

Electronic Visit Verification (EVV)

MaineCare Services

July 2018

Revised March 2019



Electronic Visit Verification – Overview

- Electronic Visit Verification (EVV): A process by which delivery of a home-based personal care or home health service is electronically verified.
- EVV systems will be required to verify the following visit information for services provided to a MaineCare member in the member's home or in a community-based services setting:
 - Date of service
 - Type of service
 - Location of service
 - Individual receiving service
 - Individual providing service
 - Time the service begins and ends
- MaineCare is developing an open EVV system, which will allow providers to utilize their own EVV system and connect with MaineCare's claims processing system, MIHMS, or use the MaineCare's EVV system.

Federal Requirement

- Section 12006 of the 21st Century Cures Act mandates that states implement an EVV system for:
 - Personal Care Services (PCS) – Effective January 1, 2020
 - Home Health Care Services (HHCS) – Effective January 1, 2023
- States that choose not to implement EVV on the required dates will lose a percentage of federal match dollars. The financial penalty increases over time.

Services Requiring EVV

- Certain services provided under the following sections of the MaineCare Benefits Manual will require EVV:
 - 12: Consumer Directed Attendant Services
 - 18: Home and Community-Based Services for Adults with Brain Injury
 - 19: Home and Community Benefits for the Elderly and Adults with Disabilities
 - 20: Home and Community Based Services for Adults with Other Related Conditions
 - 21: Home and Community Benefits for Members with Intellectual Disabilities or Autism Spectrum Disorder
 - 28: Rehabilitative and Community Support Services for Children with Cognitive Impairments and Functional Limitations
 - 29: Support Services for Adults with Intellectual Disabilities or Autistic Spectrum Disorder
 - 40: Home Health Services
 - 43: Hospice Services
 - 96: Private Duty Nursing and Personal Care Services
- Not all services in each section are impacted. See the state's EVV website for a full list of impacted service codes.
- The effective date for Section 40, Home Health Services is January 1, 2023; however, Section 40 providers may choose to utilize EVV on January 1, 2020, if they desire.

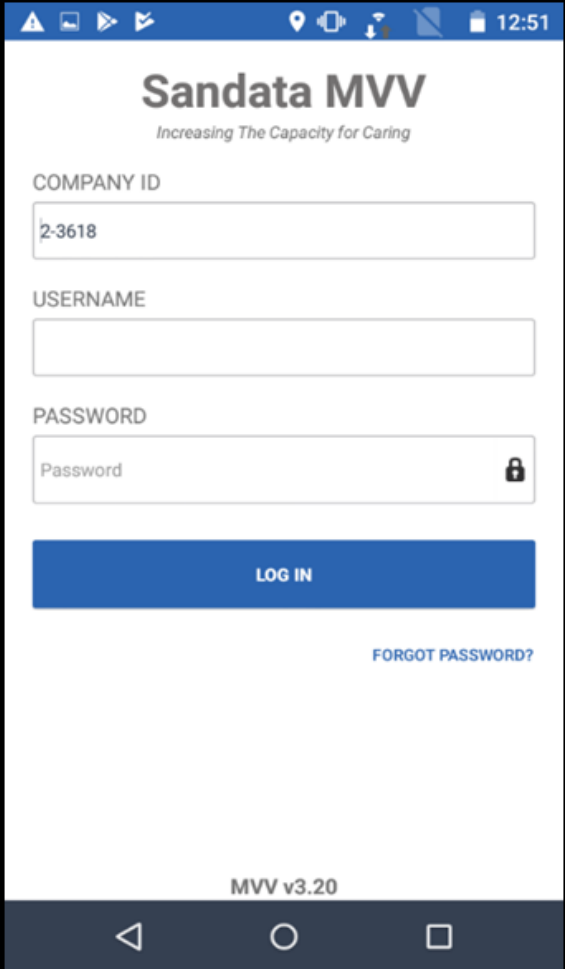
EVV Basics

MaineCare providers will have two verification options:

- **Mobile Visit Verification (MVV)**
 - Preferred method of verification
 - Requires a mobile device
 - Collects data at the point of service
- **Telephonic Verification**
 - Can utilize landline or a mobile device
 - Alternative to MVV

Mobile Visit Verification (MVV)

- MVV requires providers to have a smart or mobile device with the following minimum requirements:
 - Apple: iOS version 9.0 or higher
 - Android: 5.0 (lollipop) or higher
- Mobile application features include:
 - Member search: Search for members by their MaineCare ID
 - Service list: View automatically uploaded list of services



Sandata MVV
Increasing The Capacity for Caring

COMPANY ID
2-3618

USERNAME

PASSWORD
Password

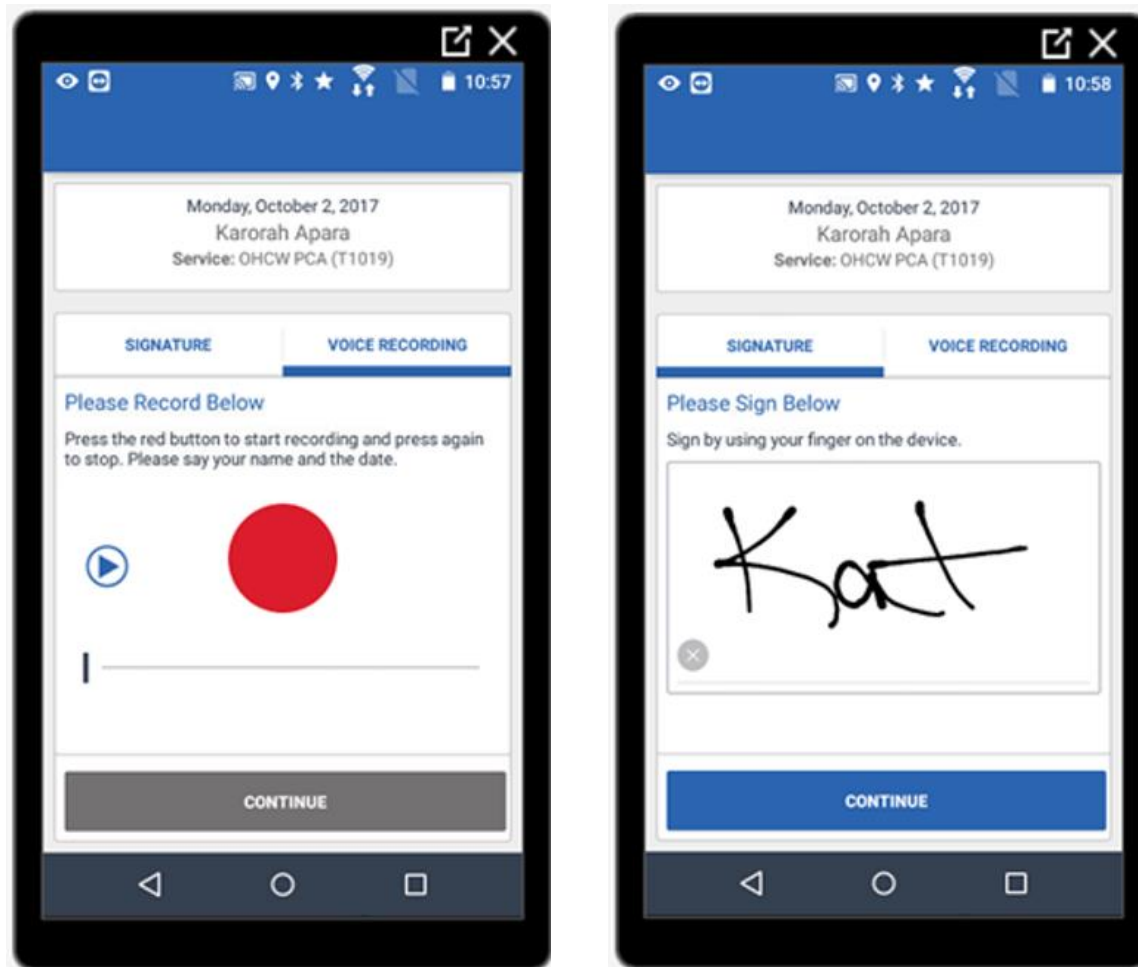
LOG IN

FORGOT PASSWORD?

MVV v3.20

Login screen

Mobile Visit Verification (MVV)



Example of member verification at the end of a visit

Sandata's MVV Application

- Bring Your Own Device Model (BYOD) uses a provider's personal device and Sandata's mobile application, Sandata Mobile Connect.
- The Sandata Mobile Connect application relies on GPS to establish the site of the service GPS must be enabled.
- If cellular service or internet connectivity is not available at the time of service, data will be transmitted at the time of re-connectivity.
- The Sandata application:
 - Will only capture the GPS location at the start and end of the visit.
 - Will not support "breadcrumb" tracking, and the device has no ability to determine the employee's location other than at the start and end of the visit.
 - Does not have camera access.

Telephonic Visit Verification (TVV)

- Available to providers who lack compatible smartphones
- Requires the use of a phone
- Provider calls “in” and “out” to verify the service delivered
- Member verbally verifies visit
- Available in multiple languages: English, Somali, Spanish, Russian, Mandarin, and Arabic

EVV Portal

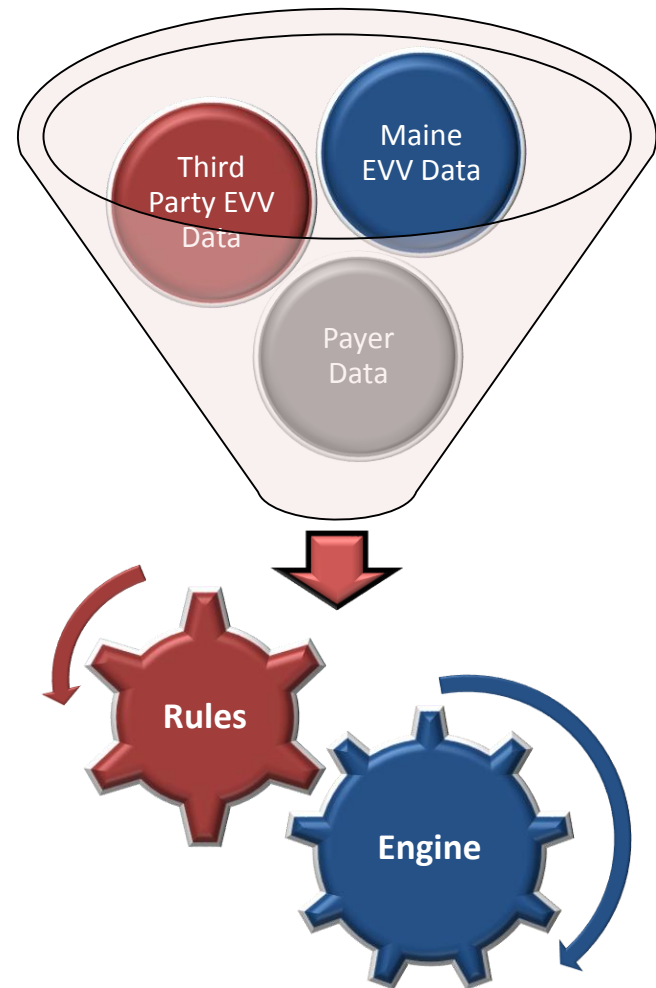
- MaineCare's EVV portal will have the following capacity:
 - **Member search:** Search for members by their MaineCare ID
 - **Data entry:** Add additional member addresses and phone numbers
 - **Prior authorization:** View active PAs and certifications
 - **Visit maintenance:** Review, manage, and update member service visits
 - **Exceptions:** Manually override certain entries
 - **Reporting:** Run aggregate level reports

Corrections to EVV System Data

- Agencies will be able to manually correct missing or invalid data captured by MaineCare's EVV portal.
- Examples of missing or invalid information that agencies will be able to correct or acknowledge include:
 - Missing client signatures
 - Missing verbal verification
 - Missing service codes
 - Mismatched GPS locations

Open EVV Model: Third Party EVV System

- MaineCare's EVV solution is for providers without their own EVV system.
- Providers can use their own third-party application with an interface with Sandata.
- All EVV data is integrated into single EVV aggregator environment.



Open EVV Model: Third Party EVV System

- Providers opting to use a third party EVV system will be required to:
 - Capture the required six data elements identified by the Cures Act.
 - Meet a set of system requirements that will allow for interfacing with MaineCare's EVV system, which will be made available to providers.
 - Implement an interface that meets state requirements to provide the required data to MaineCare's system.
 - Test the system integration with MaineCare's EVV system and receive approval prior to submission of production data to MaineCare's system.
- Providers may utilize MaineCare's EVV system until successful third party interface integration with the MaineCare's system.

EVV Provider Readiness Survey Results

- **165** providers participated in the EVV survey.
- The majority of providers are not currently using an EVV system.
 - Less than 10% of survey participants indicated they are using an EVV system.

Discussion: Smart and Mobile Devices

Questions for forum participants:

- How many of your providers currently carry smart or mobile devices?
- How many of your providers do you anticipate you will require to carry smart or mobile devices for the purpose of EVV?

Important Dates

- **January 1, 2020:** Required start date for EVV for all Personal Care Services
 - This does not include section 40, Home Health Services
- **January 1, 2020:** Claims will deny if EVV is not completed
- **January 1, 2023:** Required start date for EVV for Section 40 Home Health Services

Stay Informed

- Please visit the EVV website for general updates, impacted codes, training information, frequently asked questions, resources, and more at: <https://www.maine.gov/dhhs/oms/provider/electronic-visit-verification.shtml>
- Sign up for the EVV e-message service for up-to-date project developments and communications at: <https://public.govdelivery.com/accounts/MEHHS/subscriber/new?preferences>
- Questions about the EVV implementation can be directed to Provider Services:
 - By phone at: 1-866-690-5585, option 3
 - By email at: MaineCareEVV@molinahealthcare.com