

# Electronic Visit Verification in Ohio Medicaid

Presented for the SSA Forum  
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Julie Evers  
Kristy Wathen  
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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.

# The 21<sup>st</sup> 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

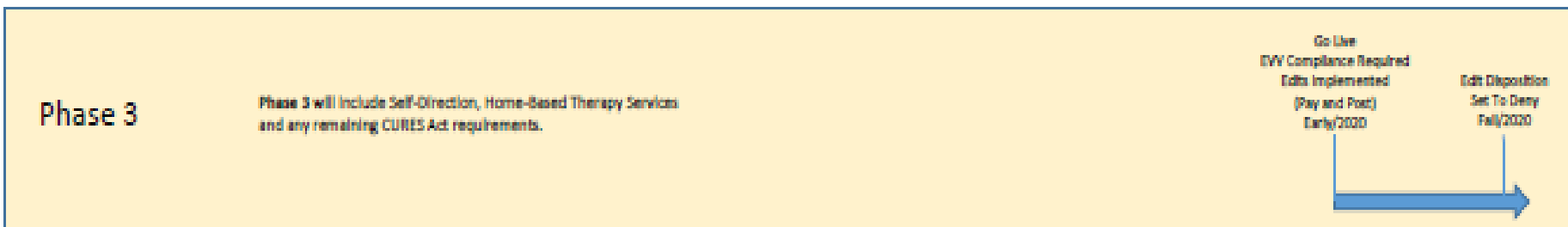
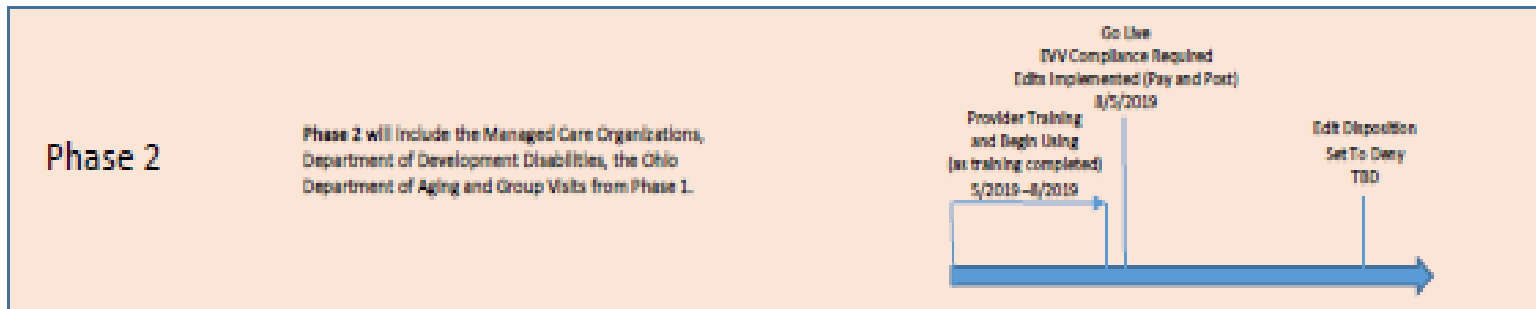
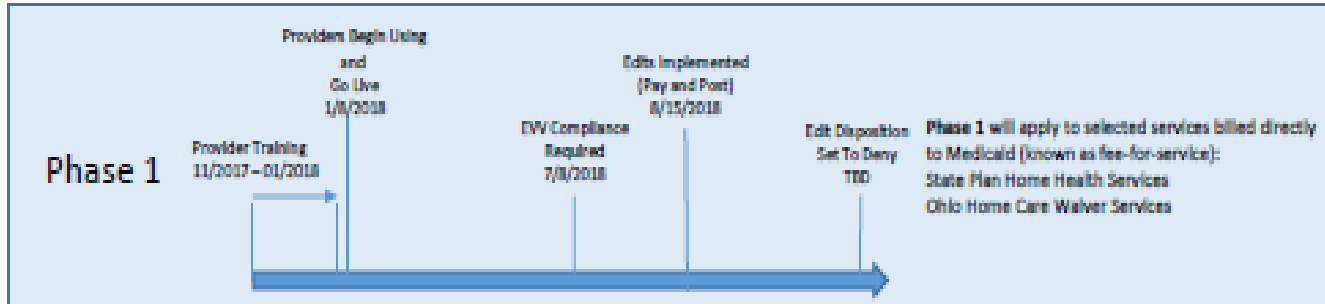
- Original deadlines were January 1, 2019 for personal care and January 1, 2023 for home health.
- In July 2018, Congress passed legislation shifting the personal care deadline to January 1, 2020.
- Failure to meet deadlines will result in reduction in federal matching funds for the impacted services.
- 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

# Implementation Timeline



# 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.

# 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.

# Provider Compliance

- 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.
  - » DODD Providers should begin using EVV when they complete training
  - » DODD waiver services should be documented in the EVV system no later than August 5, 2019
  - » EVV is mandatory for state plan services now

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# EVV Myths

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# 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 21<sup>st</sup> Century Cures Act requires states to capture the place where services are delivered.*

- » *Ohio uses GPS to record the location at the start and end of the visit only.*

- » *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.*

# **EVV and the DODD Waivers**

## When EVV Applies to DODD Waiver Services

- Applies to Level One and Individual Options waivers
  - » Homemaker Personal Care (HPC) provided to or on behalf of the individual
  - » Waiver Nursing (Individual Options Only)
- Providers can start using EVV as soon as they complete training (began May 6, 2019)
- EVV must be used for impacted services provided on and after August 5, 2019

# HPC Services

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

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

## Excluded Services in DODD Administered Waivers

- 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)

# 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.
  - » Telephony is the preferred alternative
  - » Manual visit entry is always available
  
- EVV and the ISP
  - » If the primary method of data collection will not be MVV, work with the care manager to document:
    - The primary method of data collection that that will be used.
    - The reason MVV will not be used as the primary method of data collection.

## Group Visits

- A group visit is defined as a visit where multiple individuals receive services from one or more caregivers.
- Sandata is adding the ability for a caregiver to add more than 1 individual to a visit.

## DODD Claims and EVV

- DODD will query Sandata to identify a match for each individual/provider combination per service date.
- Sandata will send one of two possible responses.
  - » No = No EVV records exist for that individual/provider combination for that date.
  - » Yes = An EVV record does exist; the response includes the number of units documented in the EVV system.
- DODD will compare EVV information with claims to see if the total number of HPC units documented in the EVV system is greater than or equal to the total number of HPC units on the claim.

# State Plan Services

# EVV Requirements For State Plan Services

- State Plan Services Included
  - » State Plan Home Health Nursing and Aide Services
  - » Private Duty Nursing
  - » RN Assessment
- Verification of service delivery is required at the time the service is delivered.

# EVV and ISP Documentation for State Plan Services

- The record should contain:
  - » The name of the person(s) responsible for verifying state plan home health and/or private duty nursing (PDN) visits for individuals enrolled in waivers administered by DODD;
  - » The method by which the individual/designee will verify (voice, signature, etc.);
- 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

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# Resources

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## 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](mailto:EVVPolicy@medicaid.ohio.gov) to receive the appointments.

# Resources for Providers and Individuals

All questions regarding EVV should be directed to an EVV specific resource:

Ohio Medicaid EVV Web Page

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

EVV Mailbox

[EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov)

EVV Policy Mailbox

[EVVPolicy@medicaid.ohio.gov](mailto:EVVPolicy@medicaid.ohio.gov)

EVV Provider Hotline

**1-855-805-3505**