



*Innovation Track:*  
Key Features to Consider  
When Procuring Your  
Electronic Visit  
Verification System

August 29, 2017



# Presentation Overview

## *Key Features to Consider When Procuring Your Electronic Visit Verification System*

- Issues Facing In-Home Care Programs
- Impacts of the 21<sup>st</sup> Century Cures Act
- What is an Electronic Visit Verification System?
- Why Electronic Visit Verification?
- Key Features to Consider & Industry Best Practices
- Selecting a Suitable EVV System
- Managing In-Home Care Program Data
- Open Discussion

# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **Issues Facing In-Home Care Programs**

- *What Are You Dealing With?*
- *Common Issues We See*
- *MFCU FY 2016 Annual Report*

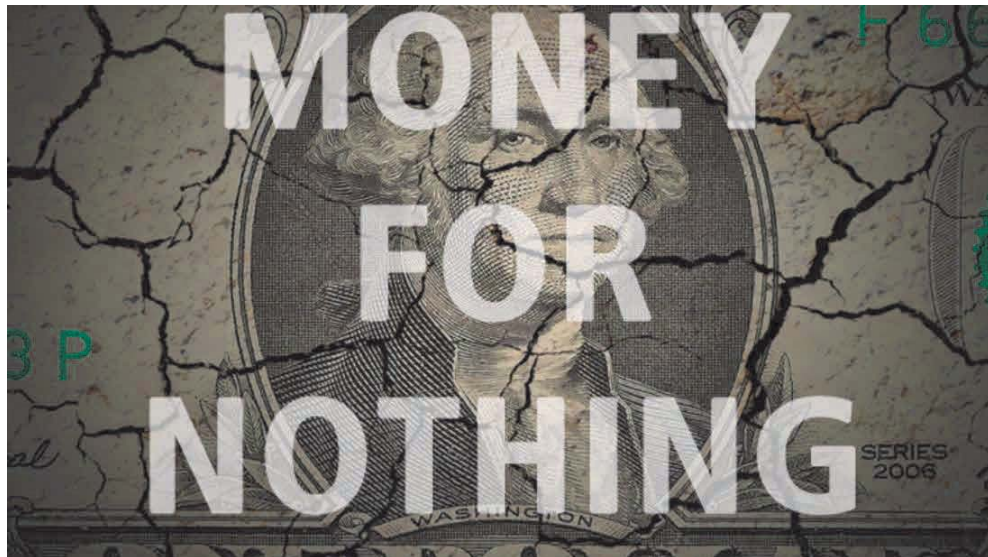
# What Are You Dealing With?

- Are providers submitting incorrect claims?
- Has the health and welfare of an individual been put at risk by a provider?
- Are providers delivering services at an unapproved location?
- Have you been unable to determine the proper oversight methods for HCBS providers?

# Issues Facing In-Home Care Programs

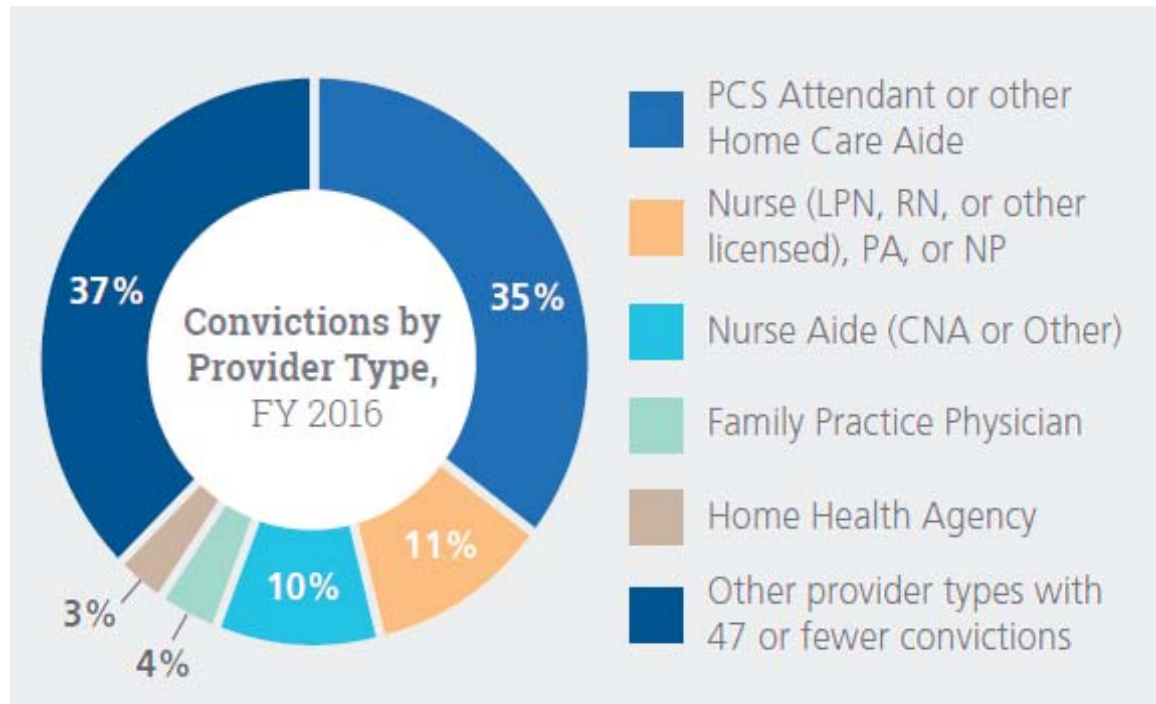
## Common Issues We See

- Billing for services not rendered
- Overbilling for services
- Inadequate management of providers
- Unsatisfactory delivery of care



# Issues Facing In-Home Care Programs

## MFCUs FY 2016 Annual Report



In FY2016, state Medicaid Fraud Control Units reported a total of **1,564 convictions**

**35%**

Of these convictions were **personal care services (PCS)**, involving PCS attendants or home care aides

Source: Department of Health and Human Services, Office of Inspector General (May 2017). Medicaid Fraud Control Units FY 2016 –Annual Report (OEI-09-17-00210).

# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **Impacts of the 21st Century Cures Act**

- *General Cures Act Overview*
- *EVV Requirements in the Cures Act*
- *FFP Available for EVV Implementation*
- *Commentary on the Cures Act*

# Impacts of the 21st Century Cures Act

## General Cures Act Overview

- Signed into law in December 2016 with strong bi-partisan support.
- The 21st Century Cures Act aims to:
  - Modernize health care delivery;
  - Improve quality; and
  - Advance the treatment of many illnesses.
- The Act is largely funded through the Prevention and Public Health fund established in the Affordable Care Act.





# Impacts of the 21st Century Cures Act

## EVV Requirements in the Cures Act

Section 12006 – Electronic Visit Verification System Required For Personal Care Services and Home Health Services Under Medicaid.

- PCS providers – Implement by Jan 1, 2019
- Home health providers – Implement by Jan 1, 2023

PCS providers	
For calendar quarters in:	FMAP decreases by:
2019, 2020	.25%
2021	.50%
2022	.75%
2023	1%
2024 (and on)	2% (+ 1% each year)

Home Health providers	
For calendar quarters in:	FMAP decreases by:
2023, 2024	.25%
2025	.50%
2026	.75%
2027	1%
2028 and on	2% (+ 1% each year)

# Impacts of the 21st Century Cures Act

## EVV Requirements in the Cures Act (cont.)

“(A) The term ‘electronic visit verification system’ means a system under which visits conducted are electronically verified with respect to:

✓ **Type of service performed**

✓ **Individual receiving the service**

✓ **Date of the service**

✓ **Location of service delivery**

✓ **Individual providing the service**

✓ **Time service begins and ends**

# Impacts of the 21st Century Cures Act

## FFP Available for EVV Implementation



**90%**

FFP available for DDI

**75%**

FFP available for  
Operation and  
Maintenance

# Commentary on the Cures Act

- States are requesting clearer regulatory interpretation of Cures Act provisions.
- Greater specificity on what other EVV services FFP funding will cover.
- Clearly define what a “minimally burdensome” EVV system is.

# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **What is an Electronic Visit Verification System?**

- *Evolution of EVV Systems*
- *Description of EVV Functionality*

# What is an Electronic Visit Verification System?

## Evolution of EVV Systems

### Traditional EVV Methods

- Paper timesheets used as proof of care delivery
- Telephony and fixed-device data collection methods bring automation to care documentation
- Web portals are convenient time entry methods

### Improved Methods

- Mobile application on smartphone with GPS validation and an off-line mode
- Incorporation of pre-existing provider schedules
- Real-time alerts
- Beacon technology



# What is an Electronic Visit Verification System?

## Description of EVV Functionality

### Core Functions

- Provider Clock-In/ Clock-Out
- Location Verification
- Provider and Member Identification
- Integration of Eligibility and Service Authorizations
- Member Approval Processes, when applicable
- Care Note and Activity Documentation
- EVV Web Portal
- EVV Reporting / Real-Time Data Dashboard

# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **Why Electronic Visit Verification?**

- *Benefits of EVV Implementation*



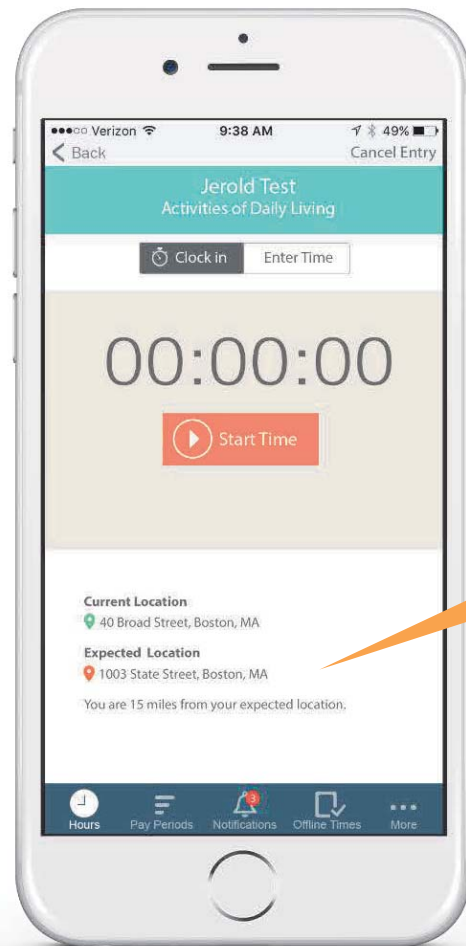
# Why Electronic Visit Verification?

## Benefits of EVV Implementation



# Why Electronic Visit Verification?

## Benefits of EVV Implementation (cont.)



**ALERT!**  
Provider is 15 miles  
from expected clock-in  
location.

# Why Electronic Visit Verification?

## Benefits of EVV Implementation (cont.)



Enhanced quality  
of care to  
individuals



Increased  
transparency of in-  
home care delivery



Identification and  
mitigation of fraud,  
waste and abuse

# Why Electronic Visit Verification?

## Benefits of EVV Implementation (cont.)



Improved  
administrative  
efficiency



Improved  
accountability  
among providers



Significant cost savings  
resulting from proper  
claim submissions

# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **Key Features to Consider & Industry Best Practices**

- *Common EVV Feature Requests*
- *Overview of Recommendations*

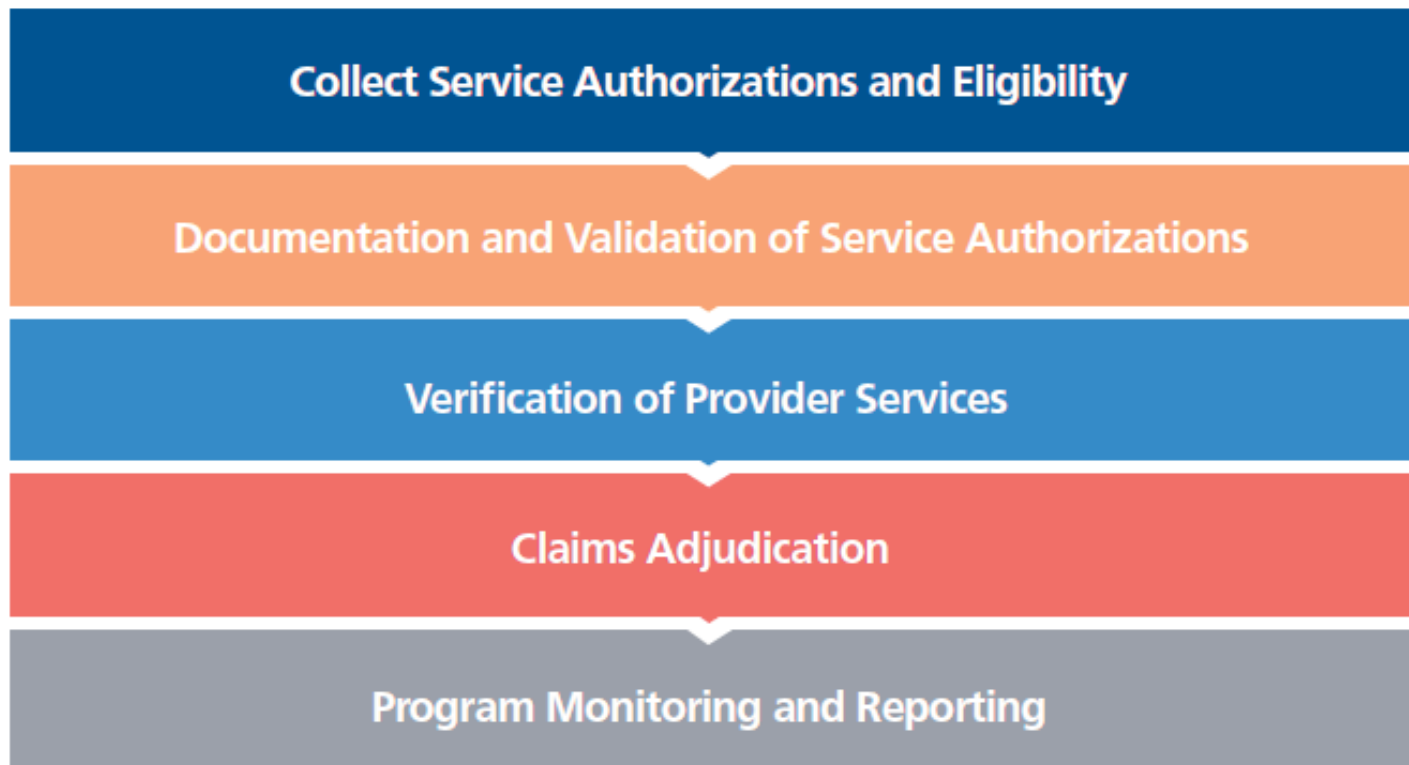
# Common EVV Feature Requests

- Flexible exceptions processes.
- Ability to accommodate post-visit time entry without administrative hassle.
- Ability to adjust time entries that have been rejected by employer.
- An offline solution that does not rely on fixed devices.
- Flexibility desired for location of services.

# Key Features to Consider & Industry Best Practices

## Overview of Recommendations

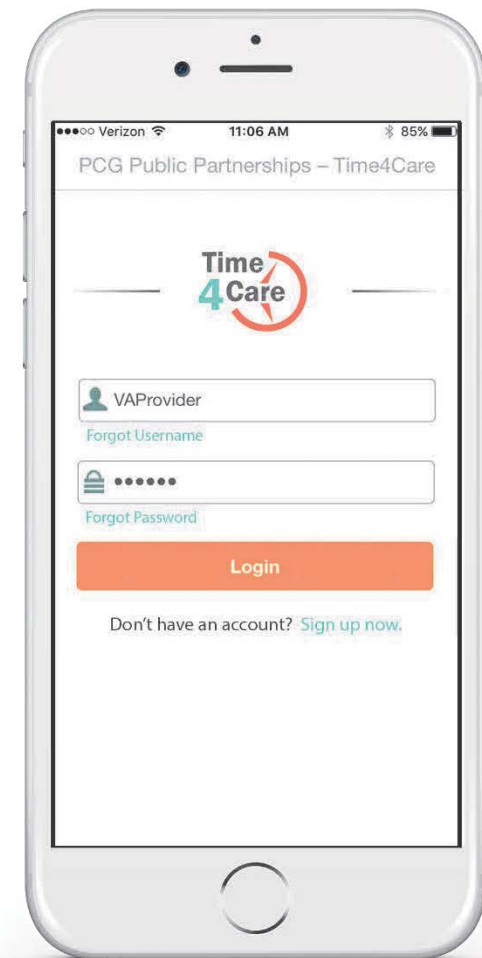
EVV is more than an electronic timesheet



# Key Features to Consider & Industry Best Practices

## Overview of Recommendations (cont.)

- Flexible **mobile application** w/ GPS validation & offline mode
- Service delivery **alerts**
- Associated **web portal**
- **Role-based** access to content
- **Pre-loaded plans of care/authorizations** with real-time verification and feedback
- **Integration with payroll systems**, and claiming extracts for MMIS and MCOs
- **Aggregation** of third-party EVV data
- **Real-time reporting** solution
- Elimination of **telephonic and fixed-device** systems





# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

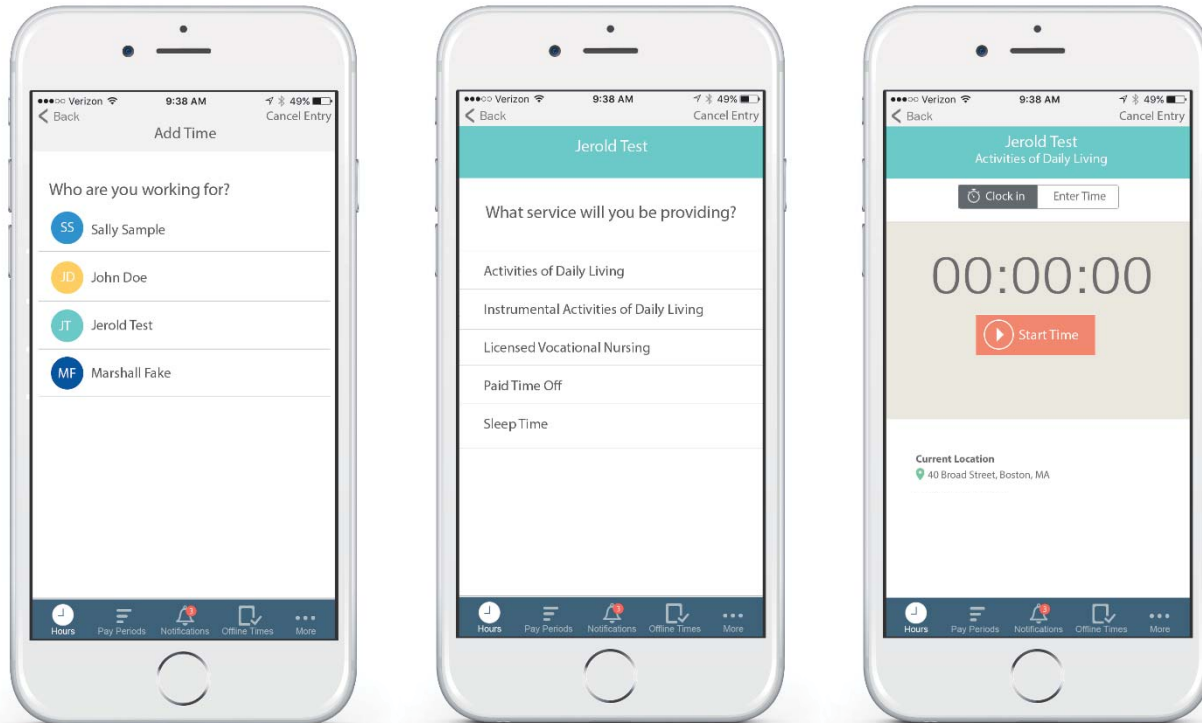
## **Selecting a Suitable EVV System**

- *A Good EVV Solution*
- *A Better EVV Solution*
- *An Even Better EVV Solution*

# Selecting a Suitable EVV System

## A “Good” EVV Solution

Satisfies the requirements set forth within the 21<sup>st</sup> Century Cures Act using a mobile app.

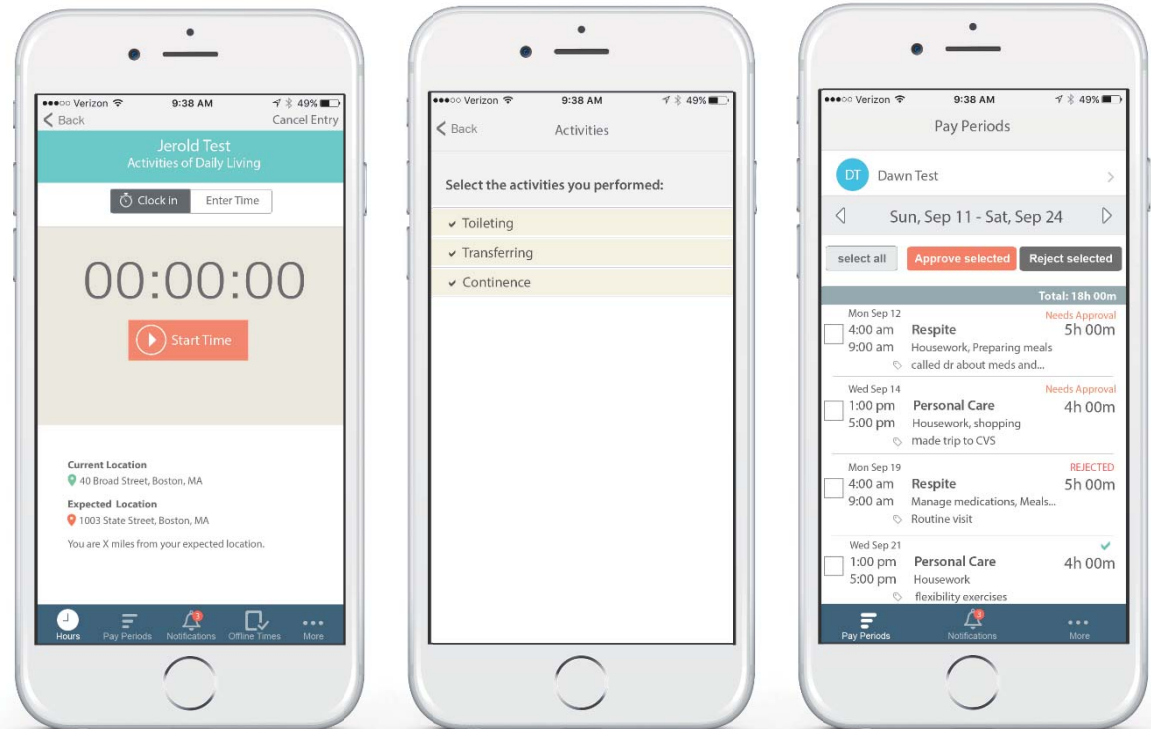


# Selecting a Suitable EVV System

## A “Better” EVV Solution

Includes all “good” features, and also:

- Cross-references the providers’ location with an expected location;
- Customizes services and activities to members’ POC/authorizations;
- Sends real-time alerts; and
- Includes a member approval process, if applicable

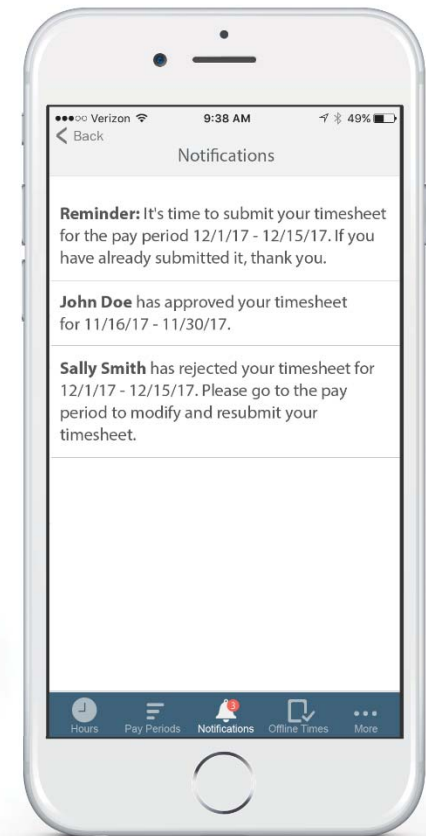
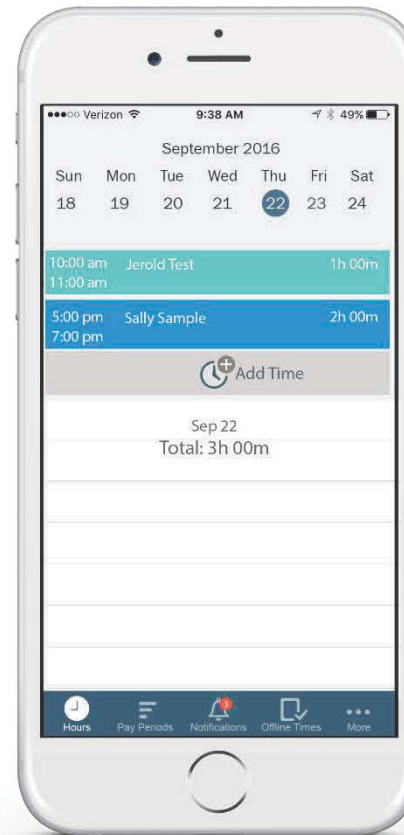


# Selecting a Suitable EVV System

## An “Even Better” EVV Solution

Includes all “better” features, and also:

- Incorporates provider schedules;
- Includes a robust alert/ notification mechanism;
- Processes and validates claims;
- Includes a related web portal; and
- Has an offline mode available on the mobile app.



# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **Managing In-Home Care Program Data**

- *Single System vs. Multi-System EVV Environment*
- *Third-Party EVV Data Aggregation System*

# Single or Multi-System EVV Environment

- Do you plan to implement a single EVV system across the state?
- Are you planning on allowing agencies or providers to select whichever EVV system they like?

# Managing In-Home Care Program Data

## Third-Party EVV Data Aggregation System

Implementation  
of EVV  
generates a  
wealth of great  
data...

**What will you  
do with that  
information?**



# Managing In-Home Care Program Data

## Third-Party EVV Data Aggregation System (cont.)

**Option 1: Collect and Analyze Data**

**Option 2: Collect and Analyze Date & Submit Claims**

**Option 3: Collect and Analyze Date, Submit Claims, & Investigate Discrepancies**

### **Benefits**

- Standardized validation checks
- Management across waiver programs
  - FLSA-compliance tracking
    - Unified reporting



# ***Key Features to Consider When Procuring Your Electronic Visit Verification System***

## **Open Discussion**

- *Question & Answer*

# Open Discussion

## Question & Answer

- Has your state released an EVV RFI or RFP, or plan to?
- What are your providers and members saying about EVV?
- The Cures Act requires that states gather feedback from stakeholders on EVV. Has your state begun soliciting this information?
- What unique EVV features/functions will your state require?
- How do you plan on utilizing the data from your EVV system?
- What methods of entry are you considering, and why? (e.g. mobile application, telephony solution, etc.)
- If you are planning to use a mobile solution, will you require providers to procure their own smartphone?

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