abercrombie, Rose		01/22/2019				03:44 PM						[--]	Incomplete	<input type="checkbox"/>	<input type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (55125)	01/22/2019				03:40 PM	03:46 PM	00:06				00:06	Verified	<input type="checkbox"/>	<input type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (55125)	01/22/2019				02:47 PM	02:51 PM	00:04				00:04	Verified	<input type="checkbox"/>	<input type="checkbox"/>

Total

EVV Portal Visit Details

Visit Details
Visit Start Date: 10/16/2018 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Carr, Kelly	152813	5220	Tocco, Denise	9911

GENERAL

CLIENT

EMPLOYEE

CALL LOG

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

CALL IN CLIENT ID# 152813			
CALL DATE	CALL TIME	CALL TYPE	SERVICE
10/16/2018	11:24 AM	MVV (Mobile, GPS)	OHCW PCA (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
Dtocco@sandata.com	39.95948381759936	-83.00057288947212	SANDATA

CALL OUT CLIENT ID# 152813			
CALL DATE	CALL TIME	CALL TYPE	SERVICE
10/16/2018	11:26 AM	MVV (Mobile, GPS)	OHCW PCA (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
Dtocco@sandata.com	39.95948381840891	-83.00057288881513	SANDATA

EVV Portal Visit Correction

Visit Details
Visit Start Date: 01/22/2019 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Alterations, Evelyn	612273	201982427653	Abercrombie, Rose	99101

SELECT ALL

GENERAL

●

Visits Without Out-Calls

This exception needs to be fixed

●

Missing Service

This exception needs to be fixed

●

Visit Verification Exception

ACKNOWLEDGE THIS EXCEPTION

●

Client Signature Exception

ACKNOWLEDGE THIS EXCEPTION

CLIENT

EMPLOYEE

CALL LOG

MERGE CALLS

TASKS

EXCEPTIONS

GPS

MEMO

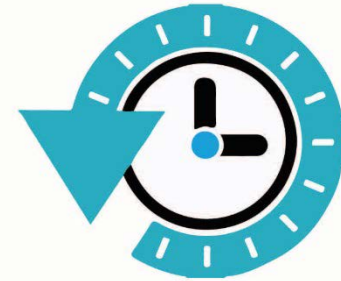
CLAIMS

HISTORY

Aggregators for All EVV Program Data

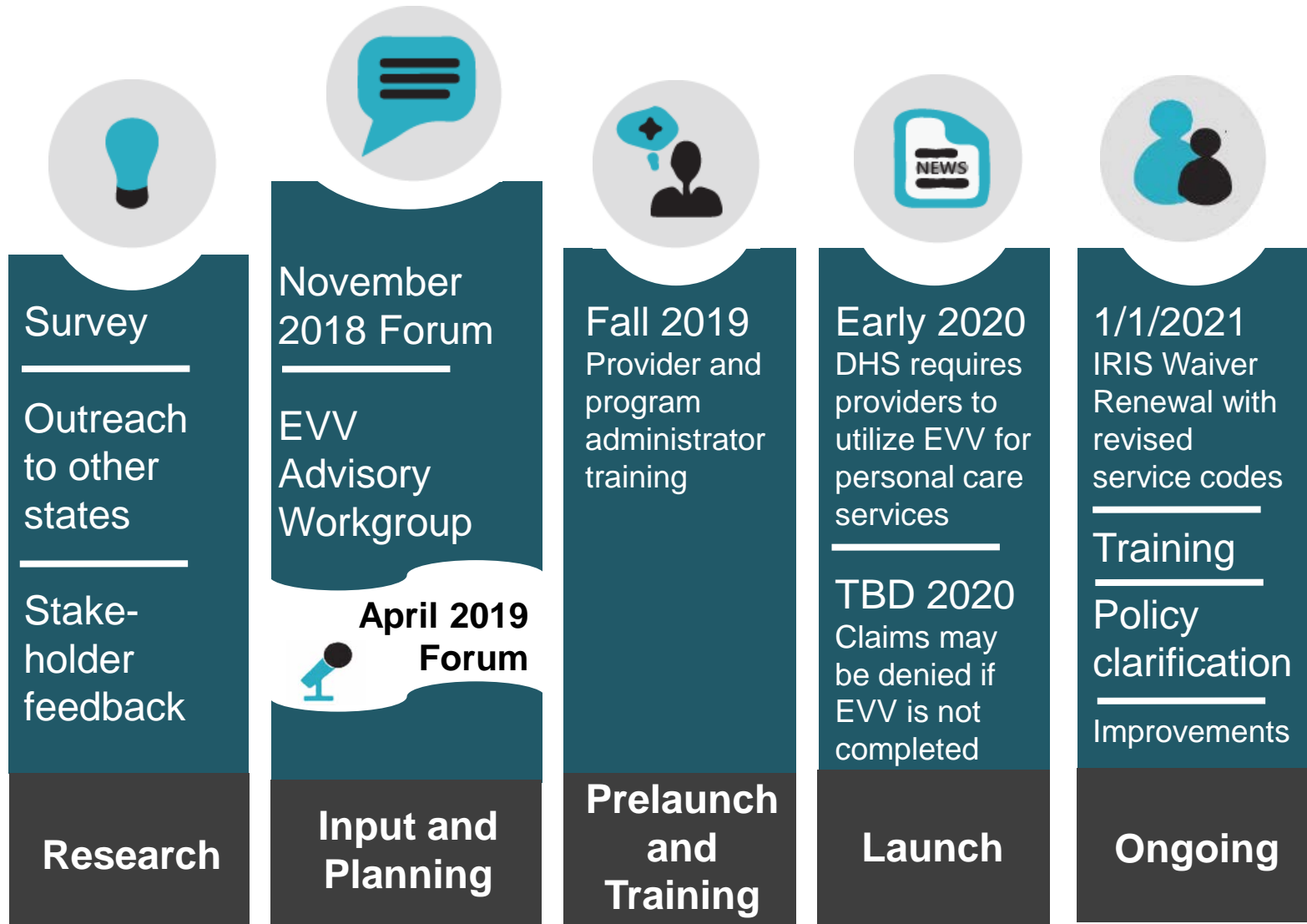
- An aggregator allows providers to continue to use a third-party EVV system as long as it meets EVV and DHS aggregator use requirements
- Data is integrated into a single EVV aggregator environment
- Ability to leverage aggregator interfaces already in place
- Supports DHS overall program monitoring, reporting and analytics

Federal Timeline



- **January 1, 2020** – 21st Century Cures Act requires states to implement EVV for Medicaid-covered personal care services
- **January 1, 2023** – 21st Century Cures Act requires states to implement EVV for Medicaid-covered home health services

EVV Timeline in WI



Feedback and Input



Questions and comments from attendees in the room and watching the livestream.

If you are watching the livestream,
send your questions to:

DHSEVV@dhs.wisconsin.gov

We will read as many as we can.

How to Provide Input

- Webpage
 - <https://www.dhs.wisconsin.gov/forwardhealth/evv.htm>
 - Sign up for email subscription for webpage announcements
- EVV mailbox:
dhsevv@dhs.wisconsin.gov



EVV Home



What's next?



EVV Home

- EVV Stakeholder Advisory Workgroup
- Add to EVV frequently asked questions (FAQ)
- Ongoing input and questions:
dhsevv@dhs.wisconsin.gov
- Future forums
- Check the EVV webpage



EVV Webpages

www.dhs.wisconsin.gov/forwardhealth/evv.htm



The central graphic is a white rectangular area with a thin blue border. It contains several icons and text blocks. At the top, there are three icons: two stylized human figures (one larger, one smaller) in teal and black, a black silhouette of a person with a white cross on their chest, and a teal classical building with columns. Below these are three text labels: 'Resources for Members and Participants', 'Resources for Provider Agencies and Caregivers', and 'Resources for Program Administrators (HMOs, MCOs, and fiscal employer agents)'. In the middle, there is a central text block with a bold heading 'Electronic Visit Verification Requirement' and a paragraph of text. To the left of this text is a teal question mark icon, and to the right is a teal clock icon with a circular arrow. Below the central text are four more icons: a teal document with 'NEWS' written on it, a teal envelope, a teal speech bubble, and a teal microphone. Below these are four text labels: 'See What's New', 'Join Our Email List', 'Give Input', and 'Attend the Next Forum'.

Resources for Members and Participants

Resources for Provider Agencies and Caregivers

Resources for Program Administrators (HMOs, MCOs, and fiscal employer agents)

Electronic Visit Verification Requirement

In response to the federal 21st Century Cures Act, the Wisconsin Department of Health Services (DHS) is required to implement electronic visit verification (EVV) for Medicaid-covered personal care services and home health services.

Read EVV FAQs

Understand the Timeline

See What's New

Join Our Email List

Give Input

Attend the Next Forum

Thank you