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 Manager
  - 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.
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)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1019</td>
<td>Personal care services</td>
<td>15 minutes</td>
</tr>
</tbody>
</table>
## Service Codes Requiring EVV

Code impacts for Family Care and Family Care Partnership

<table>
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<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1019</td>
<td>Personal care services</td>
<td>15 minutes</td>
</tr>
<tr>
<td>T1020</td>
<td>Personal care services</td>
<td>Per diem</td>
</tr>
<tr>
<td>S5125</td>
<td>Attendant care services</td>
<td>15 minutes</td>
</tr>
<tr>
<td>S5126</td>
<td>Attendant care services</td>
<td>Per diem</td>
</tr>
</tbody>
</table>
# Service Codes Requiring EVV

## Code impacts for IRIS

<table>
<thead>
<tr>
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<th>Description</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1019</td>
<td>Personal care services</td>
<td>15 minutes</td>
</tr>
</tbody>
</table>

Effective at the launch of EVV

<table>
<thead>
<tr>
<th>Codes</th>
<th>Description</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>S5125</td>
<td>Supportive home care routine</td>
<td>15 minutes</td>
</tr>
<tr>
<td>S5126</td>
<td>Supportive home care routine</td>
<td>Per diem</td>
</tr>
</tbody>
</table>

Effective January 1, 2021
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
Three technologies available for caregivers to collect the required data

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

<table>
<thead>
<tr>
<th>Federal law required data</th>
<th>How the app captures the data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Start/end time of service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Type of service</td>
<td>Entered by caregiver into app</td>
</tr>
<tr>
<td>Location of service</td>
<td>Captures GPS</td>
</tr>
<tr>
<td>Individual receiving service</td>
<td>Caregiver enters client code into app</td>
</tr>
<tr>
<td>Individual providing service</td>
<td>Caregiver’s log in for the app</td>
</tr>
</tbody>
</table>
Sandata Mobile Connect App Demonstration (continued)

Please select the service you are providing

SELECT SERVICE

START VISIT

Monday, September 10, 2018

EVELYN ALTERATIONS

SPHH Aide (G0156)
SPHH Nsg - RN (G0299)
SPHH Nsg - LPN (G0300)
OHCA HCA (S5125)
PDN (T1000)
DN Administrator (T1001)
CANCEL  OK
Sandata Mobile Connect App Demonstration (continued)
Sandata Mobile Connect App Demonstration (continued)

Monday, September 10, 2018

EVELYN ALTERATIONS
Service: PDN (T1000)

VISIT SUMMARY

Clock-In: 10:36 AM
Clock-Out: 10:39 AM

Visit Note:

GO BACK CONFIRM
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

<table>
<thead>
<tr>
<th>Federal law required data</th>
<th>How the telephone captures the data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Start/end time of service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Type of service</td>
<td>Service ID entered by caregiver</td>
</tr>
<tr>
<td>Location of service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Individual receiving service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Individual providing service</td>
<td>ID entered by caregiver</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Federal law required data</th>
<th>How the fixed device captures the data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of service</td>
<td>Captured by device verification code</td>
</tr>
<tr>
<td>Start/end time of service</td>
<td>Captured via verification code</td>
</tr>
<tr>
<td>Type of service</td>
<td>Entered by caregiver after visit</td>
</tr>
<tr>
<td>Location of service</td>
<td>Captured automatically</td>
</tr>
<tr>
<td>Individual receiving service</td>
<td>Entered by caregiver after the visit</td>
</tr>
<tr>
<td>Individual providing service</td>
<td>Entered by caregiver after visit</td>
</tr>
</tbody>
</table>
For various user groups
Each user group will have their own EVV portal
Accessible via the web
HIPAA-compliant data management
Payer data integration
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

Select a Visit

- **DATE RANGE MM/DD/YYYY**
  - From: 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

[SEARCH] [CLEAR]
## Portal Visits

### Visit Maintenance

**Select a Visit**

- **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 MEDICARE ID**: Enter Client Medicare ID

### Visit Details

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Employee Name</th>
<th>Service</th>
<th>Visit Date</th>
<th>Scheduled Time In</th>
<th>Scheduled Time Out</th>
<th>Scheduled Hours</th>
<th>Call In</th>
<th>Call Out</th>
<th>Call Hours</th>
<th>Adjusted In</th>
<th>Adjusted Out</th>
<th>Adjusted Hours</th>
<th>Bill Hours</th>
<th>Visit Status</th>
<th>Do Not Bill</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abercrombie, Evelyn</td>
<td></td>
<td></td>
<td>01/22/2019</td>
<td>02:44 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>[ -- ]</td>
<td></td>
<td></td>
<td></td>
<td>Incomplete</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carr, Kelly</td>
<td>Tocco, Denise</td>
<td>QHCW HCA (55125)</td>
<td>01/22/2019</td>
<td>03:40 PM</td>
<td>03:40 PM</td>
<td>00:06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Verified</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carr, Kelly</td>
<td>Tocco, Denise</td>
<td>QHCW HCA (55125)</td>
<td>01/22/2019</td>
<td>02:47 PM</td>
<td>02:51 PM</td>
<td>00:04</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Verified</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**EVV Portal Visit Details**

<table>
<thead>
<tr>
<th>CLIENT NAME</th>
<th>CLIENT ID #</th>
<th>MEDICAID ID #</th>
<th>EMPLOYEE NAME</th>
<th>EMPLOYEE ID #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carr, Kelly</td>
<td>152813</td>
<td>5220</td>
<td>Tocco, Denise</td>
<td>9911</td>
</tr>
</tbody>
</table>

### Call Log

**Call In**

<table>
<thead>
<tr>
<th>CALL DATE</th>
<th>CALL TIME</th>
<th>CALL TYPE</th>
<th>SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/16/2018</td>
<td>11:24 AM</td>
<td>MVV (Mobile, GPS)</td>
<td>OHCW PCA (T1019)</td>
</tr>
</tbody>
</table>

**User**

Dtocco@sandata.com

Coordinates:
- Latitude: 39.95948381759936
- Longitude: -83.00057288947212

**Call Source**: SANDATA

**Call Out**

<table>
<thead>
<tr>
<th>CALL DATE</th>
<th>CALL TIME</th>
<th>CALL TYPE</th>
<th>SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/16/2018</td>
<td>11:26 AM</td>
<td>MVV (Mobile, GPS)</td>
<td>OHCW PCA (T1019)</td>
</tr>
</tbody>
</table>

**User**

Dtocco@sandata.com

Coordinates:
- Latitude: 39.95948381840891
- Longitude: -83.00057288881513

**Call Source**: SANDATA
## EVV Portal Visit Correction

### Visit Details

<table>
<thead>
<tr>
<th>CLIENT NAME</th>
<th>CLIENT ID #</th>
<th>MEDICAID ID #</th>
<th>EMPLOYEE NAME</th>
<th>EMPLOYEE ID #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alterations, Evelyn</td>
<td>612273</td>
<td>201982427653</td>
<td>Abercrombie, Rose</td>
<td>99101</td>
</tr>
</tbody>
</table>

### Exceptions

- **Visits Without Out-Calls**
  - This exception needs to be fixed

- **Missing Service**
  - This exception needs to be fixed

- **Visit Verification Exception**

- **Client Signature Exception**

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

Survey
Outreach to other states
Stakeholder feedback

Research

November 2018 Forum
EVV Advisory Workgroup

Input and Planning

Fall 2019
Provider and program administrator training

Prelaunch and Training

Early 2020
DHS requires providers to utilize EVV for personal care services

Launch

1/1/2021
IRIS Waiver Renewal with revised service codes

Ongoing

Training
Policy clarification
Improvements

April 2019 Forum

TBD 2020
Claims may be denied if EVV is not completed

IRIS Waiver Renewal with revised service codes
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](https://www.dhs.wisconsin.gov/forwardhealth/evv.htm)
  - Sign up for email subscription for webpage announcements

- **EVV mailbox:**
  - dhsevv@dhs.wisconsin.gov
What’s next?

- 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

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.

- Resources for Members and Participants
- Resources for Provider Agencies and Caregivers
- Resources for Program Administrators (HMOs, MCOs, and fiscal employer agents)

- Read EVV FAQs
- Understand the Timeline
- See What’s New
- Join Our Email List
- Give Input
- Attend the Next Forum
Thank you