



Electronic Visit Verification (EVV) Phase II

Stakeholder Webinar
December 4, 2020

Agenda

- Overview of EVV
- EVV Phase II Programs and Services
- EVV Phase II Steps Towards Meeting Federal Requirements
- Request For Proposal (RFP) Overview
- Questions

Overview of EVV

EVV Overview

- EVV is a telephone- and computer-based system that electronically verifies when in-home visits occur.
- Federal law requires state Medicaid programs to use an EVV system for:
 - Personal Care Services (PCS) covered by Medicaid (Medi-Cal in California) by January 1, 2021, with a Good Faith Effort (GFE) Exemption
 - Home Health Care Services (HHCS) covered by Medi-Cal by January 1, 2023.

Good Faith Effort Exemption Approval

- Centers for Medicare and Medicaid Services (CMS) approved the GFE for PCS on October 22, 2019. CMS approval allows California to be exempt from penalties in 2020 due to unavoidable delays in implementation.
- This extension of time was given for EVV Phase I and Phase II implementation for PCS. Current schedule has PCS implementation expected by January 1, 2022.

Federal EVV Requirements

- EVV systems or solutions must electronically verify:
 - Type of service performed
 - Individual receiving the service
 - Individual providing the service
 - Date of the service
 - Location of service delivery
 - Time the service begins and ends

EVV Phase I and Phase II Overview

- Phase I: Self-Directed Model for providers of In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) who use Case Management Information & Payrolling System (CMIPS) and the Electronic Timesheet and Telephone Timesheet Systems.
- Phase II: Non-IHSS/WPCS individual providers, or agencies that provide PCS and/or HHCS to eligible Medi-Cal beneficiaries.

EVV Phase II Overview

- Includes both PCS and HHCS programs. These are agencies that provide PCS and/or HHCS to eligible Medi-Cal beneficiaries, and non-IHSS or WPCS self-directed and individual providers who do the same.
- The State will procure a new EVV Solution for Phase II programs, including recipients for Department of Developmental Services (DDS) PCS programs.
- The State will identify the EVV Solution that best fits the needs of California and meets federal requirements.

EVV Phase II Programs and Services

EVV Phase II Programs

- Home and Community-Based Services (HCBS) waiver programs:
 - Home and Community-Based Alternatives (HCBA) Waiver
 - Multipurpose Senior Services Program (MSSP)
 - AIDS Medi-Cal Waiver Program (MCWP)
- Regional Center Funded Services
- IHSS and WPCS Agency Model
- Home Health, through Medi-Cal Managed Care, Fee-for-Service, and California Children's Services

DDS EVV Phase II Programs

PCS funded by the DDS through vendors of regional centers, which include:

- Respite
- Supported Living Services
- Homemaker Services
- Personal Assistance

Home Health Care and Personal Care Services Subject to EVV

- Attendant Care
- Certified Nursing Assistant
- Habilitation
- Home Health Aide
- Homemaker
- Nursing Care
- Occupational Therapy
- Personal Care
- Physical Therapy
- Private Duty Nursing
- Respite Care
- Speech Therapy

EVV Phase II

Steps Towards Meeting the Requirements

Open Vendor Model Approach

- Open Vendor Model
 - The State will contract with an EVV vendor for a front-end solution, while also allowing providers to use other EVV front-end systems (Third Party Alternatives).
 - Other EVV front-end systems must send EVV data to the State EVV Data Aggregator, and must meet state requirements.
 - Phase II providers will have a choice.



Open Vendor Approach (cont.)

- In-Home Service Providers and Agencies using other EVV front-end systems must:
 - Meet State requirements, including collecting all required EVV data elements
 - Send their EVV data to the State EVV Aggregator on an approved transmission schedule (to be determined)
 - Send their EVV data to the State in the approved format (to be determined)

EVV Data Aggregator and Portal

- The EVV Aggregator is a centralized database that collects, validates, and stores statewide EVV visit data from both the state EVV front-end solution and Third Party Alternatives.
- The EVV Portal is an online system that allows authorized users to access specific data in the EVV Aggregator.

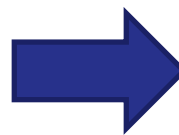
EVV Data Aggregator and Portal

-  Provider EVV Data Entry
-  Regional Center and State EVV Data Access

Third-party EVV front-end solution



State EVV front-end solution



State EVV data aggregator

CMS-Approved Methods for Electronically Verifying Visits

- Telephone
 - Must be a landline connected to the home address and utilize Interactive Voice Response (IVR).
- Mobile application using GPS
 - Location would be captured only at check-in and check-out in the home.
 - No continuous tracking of service provider required.
- In-Home Device
 - Fixed in-home device generating unique codes at check-in and check-out.

EVV Phase II Policy Updates

- Live-in providers are not required to use EVV
- State departments are developing definition of live-in providers
- Some providers will need to use both EVV Phase I (for IHSS or WPCS hours) and EVV Phase II (for Regional Center approved hours)

EVV Phase II Provider and Beneficiary Support

- Notification of timing and requirements
- Training, technical assistance, and help desk support available before and after launch
- Training content, format, and schedule will be developed in consultation with stakeholders

EVV Phase II High-Level Timeline

- November 2020 - Draft RFP posted
- Regular stakeholder webinars in 2021, with more frequent engagement after EVV vendor contract award
- Training content and schedule will be developed in consultation with stakeholders, and training will be provided prior to implementation
- January 2022 - PCS implementation
- January 2023 - HHCS implementation

Stakeholder Engagement

- The State will host stakeholder meetings to prepare providers and beneficiaries for the implementation of EVV Phase II
- Meetings will give participants an opportunity to ask questions as well as provide feedback regarding the implementation of EVV
- Proposed topics include*:
 - Training
 - Implementation support
 - Transition activities

* Topics subject to change based on EVV vendor and community feedback

EVV Phase II RFP Overview

Stakeholder Feedback

- A link to the RFP Pre-Solicitation has been posted to the DHCS website [RFP Pre Solicitation](#)
- **Comments are due by December 23, 2020**
- Final RFP will be posted upon CMS approval
- RFP Sections of interest for Stakeholders:
 - Implementation Support
 - Training Requirements and Approach
 - Outreach

EVV Phase II Contact Information

- For EVV Phase II information, please visit:
 - <http://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>
 - <https://www.dds.ca.gov/EVV/>
- If you would like to be added to the DHCS EVV Phase II Interested Parties email list or if you have questions, please send them to EVV@dhcs.ca.gov.
- If you would like to be added to the DDS EVV Phase II Interested Parties email list or if you have questions, please send them to EVV@dds.ca.gov.

Questions?