



Electronic Visit Verification (EVV) Phase II

Stakeholder Meeting
June 17, 2019

Welcome, Introductions, Purpose of Meeting

Agenda

- Overview of EVV
- Status Update
- Presentation from Agency using EVV
- Request for Information about Existing Systems
- Questions

Overview of EVV

EVV Overview

- EVV is a telephone and computer-based system that electronically verifies in-home visits occur.
- California is required to implement EVV for Medicaid-funded Personal Care Services (PCS) and Home Health Care Services (HHCS).

Federal EVV Timelines

- Federal law requires state Medicaid programs to use an EVV system:
 - For PCS covered by Medicaid (Medi-Cal in California) by January 1, 2020, or by January 1, 2021 if Good Faith Exemption request is approved by federal Centers for Medicare & Medicaid Services (CMS).
 - For HHCS covered by Medicaid by January 1, 2023, or January 2024 if approved by CMS.

Good Faith Exemption Request

- In summer 2019 DHCS intends to submit a Good Faith Exemption request to CMS.
- Pending CMS approval, this would allow California to delay EVV Phase I and II implementation until January 1, 2021 for PCS, without penalty.

Federal EVV Requirements

- EVV systems must verify:
 - The type of service performed
 - The individual receiving the service
 - The individual providing the service
 - The date of the service
 - The location of service delivery
 - The time the service begins and ends

EVV Phase I Overview

- Self-Directed Model for In-Home Supportive Services (IHSS) & Waiver Personal Care Services (WPCS) that use Case Management, Information and Payrolling System (CMIPS) and the Electronic Timesheet System (ETS) and Telephone Timesheet System (TTS).

EVV Phase I Additional Information

- For additional Information and future updates about the Phase I: Self-Directed Model for IHSS and WPCS, please visit the CDSS EVV Webpage:

<http://www.cdss.ca.gov/inforesources/IHSS/EVV>

EVV Phase II Overview

- Includes both PCS and HHCS programs. These are agencies and non-IHSS/WPCS individual providers that provide PCS and/or HHCS to eligible Medi-Cal beneficiaries.
- The State will identify and implement either an existing system(s), or a new system, for non-IHSS/WPCS individual providers or agencies that provide PCS and/or HHCS to eligible Medi-Cal beneficiaries.
- The State will identify the EVV design that best fits the needs of California and reflects the EVV guiding principles.

EVV Phase II Programs

- Home and Community-Based Services (HCBS) waiver programs
 - Developmentally Disabled Waiver programs
 - Home and Community Based Alternatives Waiver
 - Multipurpose Senior Services Program
 - AIDS Waiver
- Regional Center 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 DDS through vendors of regional centers, include:

- Respite
- Supported Living
- Home Maker Services

EVV Phase II Status Update

EVV Phase II Development

- Consult with stakeholders on EVV system configuration and policies
- Document current systems and use of EVV, across all programs and departments within Phase II
- Review EVV approach used in Phase I and in other states for lessons learned, including stakeholder engagement
- Develop EVV Phase II solution and roll-out strategy
- Discuss and communicate with population accessing services
- Provide training
- Implement solutions
- Maintain stakeholder discussions throughout process

Presentation from Agency Using EVV

**Nancy Chance (Regional Center Supported
Living Services Provider)**

Request for Information about Existing Systems

Information Requests

- The State has contacted various agencies to request technical information about existing systems, and continues to seek information about these systems:
 - EVV Systems
 - Case Management Systems
 - Other Non-EVV Electronic Systems
 - Paper-Based Systems

Existing Systems

- Response to the provider survey shows:
 - Some agencies are starting to use EVV
 - Many agencies do not currently use a system that uses internet or telephone to collect information about in-home visits.
 - Types of systems that are in use for scheduling, reporting, claims submission, and data analytics, include:
 - Software
 - Web-Based
 - Cloud-Based
 - Telephony
 - Other systems in use include:
 - Non-EVV Electronic System (Excel or website)
 - Paper-Based Systems

Phase II Stakeholder Engagement

- The State is committed to a thoughtful implementation process inclusive of stakeholders, in alignment with the EVV guiding principles.
- The State is committed to ensuring all communications, meetings and materials are accessible to all stakeholders.

EVV Phase II 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?