

<b>Meeting Title</b>	<b>EVV Stakeholder Session (Meeting #5 – May)</b>
<b>Date</b>	Wednesday, May 29, 2019
<b>Time</b>	1:00 p.m. – 2:00 p.m.
<b>Location</b>	Online Webinar
<b>Meeting Facilitator</b>	BMS and BerryDunn

**Meeting Purpose:**

The purpose of this meeting is to update the Electronic Visit Verification (EVV) stakeholders on the project’s progress and conduct a walkthrough of the West Virginia Department of Health and Human Resources (DHHR) Bureau for Medical Services’ (BMS) EVV website.

**Meeting Notes**

<b>Item #</b>	<b>Topic and Discussion</b>
1.	<p>Introduction</p> <ul style="list-style-type: none"> <li>The meeting began at 1:00 p.m.</li> </ul>
2.	<p>Electronic Visit Verification (EVV) Stakeholder Presentation</p> <ul style="list-style-type: none"> <li>Sarah Ratliff began with an overview of the meeting agenda. The EVV stakeholder presentation would provide an update on the project status, a website tour of the EVV site, and next steps. Sarah Ratliff said the stakeholders are welcome to ask questions through the Zoom application chat feature during the presentation and that questions would be answered after the presentation has been completed.</li> <li>Feedback from previous stakeholder sessions has been incorporated into a draft request for proposal (RFP), which the State is now reviewing.</li> <li>The stakeholders were reminded that the end-to-end review cycle for the RFP could last 12 or more weeks to allow all the agencies involved to review and provide feedback. Some of the agencies will include:             <ul style="list-style-type: none"> <li>The Bureau for Medical Services (BMS)</li> <li>The Centers for Medicare and Medicaid Services (CMS)</li> <li>The West Virginia Office of Technology (WVOT)</li> <li>The West Virginia Department of Administration (DOA)</li> </ul> </li> <li>BMS has posed two key questions to CMS, which could significantly impact the schedule and timing of events:             <ul style="list-style-type: none"> <li>Are natural family homes in-scope for EVV?</li> <li>What steps must be completed by the deadline to be compliant with the 21st Century Cures Act (Cures Act)?</li> <li>At this time, BMS has not received answers to either of these questions.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• BMS will not have a significant amount of information that can be shared prior to vendor selection. For now, BMS is pausing future meetings and will re-engage with the stakeholder group later in the year.               <ul style="list-style-type: none"> <li>○ BMS will send key updates and invitations well in advance of any future meetings.</li> <li>○ For smaller updates, BMS will be posting information to the website, which we will walk through during this meeting.</li> <li>○ When appropriate, BMS will also communicate updates via email with the stakeholder group.</li> <li>○ If there are any questions throughout the next several months, feel free to reach out to the EVV mailbox. BMS has provided the email previously and the email address will be provided at the end of the slide deck.</li> </ul> </li> <li>• Dr. Francie Clark presented an overview of the West Virginia EVV website.</li> <li>• Dr. Francie Clark notified the group that there are hyperlinks included throughout the presentation and the final slide deck will be shared with the stakeholders.</li> <li>• Dr. Francie Clark provided an overview of how to access the EVV homepage from BMS' primary page.               <ul style="list-style-type: none"> <li>○ From the main BMS webpage, the link is at the bottom right of the page.</li> <li>○ Under the Home and Community-Based Programs section, the stakeholders will click "See All."</li> <li>○ To navigate to the Waiver Programs page, stakeholders should use the green menu at the top of the page and click on "Waiver," which will take them to the Medicaid Waiver Programs page.</li> </ul> </li> <li>• Dr. Francie Clark asked the stakeholders to review the green menu on the middle of the page. There is a page with the hyperlinks to each Waiver. If a stakeholder wants to review one of the pages, he or she can click on the name of the initiative and the hyperlink will take the stakeholder to the home page of the requested hyperlink.</li> <li>• Dr. Francie Clark said the EVV home page provides a great deal of information and the presentation screenshot shows a small portion of the whole page. When navigating, be sure to scroll down to the bottom of the page to see all of the of information contained on the page.</li> <li>• The screenshot of the first part of the home page gives a brief description of EVV and the legislation that enacted it.               <ul style="list-style-type: none"> <li>○ Additionally, information about personal care and the programs impacted by EVV in WV are noted.</li> <li>○ The EVV home page lists a description of how West Virginia (WV) is implementing EVV and notes WV has chosen the Open Hybrid Model.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Towards the bottom of the EVV home page is the email address for the EVV Mailbox. The EVV Mailbox is routinely monitored so stakeholders should feel free to submit questions as they arise, and they will be answered. If the answer is not readily available from BMS, the stakeholder will be contacted and informed that an answer will be forthcoming when it is available.</li> <li>● Dr. Francie Clark said the group will not be visiting the home pages from left to right but will be reviewing each page based on its importance and/or level of available information.             <ul style="list-style-type: none"> <li>○ The first page is the Stakeholders home page. To view and interact with the information from each meeting, click on “Stakeholder Meetings.” By clicking on “Stakeholder Meetings,” users will be directed to a page containing all the meeting materials.</li> </ul> </li> <li>● Dr. Francie Clark said the Stakeholder Meetings page has the documents and presentations for the four previous Stakeholder Meetings.             <ul style="list-style-type: none"> <li>○ The most recent will always be at the top of the list and the last set of documents will always be from the initial meeting in June 2018.</li> <li>○ Today’s presentation will be posted above the January 2019 stakeholder meeting materials and will contain today’s date, May 29, 2019.</li> </ul> </li> <li>● Dr. Francie Clark said the next page that she will discuss is the Frequently Asked Questions (FAQs) page. This page includes CMS’ FAQs, others will be added when they become available.             <ul style="list-style-type: none"> <li>○ CMS published the document in May 2018.</li> <li>○ By clicking on the document title, the stakeholder will be able to open, review, and copy/print it with the appropriate technology.</li> </ul> </li> <li>● Dr. Francie Clark said the next page she will discuss is the Training home page. Each training posted on this page will note where the training originated, approximately when it was provided, and what group or organization provided the information and training.             <ul style="list-style-type: none"> <li>○ BMS has received information from CMS, Applied Self-Direction (ASD), the National Association of States United for Aging and Disabilities (NASUAD) and the Public Consulting Group (PCG).</li> <li>○ As additional trainings become available, the courses will be posted on the training home page along with the appropriate information.</li> </ul> </li> <li>● Dr. Francie Clark said the next page she will discuss is the Publications home page. As with the previous page, the document’s title and published date will be listed, and to view the information the stakeholder can click on the title and open</li> </ul>

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	<p>the document as previously described. Currently, BMS only has two CMS documents on this page.</p> <ul style="list-style-type: none"> <li>• Dr. Francie Clark said the next page she will discuss is the Resources home page. Currently, no resources have been added, but when any become available, the resources will be posted on this page and the stakeholders will be informed via email.</li> <li>• Dr. Francie Clark said the last page she will be discussing is the Policy Manuals home page. Because EVV is in development, the policy manual has not been created yet. However, when the policy has been developed, it will be posted on the Policy Manuals home page.</li> <li>• Dr. Francie Clark reminded stakeholders that they can navigate to any page within the website by using the hyperlink “bread crumbs” located at the top of the page. By clicking any piece of the link, users can quickly jump to the area of interest.</li> <li>• Sarah Ratliff said that stakeholders should monitor their emails for updates from the EVV email address. As a reminder, the email address is <a href="mailto:DHHRBMSEVV@WV.GOV">DHHRBMSEVV@WV.GOV</a>. The stakeholders should also continue to visit the EVV website for any project updates and/or announcements.</li> </ul>
3.	<p>Open Discussion</p> <ul style="list-style-type: none"> <li>• Sarah Ratliff asked the stakeholders for questions.           <ul style="list-style-type: none"> <li>○ A stakeholder asked whether the overall project estimation is still on track for the January 1, 2020, deployment.               <ul style="list-style-type: none"> <li>▪ Sarah Ratliff said BMS is still on track with the project schedule.</li> <li>▪ Sarah Ratliff said BMS is planning to ask CMS for the year extension, which will put the deadline to January 1, 2021, for full implementation.</li> </ul> </li> </ul> </li> <li>• Sarah Ratliff asked stakeholders to reach out to <a href="mailto:DHHRBMSEVV@WV.GOV">DHHRBMSEVV@WV.GOV</a> if there are further questions.</li> <li>• Sarah Ratliff said to continue to monitor the EVV website and that BMS will be posting this presentation with the accompanying notes.</li> </ul>
4.	<p>Meeting Conclusion</p> <ul style="list-style-type: none"> <li>• The meeting concluded at 1:27 p.m.</li> </ul>