

Electronic Visit Verification (EVV) Update

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What is Electronic Visit Verification (EVV)?

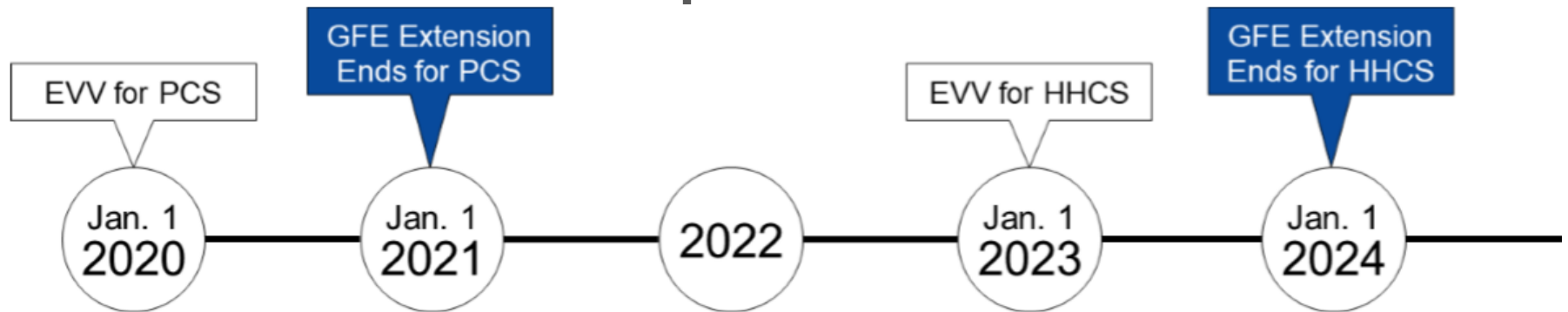
Electronic Visit Verification (EVV)

- A technological solution used to electronically verify whether personal care providers and, later, home health providers delivered or rendered services as billed.

EVV systems must verify the:

- **Type** of service performed.
- **Individual receiving** the service.
- **Date** of service.
- **Location** of service delivery.
- **Individual providing** the service.
- **Time** the service begins and ends.

Timeline for Implementation



- The Cures Act mandated that states implement compliant EVV solutions for PCS by January 1, 2020. To avoid reductions in their federal match for PCS, every state was required by CMS to either:
 - Affirm compliance via an **attestation of compliance** submitted to CMS by December 2019.
 - Request a **Good Faith Effort (GFE) extension** via an application submitted to CMS, which delays any applicable FMAP reductions until January 2021.
- **Fifty states** including Washington DC have applied for a Good Faith Effort application for part or all of their PCS. These states will submit their attestations by December 2020 to avoid reductions in the FMAP for PCS in the first quarter of 2021.



NC DHHS RFP

1. **EVV RFP Released**

On June 19, 2020, the Department of Health and Human Services, Division of Health Benefits has issued the [Electronic Visit Verification Request for Proposals](#).



NC System Model

States have flexibility in selecting an EVV model most compatible with their Medicaid program, contingent on the model meeting statutory requirements.

Five major models have been identified by CMS:

- **Provider Choice:** Providers select their EVV vendor of choice and self-fund EVV implementation.
- **Managed Care Plan (MCP) Choice:** MCPs (rather than providers) select and self-fund their EVV vendor solution.
- **State Mandated In-House System:** The state develops, operates, and manages its own EVV system, allowing standardization and access to data without a need to aggregate from diverse external EVV systems.
- **State Mandated External Vendor:** The state contracts with a single EVV vendor to implement a single EVV solution.
- **Open Choice:** The state contracts with at least one EVV vendor or operates its own EVV system while still allowing providers and MCPs with existing EVV systems to continue to use those systems.



EVV Provider Survey

- <https://www.surveymonkey.com/r/FTR3J7J>



Common Options for Verification

- **Telephonic:** Service providers check-in and check-out by calling into the EVV solution from the member's landline and utilizing interactive voice response (IVR).
- **In-Home Device:** A one-time password (OTP), fixed-object device (e.g., fob), or similar device in the member's home generates unique codes at check-in and check-out. Service providers can then enter the codes into the EVV solution through IVR from another telephone or an online portal. Some systems might offer a portable in-home device, such as a tablet, for verification, which may also connect to GPS.
- **Mobile Application:** Service providers check-in and check-out through a mobile application, usually on the provider's personal or agency-provided smartphone. The application connects to the Internet and location services with GPS. Location services would only be needed to ensure the provider was in the home at the time they check-in/out to provide services. Continuous tracking of the individual or provider as they move throughout the community is not required.



Innovation Services Impacted

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