Ohio | **Department of Medicaid**

Electronic Visit Verification in Ohio Medicaid

Presented for the Access Center for Independent Living, Inc.

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An Introduction to EVV

What is EVV?

- Electronic Visit Verification (EVV) is a tool for electronically capturing point-of-service information for certain home and community-based services.

  » The Ohio system provides near real-time processing capability

  » The Ohio system is a GPS-based system with telephony and manual visit entry as secondary data collection methods.

- EVV supports program policy and does not force changes in program policy.

Sandata Technologies

- ODM selected Sandata as the vendor for the EVV service.

- Sandata has focused on home care technology for 40 years. They first deployed EVV in 1994 and held a patent until 2010.

- Sandata has experience with 9 state Medicaid agencies and 6 managed care organizations (MCOs).

- Sandata provides data collection, the online system, training and 24/7 support at no cost to the provider or the individual.

One System with Two Parts

EVV is a modular technology solution that provides transparency into home based care delivery, while improving the individual's quality of care.

- **Visit Verification Module**
  - When the caregiver arrives on site, they "check-in" using a variety of technologies (mobile application on smart device, telephonic, or state-provided EVV device).
  - The system captures visit start and stop, service provided, duration, the person providing care and client verification.
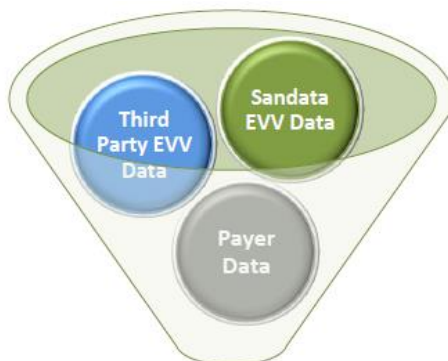
- **Aggregator**
  - Standardizes data from all EVV vendors.

The 21st Century Cures Act

The 21st Century Cures Act

- State Medicaid programs are required to implement EVV for personal care and home health services.

- EVV systems must capture the following elements:
    » The individual receiving services
    » The person providing services
    » The date and time of the service
    » The service provided
    » The location of the service

Congressional Changes to Cures Act Timelines

- Original deadlines were January 1, 2019 for personal care and January 1, 2023 for home health.

- In July 2018, Congress passed legislation shifting the personal care deadline to January 1, 2020.

- Failure to meet deadlines will result in reduction in federal matching funds for the impacted services.

- States can request a good faith extension up to 12 months (until January 1, 2021) for the personal care deadline.

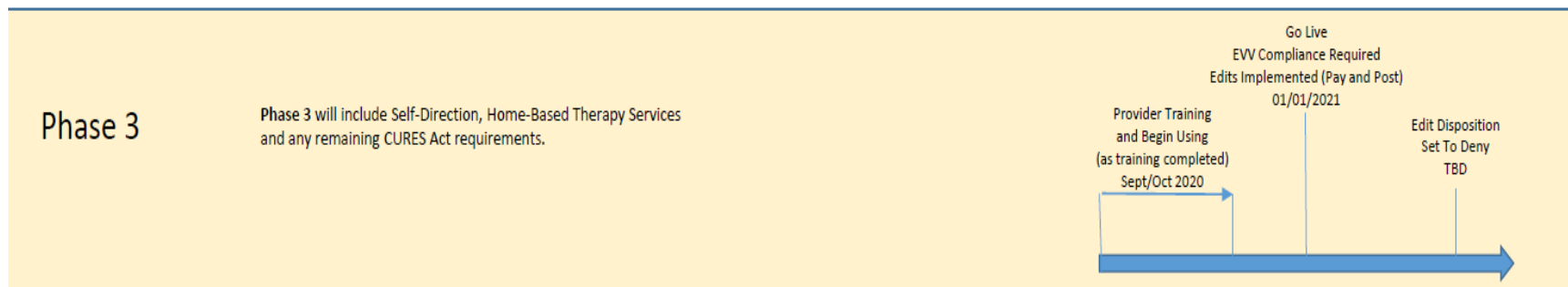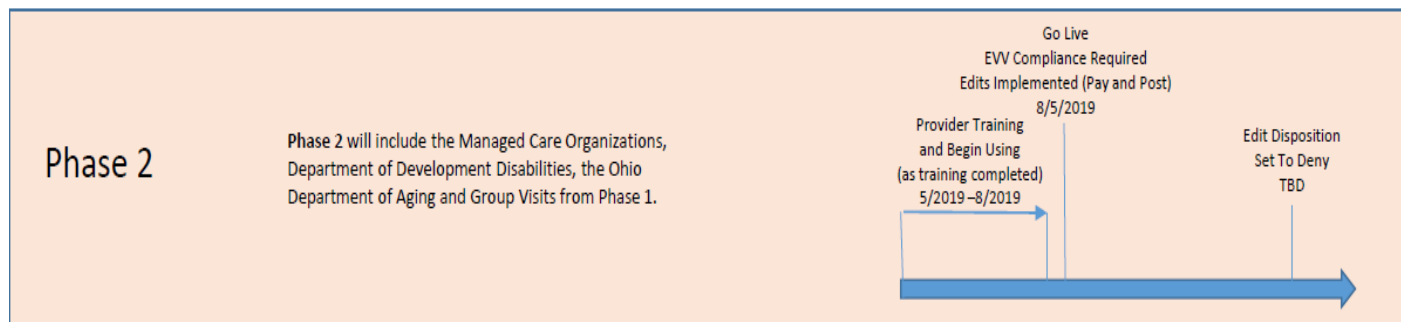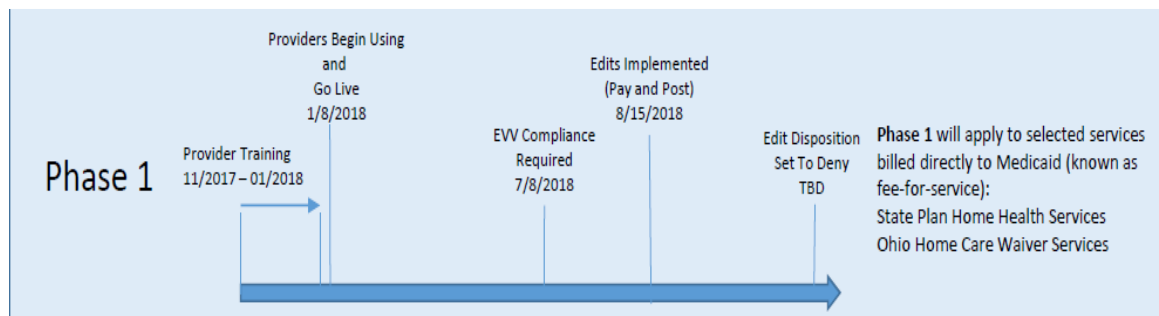# The Ohio Medicaid EVV Project

Implementation in Phases

- Phase 1
  - » State Plan Home Health Nursing and Aide Services
  - » Private Duty Nursing
  - » Ohio Home Care Waiver (OHCW) Nursing, Home Care Attendant and Aide Services

- Phase 2
  - » Nursing and HPC in Level 1 and Individual Options Waivers (DODD)
  - » Nursing, Home Care Attendant and Aide Services in PASSPORT (ODA)
  - » Medicaid Managed Care (includes MyCare)
  - » Group Visits

- Phase 3
  - » Participant Direct Nursing and Aide (HPC) services (including the SELF waiver)
  - » Home Health Therapies

A Single Statewide Solution

- A single EVV approach will be implemented across all impacted programs and payers.
  - » Same data collection methods (device, app, telephony, manual visit entry)
  - » Same information is collected across programs
  - » All visit data is stored in a single aggregator

- Phase 2 is being implemented collaboratively with DODD, ODA and the MCOs. Program policy differences are being addressed.
  - » No signature or voice verification required for nursing and HPC provided through DODD waivers

- Claims will be submitted in the same way to the same payers.

Implementation Timeline

Phase 1

Provider Training
11/2017 – 01/2018

Providers Begin Using
and
Go Live
1/8/2018

EVV Compliance
Required
7/8/2018

Edits Implemented
(Pay and Post)
8/15/2018

Edit Disposition
Set To Deny
TBD

Phase 1 will apply to selected services billed directly to Medicaid (known as fee-for-service):
State Plan Home Health Services
Ohio Home Care Waiver Services

Phase 2

Phase 2 will include the Managed Care Organizations, Department of Development Disabilities, the Ohio Department of Aging and Group Visits from Phase 1.

Provider Training
and Begin Using
(as training completed)
5/2019 –8/2019

Go Live
EVV Compliance Required
Edits Implemented (Pay and Post)
8/5/2019

Edit Disposition
Set To Deny
TBD

Phase 3

Phase 3 will include Self-Direction, Home-Based Therapy Services and any remaining CURES Act requirements.

Provider Training
and Begin Using
(as training completed)
Sept/Oct 2020

Go Live
EVV Compliance Required
Edits Implemented (Pay and Post)
01/01/2021

Edit Disposition
Set To Deny
TBD

Provider Requirements

- All providers are required to use EVV for the impacted services.

- The Sandata system is provided by Ohio Medicaid at no cost to providers or individuals.

- Providers must complete mandatory EVV training.

- Agency Providers can choose to use an alternate data collection system.
  - » The alternate system must use GPS technology in the primary data collection method.
  - » The alternate system must offer manual visit entry and at least one other alternative method of data collection.
  - » The alternate system must send data to Sandata at least daily.
  - » The interface between the alternate system and Sandata must meet the technical specifications and business rules provided.
  - » Sandata certifies the alternate system prior to implementation.

Phase 1

Phase 1 Services

- The services included in Phase 1 are:
    - » Home Health Nursing and Aide Services
    - » Private Duty Nursing
    - » RN Assessment
    - » Ohio Home Care Waiver Nursing Services
    - » Ohio Home Care Waiver Personal Care Services
    - » Ohio Home Care Waiver Home Care Attendant Services.

- Phase 1 is limited to fee for service.

- Group visits are excluded from Phase 1.

Phase 1 Updates

- Edits matching units on the claim exactly to units recorded for the visit with EVV were implemented for dates of service on and after August 15, 2018. The edits are currently set to "Pay and Post"

- After reviewing provider feedback and preliminary information regarding the impact on claims, the edits were modified so that units on the claim must be equal to or less than the units recorded for the visit with EVV.
  - » Claims will be denied for EVV related edits for dates of service at a date to be determined.
  - » Providers are still required to use EVV pursuant to OAC Rule 5160-1-40.

Data Elements Used to Match Claims to Visits

- Data that must be an exact match
  - » The rendering provider of the service
  - » The individual receiving the service
  - » The date of the visit
  - » The service provided

- Units recorded for the visit in the Sandata EVV system must be ***greater than or equal to*** the units submitted on the claim in MITS.

*Only visits with no exceptions will be used to match claims.

Potential Impacts on Claims in Phase 1

Projected Claim Results
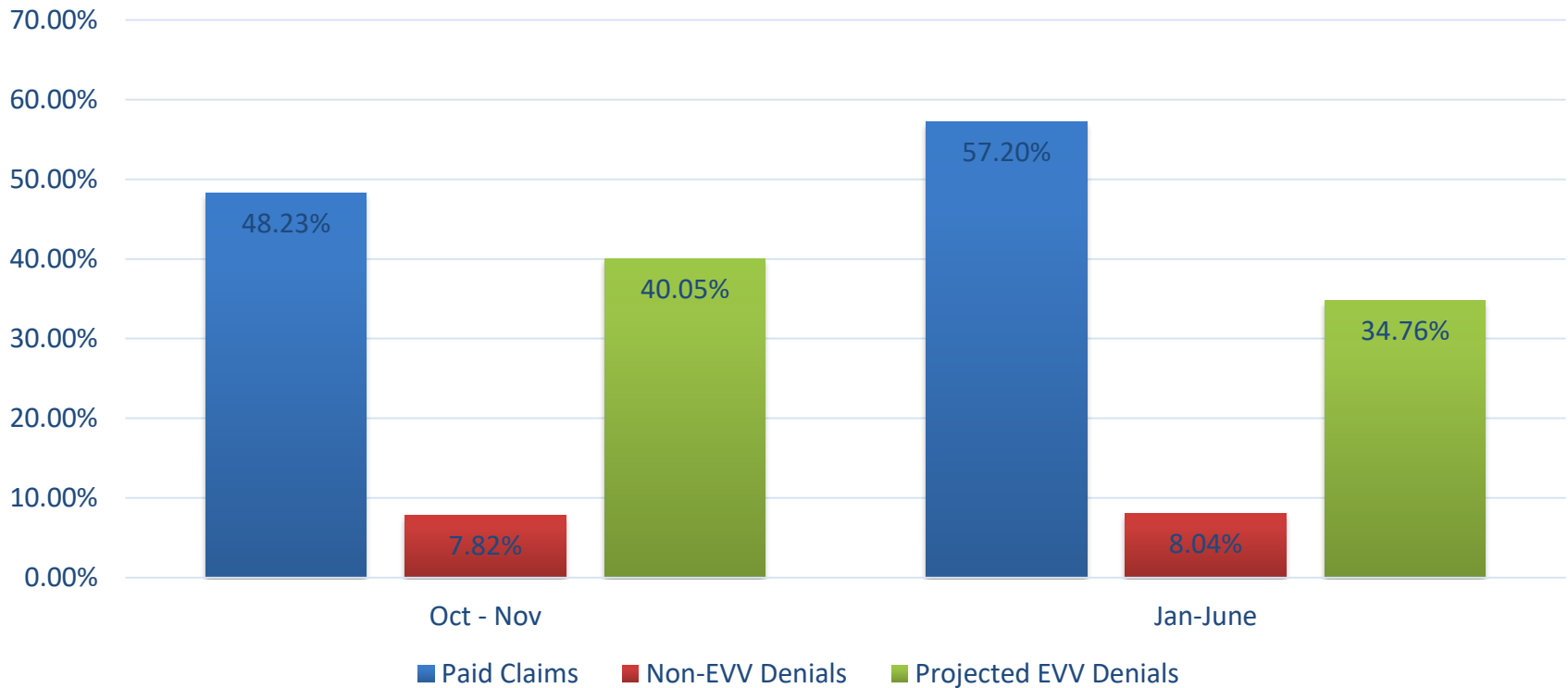
Messages are posted to claims when a claim is not matched to a visit

Provider Compliance and Outreach

- Phase 1 was implemented on January 8, 2018. ODM allowed providers up to six months, until July 8, 2018, to become fully compliant.

- Changes in federal timelines and the date when EVV data will be used to deny claims does not impact the responsibility of providers to record all visits for services subject to EVV requirements.

- Currently there is no impact on claims payment.

- ODM is monitoring compliance with EVV requirements.

Phase 1 Providers With No Visits in the Aggregator

Medicare Certified Agencies, 29

Other Accredited Agencies, 6

Non-Agency Providers, 249
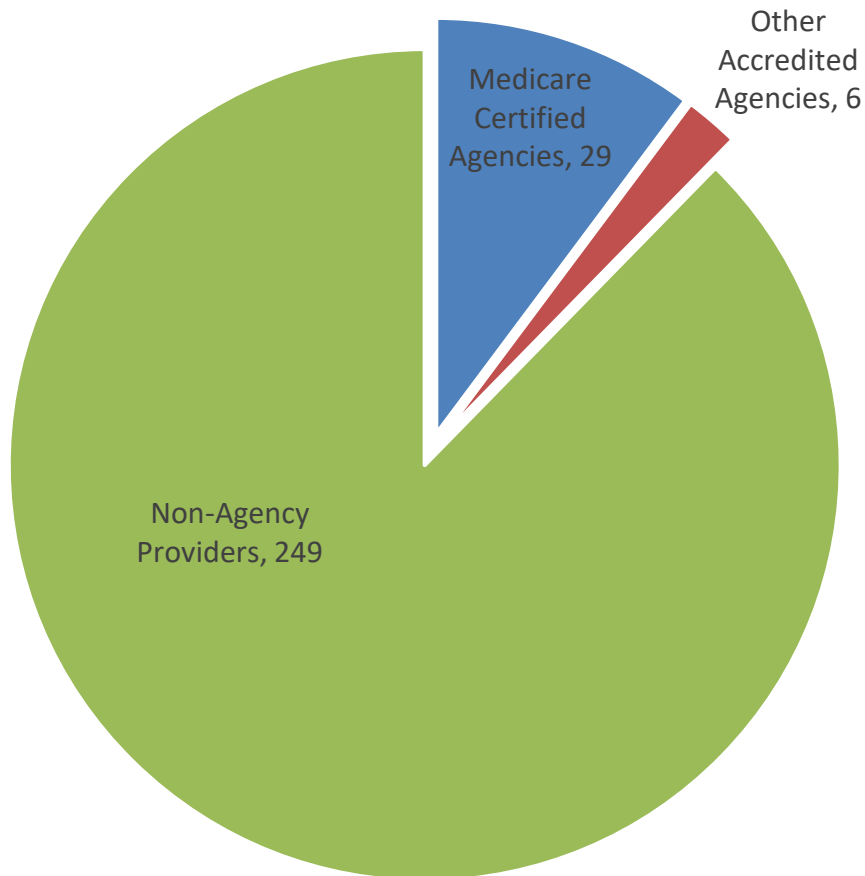
696 Individuals Receive Services From Providers With No Visits In the Aggregator

Phase 2

Phase 2 Services

- Group Visits for Phase 1 and Phase 2 Services

- PASSPORT (ODA)
  - » Nursing
  - » Personal Care
  - » PASSPORT Home Care Attendant

- Individual Options and Level One (DODD)
  - » Homemaker Personal Care delivered in 15 minute units, including "on behalf of" HPC
  - » IO Waiver Nursing

HPC Services

- When delivering services that fall under any of the procedure codes below, the DSP will select "HPC" as the EVV service.

APC	APV	AMW	AMX	AMY	AMZ
AQC	AQV	AQW	AQX	AQY	AQZ
EPC	EPV	EMW	EMX	EMY	EMZ
EQC	EQV	EQW	EQX	EQY	EQZ
FPC	FPV	FMW	FMX	FMY	FMZ
FQC	FQV	FQW	FQX	FQY	FQZ

Phase 2 Services – Managed Care

- Home Health Nursing
- Home Health Aide
- Private Duty Nursing
- RN Assessment
- MyCare Waiver Nursing
- MyCare Waiver Homecare Attendant
- MyCare Waiver Personal Care Aide

*Includes group visits

Excluded Services

- EVV does not apply to the following services, even when personal care is a component of the service delivery:
  - » HPC services that are billed using the daily billing unit (DBU)
  - » On-site/On-call (OSOC)
  - » Shared Living
  - » Residential/Community Respite
  - » Adult day and employment services

- Participant directed services (will be included in Phase 3)

Phase 2 Claims and EVV

- Each payer will query Sandata to determine if a claim is supported by visit data in the Sandata system.
  - » For ODM, MCOs and ODA, a single claim is matched to a single visit.
  - » For DODD, the total units for a provider/individual combination on a calendar day must not be greater than the total number of units billed.

- Informational messages are posted on claims when the claim is not supported by a visit.

- Currently there is no impact on claims payment.

Phase 3

Plans for Phase 3

- Services included in Phase 3
  - » Participant directed services across programs and payers
  - » Home health therapies

- Key milestones
  - » Training registration opens in late summer of 2020
  - » EVV is mandatory for Phase 3 services before January 1, 2021

Using the Sandata EVV System

Setting Up the EVV System
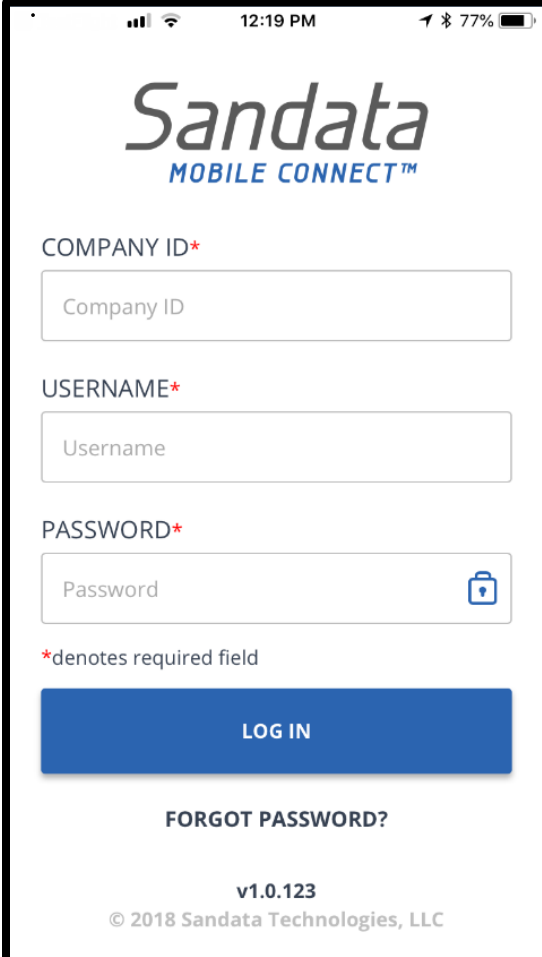
- Create users (direct care workers and administrative staff
  - » User name (email)
  - » Name
  - » Social Security
  - » Roles

- Create clients (individuals)
  - » Name
  - » Medicaid number
  - » Payer(s), Program(s) and Service(s)
  - » Address(es)
  - » Telephone number(s) (if appropriate)
  - » Request device (if applicable)

Collecting Visit Information

- Mobile visit verification (MVV) using a Sandata device or the app on a device owned by the provider or caregiver should be used whenever possible.

- Download the app
  - » Sandata Mobile Connect (the blue one)

- Request a device
  - » Provider can check a box when creating the individual record in the Sandata system
  - » Etrac

Starting a Visit – Log Into the Device

- Enter Company ID (found in Welcome Kit)
- Enter Username (email address)
- Enter Password
  - Receive temporary password in welcome kit (nonagency provider or by email when worker is created by agency)
  - Caregiver creates own password
  - Use "Forgot Password?" link if you forget your password.

Starting a Visit – Search for the Individual

Search for the individual by entering the Medicaid number or the Sandata Client ID and selecting search client

If the caregiver does not know the individual's Medicaid number of the Sandata Client ID, the caregiver can start an "Unknown Visit." The visit can be linked to a specific individual later using the Sandata online system.

Starting a Visit – Select the Type of Visit

- Search results will appear on the screen of the device.

  » The caregiver selects "Continue Visit" to start a new individual visit; or

  » The caregiver selects "Start Group Visit" to start a new group visit; or

  » The caregiver selects "Join Group Visit" to add an individual to an existing group visit.

Starting a Visit – Select the Service

- Select the appropriate service from the drop down menu.
    » A service must be selected to start a visit.
- Select "Start Visit"

Starting a Visit – Confirm the Start of the Visit

- The screen shows the service selected and the visit start time. The caregiver selects "Yes" to start the visit.
- The caregiver should log out of the device.

START VISIT

Service: ███████ ████ ████████

Clock-In: 12:47 PM

Are you sure you want to start the visit?

| NO | YES |

Ending A Visit

- The caregiver must end a visit when:
  - » Transition from HPC to on-site/on-call (OSOC)
  - » One or more individuals leave the visit and are
    no longer receiving HPC

- There is no requirement for the individual
  to provide verification at the conclusion of an
  HPC or an IO waiver nursing visit.

  *PDN and State Plan Home Health Services do require verification,
  even when the service is provided to someone enrolled in a DD waiver.

Ending A Visit – Log Into the Device

- The caregiver logs into the system. The screen shows a "Visit In Progress."

- Select "Resume Visit"

- Use "Abandon Visit" if you log in to start a visit and find you forgot to end a previous visit.

VISIT IN PROGRESS

Tuesday, January 29, 2019

PETER ADAMS

Clock-In: 11:19 AM
Service: SPHH Aide (G0156)

ABANDON VISIT   **RESUME VISIT**

CLIENTS   SEARCH CLIENT

Enter Client Identifier

Enter Client Identifier

SEARCH CLIENT

Ending A Visit – Visit Notes

The Visit Notes Screen appears. Enter any notes and select "Complete Visit"
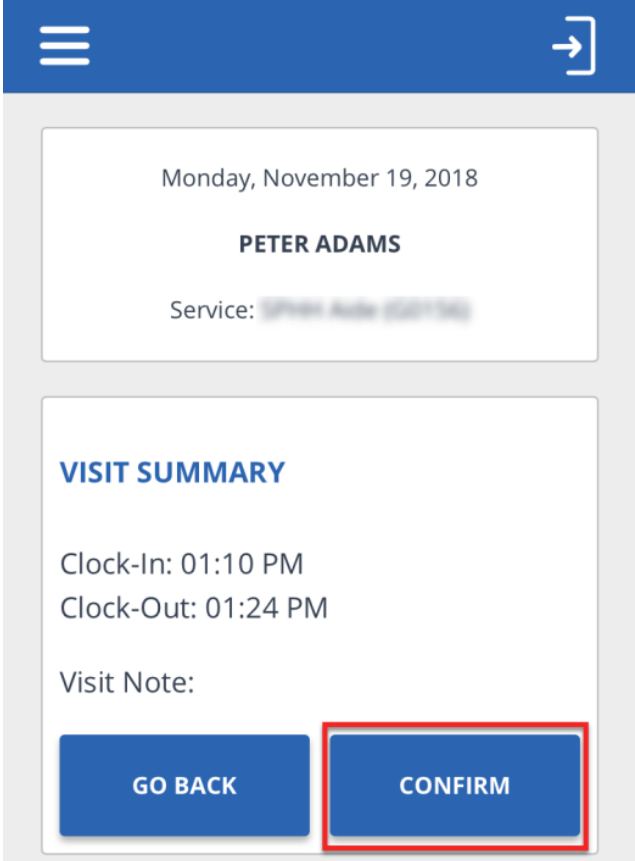
- Visit Notes are never required.
- Visit Notes will not fulfill service documentation requirements
- Never enter PHI in the Visit Notes screen.

Ending A Visit – The Visit Summary Screen

The Visit Summary Screen appears. Review the information on the screen and select "Confirm".

If no verification (DODD waiver Services), this will end the visit.

Ending A Visit - Verification of Services

- The Client Verify screen displays if the visit requires a verification from the individual or authorized representative.

- The caregiver passes the phone to the individual receiving services or other person authorized to provide verification.

- The Skip button can be used if the client is unwilling or unable to verify the visit.
  - » The provider will need to go into the online system to clear exceptions
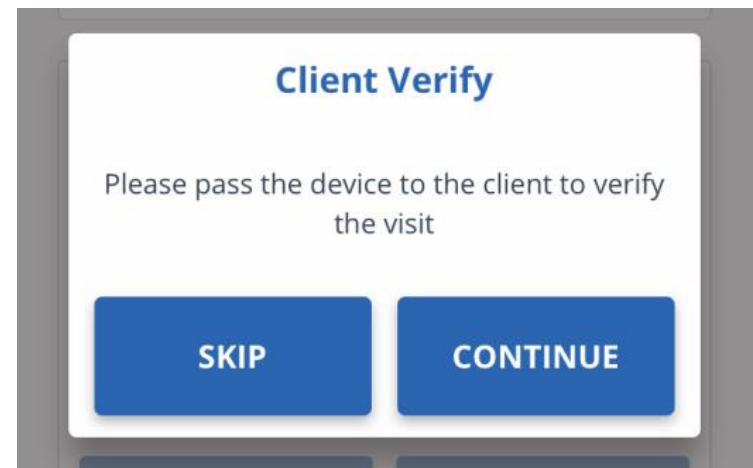
Ending A Visit – Selecting a Language

- The individual or other person authorized to provide the verification chooses his or her preferred language using the drop down menu and selects continue.

Ending A Visit – Client Confirmation Screen

- The individual receiving services must "Confirm" or "Deny" the service and the visit time.

Ending A Visit – Signature or Voice Recording

- The preferred method is voice recording but either method is acceptable.

- The visit ends when the individual taps "Submit."

The Service Plan and Verification

- When verification is required for the service provided

  » The service plan and related documentation record should contain the name of the person or persons who can verify the visit time and the service.

  » Case Manager Update
    https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/CaseManager/caseManager-ServicePlan.pdf

Group Visits

- A group visit is defined as a visit where **multiple** individuals receive services from one or more caregivers.

- Sandata added the ability for a caregiver to add more than 1 individual to a visit.

- Step by Step Instructions in User Manual
  » Agency
    https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/P2-AgencyProvider_ParticipantGuide.pdf
  » Non Agency
    https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Trainng/P2-Non-AgencyProvider_ParticipantGuide.pdf

Alternative Data Collection Methods

Telephony

- Telephony is the preferred alternative to the device and app.

- When using telephony, the caregiver calls the number shown on the provider's call resource guide to start and to end a visit.
  - » The number called helps identify the provider and should not be shared among providers.
  - » The caregiver can complete the call in the language of his or her choice.

- The caregiver will need the following information:
  - » His or her Santrax ID – assigned by Sandata
  - » The individual's Client ID – assigned by Sandata when the client record was created
  - » The service ID (found in the call reference guide)

Call Resource Guide

santrax®
ELECTRONIC VISIT VERIFICATION™

Call Reference Guide:

«COMPANY_NAME»

Agency Account Number: STX«ACCOUNT»

_____

Write your Santrax ID number above for easy reference.

Language	Dial	Language	Dial
English	1 (999) 555-8888 1 (999) 555-8888	Russian	1 (999) 555-8888 1 (999) 555-8888
Egyptian Arabic	1 (999) 555-8888 1 (999) 555-8888	Serbian	1 (999) 555-8888 1 (999) 555-8888
French	1 (999) 555-8888 1 (999) 555-8888	Somali	1 (999) 555-8888 1 (999) 555-8888
Fulah	1 (999) 555-8888 1 (999) 555-8888	Spanish	1 (999) 555-8888 1 (999) 555-8888
Hindi	1 (999) 555-8888 1 (999) 555-8888	Swahili	1 (999) 555-8888 1 (999) 555-8888
Mandarin Chinese	1 (999) 555-8888 1 (999) 555-8888	Vietnamese	1 (999) 555-8888 1 (999) 555-8888
Nepali	1 (999) 555-8888 1 (999) 555-8888		

Features:

STX ID Verification / Playback   Group Visit – No
CIOP   Select Service
Client Voice Recording   Client Verification: Visit
Client Verification: Service

Calling Instructions   **STX«ACCOUNT»**

Calling In: When arriving at the client's home, make sure you have the following information:
- Your Santrax ID.
- Your Client's ID.

1. **Dial any of the toll-free numbers assigned to your agency.**
   If you are experiencing difficulties with the first toll- free number, please use the second toll-free number.

   Santrax will say: **"Welcome, please enter your Santrax ID."**

2. **Press the numbers of your Santrax ID on the touch tone phone.**

   Santrax will say: **"You entered (SANTRAX ID). Press (1) for Yes, (2) for No."**

3. **Press (1) to confirm your Santrax ID or press (2) to retry.**

   Santrax will say: **"Is this a group visit? Press (1) for Yes or (2) for No."**

4. **Press (2) for not a group visit.**

   Santrax will say: **"Please select (1) to call in or (2) to call out."**

6. **Press the (1) key to "Call In".**

   Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**

7. **Press the numbers of the client's ID.**

   Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**

8. **Hang up.**

Service IDs

English Service List

Agency Name / STX ID Number
Toll Free Numbers

Service ID	Description	Service ID	Description
101	SPHH Aide (G0156)	656	MyCare - LPN (T1003)
202	SPHH Nsg - RN (G0299)	707	OHCW HCA (S5125)
303	SPHH Nsg - LPN (G0300)	717	Passport HCA (S5125)
404	PDN (T1000)	757	MyCare - HCA (S5125)
505	OHCW Nsg - RN (T1002)	777	Passport HCA Personal Care (S5125)
515	Passport - NSG - RN (T1002)	808	OHCW PCA (T1019)
535	IO NSG - RN (T1002)	818	Passport - PCA (T1019)
555	MyCare - RN (T1002)	838	IO HPC (DD25x, MR81x, MR94x)
606	OHCW Nsg - LPN (T1003)	858	L1 HPC (DD25x, DD26x, MR82x, MR970, MR980)
616	Passport - LPN (T1003)	878	MyCare - PCA (T1019)
636	IO NSG - LPN (T1003)	909	RN Assessment (T1001)

Manual Visit Entry

- Manual visit entry is available as a second alternative when the device, the app and telephony are all unavailable for any reason.

- The billing provider uses the Sandata online system to manually create a visit.
  - » Visit maintenance must be used to enter some information
  - » Exceptions must be cleared using visit maintenance.

The Service Plan and Using Alternative Methods

- If neither the device nor the app will be the primary method of data collection document
  - » The reason the device and app won't be used
  - » The primary method of data collection that will be used

EVV Myths

Does the EVV Program Track People Receiving Services?

- **Myth**
  - » *The Sandata system uses the EVV system to track people who receive services throughout the day.*

- **Fact**
  - » *The 21st Century Cures Act requires states to capture the place where services are delivered.*
  - » *Ohio uses GPS to record the location at the <u>start and end of the visit only</u>.*
  - » *The device can be left at home if the visit is going to start and end at home, even if the visit includes time spent away from home.*
  - » *The device can be turned off when the start or end of a visit is not being captured.*

Does the EVV Device Record What is Said in My Home?

- **Myth**
  - » *The EVV device records everything that is said in my home.*

- **Fact**
  - » *The EVV device only records what is said when the red "Record" button is pushed during the individual's verification of the visit.*
  - » *The record function is not available at any other time on the device or in the app.*
  - » *The device can be turned off when the start or end of the visit is not being captured.*

Does Medicaid Use the Device to Video People?

- **Myth**
  - » *The EVV device photographs and films individuals who receive HCBS services.*

- **Fact**
  - » *The camera is disabled before a device is sent to an individual.*
  - » *The device does not have any functionality that allows it to be used to take photographs.*

Does the EVV Program Use Biometrics

- **Myth**
  - » *The Ohio Medicaid EVV Initiative is using biometrics to verify visit data.*

- **Fact**
  - » *The program does reference a "voice verification." The term is used to refer to a verbal verification of the visit for those services requiring verification from the individual receiving the service at the time of the visit.*
  - » *ODM does not use biometric technology to confirm the identity of the person who provides the verbal verification.*

Resources

EVV Stakeholder Advisory Group

- The EVV Stakeholder Advisory Group began meeting in October 2016.

- The meetings are open to all interested parties. Both in person and remote participation options are available.

- Send contact information to EVVPolicy@medicaid.ohio.gov to receive the appointments.

Opportunities for Stakeholder Input

- Two email boxes to send questions and suggestions
  - » For program questions and suggestions

    EVV@medicaid.ohio.gov
  - » For policy questions and suggestions

    EVVPolicy@medicaid.ohio.gov

- The Ohio Administrative Rules Process
  - » Proposed rules posted on the Register of Ohio
  - » Submit comments through clearance process to policy mailbox
  - » Comments through Common Sense Initiative Office
  - » Comments through Public Hearing (written or in person)
  - » Joint Commission on Agency Rule Review

Additional Resources

Ohio Medicaid EVV Web Page

http://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification

Monthly Webinars

https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Webinar-Tab.pdf

EVV Provider Hotline

1-855-805-3505