

# Electronic Visit Verification (EVV) Training



# 21<sup>st</sup> Century CURES Act



**The 21st Century CURES Act is a federal law requiring all states to use Electronic Visit Verification (EVV) for Medicaid Personal Care Services (PCS) and Home Health Care Services. States must implement EVV or risk a loss of federal Medicaid matching dollars.**

**Personal Care Services had to start by January 1, 2020.**

# Stipulations of the 21<sup>st</sup> Century CURES Act



## **What is Electronic Visit Verification (EVV)?**

**EVV is a system that may include multiple point-of-care verification technologies, such as telephonic, mobile, and web-based verification inputs. The system electronically verifies the occurrence of home- or community-based service visits, identifying the time that service provision begins and ends to ensure accurate claims disbursement and helping to ensure that beneficiaries who are authorized to receive services get the expected care.**

## **EVV is used to:**

- **Verify visits on a real-time basis**
- **Validate hours of work for home health employees**
- **Eliminate billing data entry mistakes**
- **Reduce costs related to paper billing and payroll**
- **Help combat fraud, waste, and abuse**

# Stipulations of the 21<sup>st</sup> Century CURES Act



## **Data Fields Required To Submit Complete EVV Data:**

- **Date**
- **Location**
- **Type of service**
- **Individual(s) providing services**
- **Individual(s) receiving services**
- **Duration of service(s)**

# Stipulations of the 21<sup>st</sup> Century CURES Act



## **Services That Require EVV Data Collection effective January 1, 2020:**

- **Consumer Directed Personal Assistance (CDPA) Services**
- **Personal Care Assistance (PCAI & II)**
- **Office for People with Developmental Disabilities (OPWDD) HCBS Waiver Services, including:**
  - Community Habilitation
  - Respite

# Stipulations of the 21<sup>st</sup> Century CURES Act



- **Nursing Home Transition and Diversion (NHTD) and Traumatic Brain Injury (TBI) Waiver Services, including:**
  - Home and Community Support Services (HCSS)
  - Respite
- **Children's HCBS Waiver Services, including:**
  - Community Habilitation
  - Planned Respite
  - Crisis Respite

# Stipulations of the 21<sup>st</sup> Century CURES Act



**More information can be found at:**

**[https://www.health.ny.gov/health\\_care/medicaid/redesign/evv/index.htm](https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm)**

# Information that is shared with individuals receiving services about EVV



## What You Should Know About: **Electronic Visit Verification (EVV)**



### What is EVV?

EVV is a way to use technology to ensure you get the Medicaid services you are approved to receive. Your caregiver will use EVV during your visits to report information related to each visit.

**Your caregiver will report this information:**

- the date of the visit
- the times when the visit starts and ends
- the type of service you receive during the visit
- the name of the caregiver who provides services during the visit
- your name as the person receiving the services
- the location of the visit

The visit location will be reported as either the word "home" or the word "community." The Medicaid program will not collect the address where you receive the services. Your private information will always be protected, as federal and state laws require.

### How will caregivers use EVV?

Your provider will choose how your caregiver reports information. Reporting tools may include these options:

- a mobile app on a smart phone or tablet
- a fixed object (called a fob) placed in your home
- a telephone (usually a landline), but only if you allow your telephone to be used by your caregiver

Only your caregiver can complete EVV. You should not complete EVV for your caregiver.

### Which service programs will use EVV?

EVV applies to the following services you receive in your home:

- **Personal Care Services** from a Licensed Home Health Care Agency starting on January 1, 2021;
- **Consumer Directed Personal Assistance Services** starting on January 1, 2021; and
- **Home Health Services** from a Certified Home Health Care Agency starting on January 1, 2023.

9048 12/2020



# Questions



**Questions regarding EVV can be sent to:**

**[EVVHelp@Health.NY.Gov](mailto:EVVHelp@Health.NY.Gov)**

# EVV Program Guidelines and Requirements



**NYS DOH has developed a document called “EVV Program Guidelines and Requirements.”**

**All STIC staff and personal assistants providing services subject to EVV requirements, as well as related program staff and supervisors should read and be knowledgeable with this document.**

**[https://www.health.ny.gov/health\\_care/medicaid/redesign/evv/repository/docs/evv\\_prog\\_guidelines.pdf](https://www.health.ny.gov/health_care/medicaid/redesign/evv/repository/docs/evv_prog_guidelines.pdf)**

# Review of STIC's EVV Compliant System - MITC



**This review will cover the following:**

- **System overview and workflows**
- **How to electronically collect EVV data**
- **When and how and when to collect EVV data manually and what to document**
- **How to electronically collect EVV data when there are multiple staff**
- **How to electronically collect EVV data when there are multiple consumers**
- **How to send data to STIC's system**