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Electronic Visit Verification Requirement

Federal Requirements
and Stakeholder Input

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Agenda

- Welcome, purpose, and introductions
- Overview of electronic visit verification (EVV) federal requirements
- Stakeholder engagement plan
- Address feedback and concerns
- Stakeholder comments and input

Welcome

- Logistics
- Purpose of today's forum
 - Listen to you
 - Share information on federal requirements
 - Address concerns we are hearing
- Introductions

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
- 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.

Overview of EVV Federal Requirements (continued)

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.

Implementation Strategy

Some of the guiding principles implementing EVV include:

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

Implementation Strategy (continued)

In other words, EVV policy will not:

- Reduce level of services provided.
- Limit provider selection.
- Limit an individual's selection of a worker.
- Disrupt the manner in which care is delivered.

Implementation Strategy (continued)

In addition, EVV will work with:

- Multiple service locations and schedule realities.
- Persons with disabilities.
- Multiple languages.
- Lack of phone and internet.

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.

Stakeholder Engagement Plan

- Provider agency engagement
- Member, participant, and caregiver engagement
- HMO, MCO, and IRIS administrator engagement
- EVV Stakeholder Advisory Workgroup

What is DHS hearing?

- Concerns
- DHS perspectives

What is DHS hearing?

“EVV will change the type of services I receive and the places I receive them.”

DHS response: EVV will not require you to change the services you receive or places you receive them.

What is DHS hearing?

“GPS will track my location.”

DHS response: The technology used to verify the worker’s location only records locations at the start and stop of your service. It does not record your location at any other time.

What is DHS hearing?

“EVV will make independent people home bound.”

DHS response: EVV will not require you to change the services you receive or places you receive them. The EVV requirement can be used for community visits and services provided outside of the home.

What is DHS hearing?

“Agencies are concerned about the costs and administrative burden EVV places on them.”

DHS response: The federal requirements that DHS, agencies, workers, and caregivers must meet may require change.

- We want to keep extra work to a minimum.
- Stakeholder engagement is very important.

What is DHS hearing?

“Members, IRIS participants, families, and advocates are concerned that people may lose the personal care workers they are used to having.”

DHS response: EVV will be an additional documentation step at the beginning and end of service provided. This should not affect who is providing your services.

What is DHS hearing?

“EVV will be used to identify overtime violations.”

DHS response: The goal of EVV is to meet the requirements of federal legislation. It does not change current worker policy.

What is DHS hearing?

“There will not be enough stakeholder engagement.”

DHS response: Our team has put together a stakeholder engagement plan, which we summarized a few moments ago.

Based on additional stakeholder feedback, we will modify our plans to ensure we have appropriate stakeholder engagement and feedback channels.

Feedback and Input

Questions and comments from attendees

How to Provide Input?

- Sign up for email subscription for webpage announcements.

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

- Email EVV.

dhsevv@dhs.wisconsin.gov

- Contact a member of the EVV Stakeholder Advisory Workgroup.
- Share thoughts with your MCO, HMO, or IRIS administrators.

What is next?

EVV Stakeholder Advisory Workgroup

- Create and publish EVV frequently asked questions (FAQs).
- Check the EVV webpage.
- Collect ongoing input and questions:
dhsevv@dhs.wisconsin.gov.

Thank you