West Virginia Department of Health and Human Resources' Bureau for Medical Services

Home and Community-Based Services' Electronic Visit Verification (EVV)
4th Stakeholders' Meeting

January 23, 2019

WEST VIRGINIA
Department of
Health & Human
Resources
BUREAU FOR
MEDICAL SERVICES
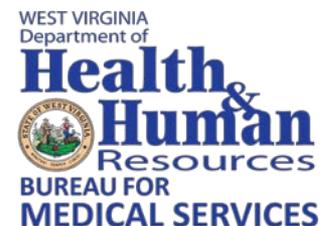
Agenda

- Welcome
- Mission Statement
- Project Status Update
- Next Steps
- Provider Panel Discussion
- Questions

Mission Statement

The stakeholder group, including providers and members, will be asked to participate in activities and provide feedback, suggestions, and ideas regarding the implementation of the EVV system. The State will use guidance from the stakeholder group to make informed decisions about what vendor, system, and solution will best serve all those affected by the 21st Century Cures Act.

Open / Hybrid Model

The State of West Virginia has chosen the Open/Hybrid Model

State Procured Solution

- Burden of procurement is the responsibility of the State
- Cost of procurement is the responsibility of the State
- State is responsible for maintenance and updates to the system
- State must integrate data from third-party EVV vendors into the overall solution

Provider Owned Solution

- Burden of procurement is the responsibility of the provider
- Cost of procurement is the responsibility of the provider
- Providers are responsible for providing evidence that their system complies with the requirements of the Act, DHHR, and the data aggregator, as well as any associated costs

Request for Proposal (RFP)

Language sent to West Virginia Purchasing Division requesting permission to release a request for proposal (RFP) to employ a vendor to implement an EVV system has been approved!

- A request for proposal is a document that solicits proposal, often made through a bidding process, by an agency or company interested in procurement of a commodity, service, or valuable asset, to potential suppliers to submit business proposals.
- The RFP process will allow BMS to select a solution and vendor with a focus on similar experience, strategic innovation, and a best of breed Commercial off the Shelf (COTS) solution. While also taking into consideration each vendor's proposed cost.
- The request to procure the EVV solution through the RFP process has been fully approved and efforts are underway to finalize content.

Additional Project Activities

There are several components of the project that are underway as we work toward selecting and implementing a solution.

RFP narratives, templates, vendor and staff qualifications, key specifications, and requirements are nearing completion. Over 650 requirements and specifications have been developed and are in the final stages of review.

There are several agencies and partners that will review the RFP to provide feedback and approval prior to its release.

Some of the agencies will include:

- The Bureau for Medical Services (BMS)

- The Centers for Medicare and Medicaid Services (CMS)

- The West Virginia Office of Technology (WVOT)

- The West Virginia Department of Administration (DOA)

EVV Deadline Updates

EVV Update: Deadline to Implement EVV for Personal Care Services Delayed until January 1, 2020

On July 30, 2018, legislation passed to amend Section 1903(l) of the Social Security Act to delay the timeline for states to implement electronic visit verification (EVV) for personal care services by one year. Under the new timeline, states are required to implement EVV for personal care services by January 1, 2020, or otherwise be subject to Federal Medical Assistance Percentage (FMAP) reductions as follows:

- 0.25 percentage points for calendar quarters in 2020
- 0.5 percentage points for calendar quarters in 2021
- 0.75 percentage points for calendar quarters in 2022
- 1 percentage point for calendar quarters in 2023 and each year thereafter

It is important to note that this legislation does not affect timelines for home health care services, which must be implemented by January 1, 2023.

Next Steps

- Stakeholder meeting evaluations
  https://www.surveymonkey.com/r/FR5F59J
- Work with CMS, internal, and external partners to obtain federal and state funding
- Release RFP to the public
- Select vendor and system
- System testing, training and rollout
- Ongoing support

Future Meeting Schedule

Future meetings will be held from 1 – 4 p.m. at the Bureau of Senior Services (BoSS), on the following dates:

- March 27, 2019
- May 29, 2019
- July 31, 2019
- September 25, 2019

Any changes to these meetings will be communicated well in advance.

Questions?

Contact Information

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Bureau for Medical Services

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Home and Community-Based Services'
Electronic Visit Verification (EVV)

Panel Discussion

January 23, 2019

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- The primary focus of the October meeting was to review the different types of technologies available.

- Members in attendance were divided into 4 groups.

- Each group reviewed and discussed, through a gallery walk, the different technologies and prioritized the technologies as follows:

  - **1st Choice: Group 4** – Mobile devices, Wi-Fi, Caller ID Verification and Web Clock with/without GPS verification, and GPS verification

  - **2nd Choice: Group 1** – Landlines and QR Codes

  - **3rd Choice: Group 3** – Random Number Devices, Voice over Internet Protocol (VoIP), and Onsite Tablets

  - **4th Choice: Group 2** – Biometrics (i.e. voice and fingerprint recognition)

Disclaimer

The information presented by the panel is intended to inform the EVV Stakeholder Group of the different capabilities of an EVV system. The State of West Virginia is in no way endorsing any of the systems that will be discussed today.

The Panel

Agency	Panel Member
Coordinating Council for Independent Living (CCIL)	Catherine Staddon
Panhandle Support Services	Mato Kret
Preston County Senior Citizens Inc	Tina Turner
REM	Courtney Walsh
Starlight Behavioral Health	Hannah Mayo

Type of solution/devices using?

- CareVoyant software
- Not using any devices
- Software works with any device connecting to the internet
- Cloud based software for Intake, Scheduling, Clinical & Point of Care, Financial, Messaging, Notification, Reporting and Dashboard solutions

Length of time solution used?

- We have been live with two offices for 1.5 years
- All eight sites have been live for 3 months
- Implementation discussions have started for our ID/D Waiver Division. We have implemented back office only for homemaker services.

Coordinating Council for Independent Living (CCIL)

What services/programs are you using the solution with?

- Unskilled homemaker services for the Personal Care, Aged and Disabled Waiver and TBI Waiver Medicaid programs

- Unskilled homemaker services for the Veterans Administration and Private Pay customers

What barriers and challenges has the solution presented?

- Learning the system and how to use it to achieve maximum results has been a challenge

- Another large challenge has been training staff who are end users

- Training is an ongoing process as new staff come onboard

- Barriers would be agencies having the time, staff and resources to set up and train on the new system.

Coordinating Council for Independent Living (CCIL)

How does your EVV solution address the issue of limited internet access? The mobile technology feature can capture information out in the field and then upload when the device has internet access.

How does your EVV solution address scheduling workers? Scheduling and changes are done with a few clicks. All changes are tracked and special note fields are everywhere to capture additional information

How do features of your EVV solution support a user-friendly experience? The support staff at CareVoyant strive to continually improve the customer experience.

How was training of workers, participants, and families, as needed, addressed? CareVoyant provided onsite training in a system of train the trainer. Other options are available.

What benefits has the solution provided your agency/ personnel/ members?

- Tracking and warnings when employee training is about to expire and the ability to have a hard stop for payroll when expired
- Weekly and daily limits for services
- Audit trail for employee and client schedules when canceled or missed
- Rating system and advanced find functions to match the client to an employee
- Travel time calculated with integrated mapping software
- Easily change employees within scheduling system
- Tracking and warning of client prior authorization expiration and limits
- Geographic advanced search which matches an employee with a client by preferences
- Includes integrated billing software and automatic SJE into accounting software
- Mobile technology to create care plan at the client's house and to record employee tasks as well as capturing payroll clock in and out
- Mobile technology also allows the administrative office to see the location of the employee at clock in/out

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How are participants involved in verifying the actual hours worked? We are not currently using this piece.

Can/must workers or participants use their own mobile devices with your EVV solution? Workers can use their own device or devices provided.

Can/must workers or participants use their own computers or tablets with your EVV solution? They can use either

Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution? We are currently not using this piece.

Does your solution require the use of a device installed at a physical location? No, it does not require an installed device, but is available, if necessary.

Does your solution offer the use of a device installed at a physical location as an option? Yes, it is an option

Do you provide repair and replacement of devices? Currently, we do not provide devices to employees and we would prefer not to have to bear that cost.

Has the solution had a fiscal impact on your agency? Please explain both positive and negative fiscal issues. The cost is relatively low compared to other software. It does take a fair amount of time to see the benefits.

How does your EVV solution address security issues and safeguard the privacy of system users? CareVoyant completed an SSAE-16 audit, as well as an ONC-Health IT certification that meets the Meaningful Use requirements

"How's it workin' for ya?"

Panhandle Support Services

Mato Kret

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Panhandle Support Services

Type of solution/devices using? Adacare telephone system, Clocking in and out from CSU phone

Length of time you have used the solution? Approximately 3 years

What services/programs are you using the solution with? Passport over 60 waiver, and private clients

What barriers and challenges has the solution presented? CSU having prepaid phones that use minutes when our aides call to clock in/out, client having their phone disconnected or frequent changes in cell phone, client refusing to allow aide to clock in, CSU on phone when aide arrives, aide clocking in from unknown phone, no phone at all in the home

Panhandle Support Services

What benefits has the solution provided your agency/personnel/members?
The ability to verify that the aide is in the home or to call when we notice that no one clocked in, checking timesheets if there is a question about time, protecting aide when a client has forgotten their aide was there, use as proof of services when something happens to a time sheet.

How does your EVV solution address the issue of limited internet access?
Our EVV system doesn't rely on the internet, but on phone lines or cell phones. This also has the same challenges as no internet

How does your EVV solution address scheduling workers? The Adacare system allows us to have the ability to keep track of our aides and provide them with a computer-generated schedule. The EVV system in Adacare compares to the schedule to inform us of missed visits.

How do features of your EVV solution support a user-friendly experience?
The aides must dial an 800 number, enter their ID and press "1" to clock in and "2" clock out. Takes less than 1 minute. The clients aren't required to do anything.

Panhandle Support Services

How was training of workers, participants, and families, as needed, addressed? We inform the clients with the initial assessment of our system and they sign an agreement that it is okay for the aides to use their phone to clock in and out. The aides are trained in their initial training and this take less than 15 minutes, as it is a simple system. Reminders are generally needed with the aides when they first start.

How are participants involved in verifying the actual hours worked? Along with our EVV system, we do a paper work sheet that the client signs with every shift that is worked.

Can/must workers or participants use their own mobile devices with your EVV solution? The aide can clock in with the client's cell phone. We discourage clocking in and out from the aide's phone.

Can/must workers or participants use their own computers or tablets with your EVV solution? None used in this system

Panhandle Support Services

Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution? No

Does your solution require the use of a device installed at a physical location? No

Does your solution offer the use of a device installed at a physical location as an option? No

Do you provide repair and replacement of devices? None needed

Has the solution had a fiscal impact on your agency? Please explain both positive and negative fiscal issues.

How does your EVV solution address security issues and safeguard the privacy of system users?

- The Adacare system is based on a number system.
- Each client is assigned a number and it is linked to the phone number that the aide clocks in from.
- When they clock in, the system matches the aide to the client and to the schedule.

"How's it workin' for ya?"

Preston County Senior Citizens Inc.

Tina Turner

Preston County Senior Citizens Inc.

Type of solution/ devices using?
CoPilotPro21 by Information Age Technologies (IAT)

Length of time you have used the solution? Preston County Senior Citizens implemented CoPilot in June 2017.

What services/programs are you using the solution with?
- Title IIIB Homemaker
- Title IIIE Respite
- FAIR
- Lighthouse
- Personal Care
- Veterans
- Waiver

Preston County Senior Citizens Inc.

What barriers and challenges has the solution presented?
- The initial challenge was duplicating paper and electronic records during implementation; however, this was necessary to ensure the CoPilot program was tracking and reporting accurately.
- Training homemakers on tablets and administrative staff on the new program was a challenge, but ultimately successful.

What benefits has the solution provided your agency/personnel/ members?
- CoPilot simplifies documentation, scheduling, report generation, payroll and billing.
- The program also assures compliance for time, services, costs and care plans.
- The manual override for deviations due to unforeseen circumstances is simple to use.
- The Course of Action (Care Plan) can easily be rolled over to the next year. Homemaker certifications can easily be stored and tracked.

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Preston County Senior Citizens Inc.

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How does your EVV solution address the issue of limited internet access?
- Internet is not required for client sign in/out or to record services.
- Homemakers can sync with home/client's Wi-Fi.
- Syncing available in main office parking lot.
- Investigating sharing Wi-Fi access with county schools.
- Secondary plan is to install Wi-Fi at all Preston County senior centers.

How does your EVV solution address scheduling workers?
- Scheduling is sophisticated but easy to create and modify.
- Schedules are pulled from care plans and can be set up for one day or an extended period.

How do features of your EVV solution support a user-friendly experience?
- Scheduling and Clerical/RN Review displays in a very easy to use calendar format.
- The on-screen color coding quickly indicates if discrepancies need to be addressed/corrected.
- Data is easily uploaded to Harmony when the month is closed.
- Reports can be exported to excel, greatly simplifying the invoice process.
- Invoicing to federal programs is automatic via DXC (Molina) and Change Healthcare Electronic Data Interchange with month close but hard copies of paperwork must be mailed separately for VA.

Preston County Senior Citizens Inc.

How was training of workers, participants, and families, as needed, addressed? CoPilot's customer service & training is phenomenal. Training can be done on-site/over the phone/ remotely.

How are participants involved in verifying the actual hours worked?
1. The homemaker signs into the program upon arrival to the client's home.
2. The client signs off on services performed at the end of the visit.
3. Both signatures are time-stamped and uploaded to the system.
4. The CoPilot software then utilizes sophisticated algorithms to compare the care recipient's signature with a reference signature on file, scoring it for authenticity.
5. Hours worked and time allotted for services automatically calculated. If the hours worked vary from the schedule, a prompt is given to office staff to investigate, note & approve.

Preston County Senior Citizens Inc.

Can/must workers or participants use their own mobile devices with your EVV solution? Homemakers must use tablets purchased by Preston County Senior Citizens.

Can/must workers or participants use their own computers or tablets with your EVV solution? Homemakers must use tablets purchased by Preston County Senior Citizens.

Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution? Tablets are purchased by Preston County Senior Citizens

Does your solution require the use of a device installed at a physical location? No

Does your solution offer the use of a device installed at a physical location as an option? No

Do you provide repair and replacement of devices? Yes

Has the solution had a fiscal impact on your agency? Please explain both positive and negative fiscal issues. The monthly fee of CoPilot is offset by the administrative savings of manual recording and reconciliation of services and billings.

Break

15 Minutes

REM

Type of solution/devices using?

- We use Teletime

- Teletime feeds into our Kronos (timekeeping) system

- Employees call from their work location phone to clock in and out of work

- This system does not currently link to our billing system

Length of time you have used the solution? 8+ years

What services/programs are you using the solution with?

- This program records time in/out and phone number from where they clocked in.

- Kronos supervisors can run reports to see where someone is clocking in and it also records if a timekeeper or supervisor changes punches or makes an edit with their employee ID number.

- It can also record alias transfers/cost centers when staff work in multiple locations. Employees can transfer their time to different locations.

REM

What barriers and challenges has the solution presented?
- If the phone at the location is down, then the employee needs to seek permission to clock in using a cell phone number.
- That number is recorded in the system as well.
- As with any electronic system, if Teletime is down, then that can create more paperwork for supervisors who will need to enter missed punches.
- Some locations have unreliable phone service, which makes it more difficult to verify work hours when staff use cell phones.

What benefits has the solution provided your agency/personnel/ members? The benefits of this system are:
- better control over payroll expense through more accurate time,
- ability to run reports to manage staff
- ability to use the data for investigations when appropriate

How does your EVV solution address the issue of limited internet access? There is a backup paper process for time edits/missed punches.

How does your EVV solution address scheduling workers? It currently does not.

REM

How do features of your EVV solution support a user-friendly experience?
It is very easy for the average direct care worker to use Teletime.

How was training of workers, participants, and families, as needed, addressed? Our family providers currently still use paper.

How are participants involved in verifying the actual hours worked?
For employees, the Teletime system does allow the employee to verify total hours worked and last clock in via the telephone system.

Can/must workers or participants use their own mobile devices with your EVV solution? Yes, they can, however it is not our preferred practice to verify location. Certain employees can enter their time directly into Kronos.

Can/must workers or participants use their own computers or tablets with your EVV solution? Yes, some can if they enter their time directly into Kronos.

Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution? No, for direct care, some supervisors and professionals have laptops.

Does your solution require the use of a device installed at a physical location? Not at this time.

Does your solution offer the use of a device installed at a physical location as an option? Unsure how to answer this question- our system doesn't currently link to billing. Billing and recording of progress notes occur in other systems.

Do you provide repair and replacement of devices? Yes, for laptops.

Has the solution had a fiscal impact on your agency? Please explain both positive and negative fiscal issues. The software system is a cost, but we do save some cost by having the system record payroll time.

How does your EVV solution address security issues and safeguard the privacy of system users? Yes, there are specific ways and specific job titles that can change time in the system based on the job performed.

Starlight Behavioral Health

Type of solution/devices using?
DataPlus Time Tracking and Staff Scheduling software module hosted by the company Solana for EVV.

What services/programs are you using the solution with?
- Solana for staff scheduling, clocking in and out, billing, payroll, HR, and tracking staff credentialing.
- Staff credentials are entered during the initial hiring and orientation process. This includes consumer specific training.
- Residential Managers then develop schedules to include ONLY staff that are credentialed and trained to work with specific consumers.
- The software will only permit trained staff with required trainings to be scheduled with a specific consumer.

Starlight Behavioral Health

- When staff report to the consumer home to provide services they:
  - log in to work via a secure website
  - choose the consumer and service (based on purchased services for that consumer)
- Employees may only log in while in the consumer's home, as the system includes GPS tracking.
- Any attempts to log in or out outside of the consumer home sends an alert to the billing and payroll manager, who can research a specific situation and override the block in cases where staff changes are occurring in the community.
- Billing is uploaded from this system and merged over to payroll.

Starlight Behavioral Health

Can/must workers or participants use their own computers or tablets with your EVV solution?

- Employees have the option of using their own smart phone, tablet, or computer.

- Tablets are furnished by the agency upon request, with data only plans that permit login to our EVV software only.

- All other applications and Wi-Fi are blocked from the device.

Do you provide devices that can accompany a worker or participant beyond the home with your EVV solution? Yes, all devices are mobile.

Starlight Behavioral Health

What barriers and challenges has the solution presented?

- Initially, we experienced connectivity issues.
- There is a potential for this to be problematic when providing EVV in natural family homes in rural areas or areas with limited internet access.

Can/must workers or participants use their own mobile devices with your EVV solution?

- Workers can log into the system using any device with the ability to access the internet.
- Most employees use cell phones, however tablets are available for use by any employee who does not have a smart phone.

Can/must workers or participants use their own computers or tablets with your EVV solution?

Employees have the option of using their own smart phone, tablet or computer. Tablets are furnished by the agency upon request, with data only plans that permit login to our EVV software only. All other applications and Wi-Fi are blocked from the device.

Starlight Behavioral Health

Additional information:

- Solana software modules currently in use include a billing component.

- The consumer's authorized services are uploaded into the system directly from KEPRO and a consumer "contract" is created for the service year.

- Billed units are automatically deducted from the total approved units, which permits real time utilization reports to be generated and monitored by the IDT.

- GPS component permits tracking of staff location during time that they are logged in as providing services. This program does not include a lookback, however, if staff are instructed to "ping" their location in the community at specific intervals, this data is stored in the system.

Questions?