Electronic Visit Verification (EVV) Phase II

November 19, 2021

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EVV Overview

The 21st Century Cures Act, passed in late 2016, directs states to require the use of an EVV system for Medicaid-provided personal care services (PCS) and home health care services (HHCS).

EVV Federal Requirements

The Cures Act requires that EVV systems must electronically capture and verify the following data elements service components for every home visit:

1. Type of service performed
2. Individual receiving the service
3. Date of the service
4. Location of service delivery
5. Individual providing the services
6. Times the service begins and ends

About EVV and Project Implementation Dates

- EVV is a telephone and computer-based system that electronically verifies when in-home visits occur.

- EVV is used to ensure that home and community-based PCS are delivered to people needing those services, in accordance with the Cures Act.

- EVV provider agencies are required to register for and use the CalEVV system or an alternate EVV system by January 1, 2022.

- The system will be implemented for:

  - **PCS use by January 1, 2022**
  - **HHCS use by January 1, 2023**

PCS Impacted by EVV

All services provided in the home that are EVV-impacted **must** be documented in the CalEVV system at the time of visit. PCS impacted and subject to EVV:

Department	Waiver Program	HCPCS Code	Service Description
DDS	DDS	Z9027	RC Homemaker 858
DDS	DDS	Z9028	RC Homemaker Service 860
DDS	DDS	Z9029	RC In-Home Respite Service Agency 862
DDS	DDS	Z9030	RC In-Home Respite Worker 864
DDS	DDS	Z9081	RC Participant Directed Respite 465
DDS	DDS	Z9111	RC Personal Assistance 062
DDS	DDS	Z9125	RC Supported Living Services 896
CDSS	IHSS	Z9525	IHSS Provider Personal Care Service

PCS Impacted by EVV (Continued)

All services provided in the home that are EVV-impacted **must** be documented in the CalEVV system at the time of visit. PCS impacted and subject to EVV:

Department	Waiver Program	HCPCS Code	Service Description
CDPH	MCWP	S5130	MCWP Homemaker Services
CDA	MSSP	Z8561	3.2 Personal Care Day
CDA	MSSP	Z8562	3.2 Personal Care Hourly
CDA	MSSP	Z8563	3.2 Personal Care Visit
CDA	MSSP	Z8574	5.1 Respite In-Home Day
CDA	MSSP	Z8575	5.1 Respite In-Home Hourly
DHCS	WPCS	T1005	Respite Care Services in Home
DHCS	WPCS	T1019	Personal Care Services in Home
DHCS	WPCS	T2017	Habilitation in Home

Jurisdictional Entities Roles and Responsibilities

- Regional Centers, HCBA waiver agencies, Medi-Cal Waiver Program (MCWP) agencies, and Multipurpose Senior Services Program (MSSP) sites are responsible for case management as they are today.

- Jurisdictional entities are responsible for communicating with provider agencies to ensure onsite caregivers are utilizing the CalEVV system or an alternate EVV system and logging their EVV visit data to adhere to the federal mandate.

- Jurisdictional entities should provide EVV updates to provider agencies not in attendance today.

Provider Agencies Roles and Responsibilities

- Must register as a PCS provider in the Provider Self-Registration Portal.

- Must identify the EVV system planned to use - either the CalEVV state system or an alternate EVV system.

- Must enter required information, which includes the provider agency's name (same name provided on claim), all National Provider Identifiers (NPI) and federal tax ID, address, telephone number, and email.

Provider Agency Roles and Responsibilities (Continued)

- Must select each of the jurisdictional entities you are associated with and/or who bill on your behalf.

- The Provider Self-Registration link will be posted on the DHCS EVV website later this month.

- Provider agencies must enter information about their caregivers, staff, and recipients in the CalEVV system before the EVV visit takes place.

- More detailed information to follow during the upcoming EVV training sessions in December.

Sandata Technologies, LLC.

Sandata has been awarded the state solution contract for Phase II of EVV and is responsible for the following:

- Providing the CalEVV system (at no cost to our jurisdictional entities or provider agencies).

- Providing and managing the CalEVV Aggregator, which will include EVV data from alternate EVV systems.

- Providing EVV training and technical assistance to jurisdictional entities and provider agencies.

Sandata Experience

The Industry Leader	Bringing CA Unmatched Experience
EVV Thoughtful Leadership	**Experience Ensures Success**
✓ Introduced EVV to the homecare industry in 1994	✓ 20 state EVV programs
✓ Introduced mobile EVV to the industry in 2012	✓ Open EVV with Aggregator in 16 states
✓ Introduced Aggregator to the industry in 2016	✓ More than 180 Aggregator interfaces to leverage for the United States Department of Health and Human Services
✓ First and only CMS certification of a statewide Aggregator in 2018	✓ Never had a failed implementation

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CalEVV/Sandata System Overview

Open EVV Model
- California will use Sandata's Aggregator technology
- Allows provider agencies who already have an EVV system to continue to use it if it meets the state's EVV requirements

CalEVV System
- **Caregiver tools at visit**
  - Mobile application
  - Telephone
- **Provider agency EVV tools**
  - EVV Portal
- **Jurisdictional entities will have access to EVV tools**
  - CalEVV Aggregator portal with EVV data and extensive reporting
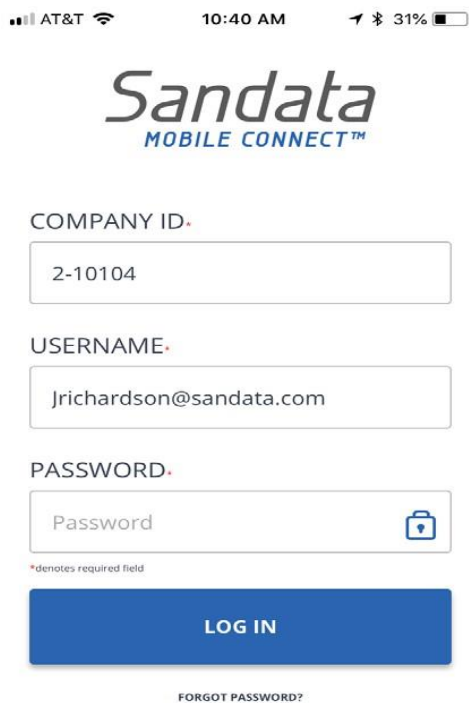
Sandata EVV Mobile Application

Primary EVV method

- Application can be loaded on Android or iOS

- Loaded on caregiver devices; works with data and Wi-Fi

- Works in both connected and disconnected mode

- Collects the six EVV data elements

- Start time and end time is verified with GPS to the member address(es)

- GPS location captured at check in and out **only**

- ADA 508 and HIPAA compliant

Sandata EVV Mobile Application

The Sandata EVV mobile app will be used by the caregiver to check in and check out at the start and end of the EVV visit:
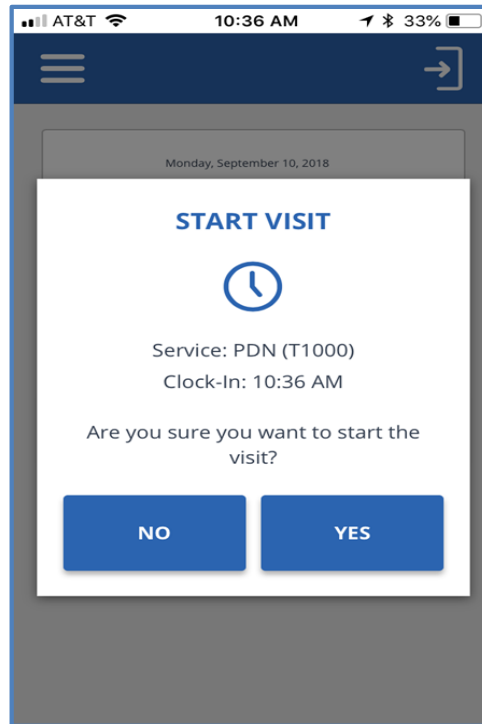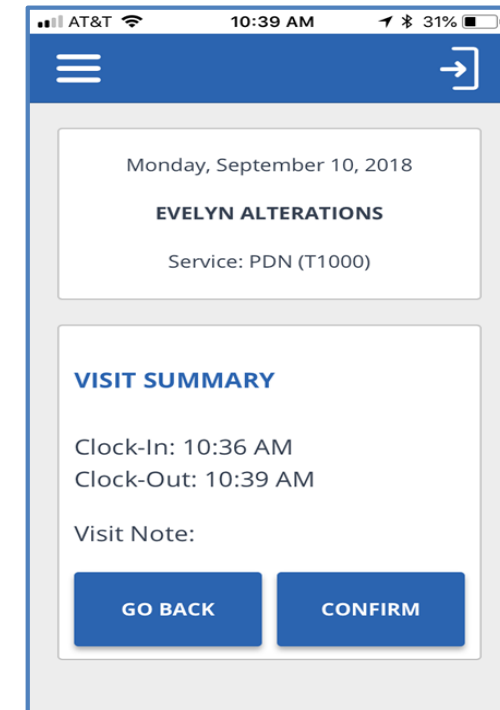
Telephone EVV

Secondary EVV method for logging EVV visits (Example)

1. Upon arriving, call the toll-free phone number.

   "*Welcome, please enter your ID*"

2. Enter your EVV ID.

   "*Press 1 to clock in or press 2 to clock out*"

   Press 1 **"*Received at <time>*"**

3. Hang up.

4. Repeat same process for the end time of service, with the additional step of entering the service associated with the visit.

CalEVV System Portal

- Provider agencies using the CalEVV system will have a portal to manage their EVV data.

- Accessible through the web.

- Real time capturing and monitoring of EVV visit data.

CalEVV System Portal (Continued)

- Ability to correct visit exceptions when needed, using reason codes.

- Includes a full audit trail.

- Summary and detail reporting.

- Training will be offered in multiple modalities, e.g., instructor-led webinars, independent learning systems, and video library.

- HIPAA compliant data privacy and security.

CalEVV Aggregator

- Will have access to all DHCS EVV data through the CalEVV Aggregator portal.

- Will include EVV data from the CalEVV system and alternate EVV systems.

- Read-only access with reporting and business intelligence.

- HIPAA compliant data privacy and security.

Using an Alternate EVV System

- Providers will need to send EVV visit data to the CalEVV Aggregator.

- There will be 'town halls' on usage of the alternate data interface requirements (November and December).

- Sandata will provide alternate data Interface requirements and documents through the DHCS EVV website.

- There will be training on the CalEVV Aggregator.

- Provider agencies will need to register to get credentials for data interface testing.

Provider Agencies Using CalEVV System Activity Timeline

August | September | October | November | December | January

PCS Kick-Off

Go Live

EVV Stakeholder Meetings

CalEVV Live Demos

Provider Self-Registration Opens

Training Registration Opens

Take 2 courses, get credentials

Training Courses Begin

PCS EVV Required
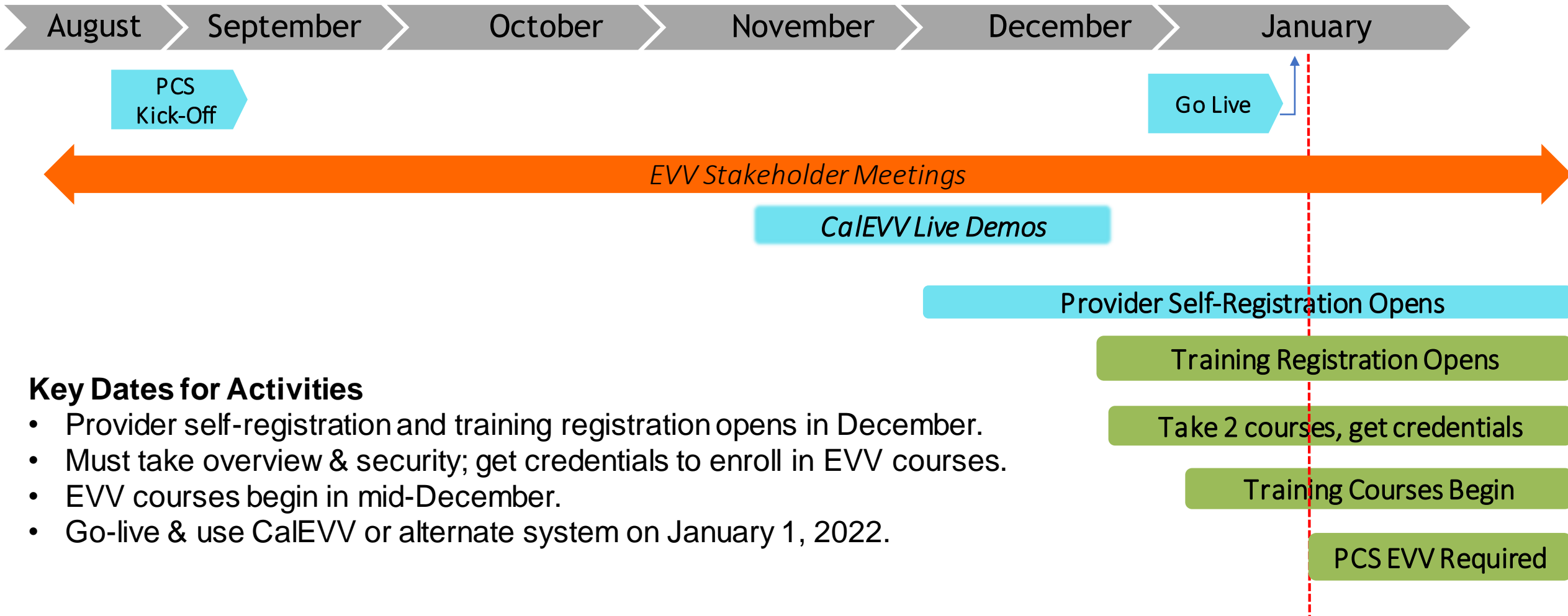
Key Dates for Activities
- Provider self-registration and training registration opens in December.
- Must take overview & security; get credentials to enroll in EVV courses.
- EVV courses begin in mid-December.
- Go-live & use CalEVV or alternate system on January 1, 2022.

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Provider Agencies Using Alternative System Activity Timeline

	October	November	December	January

PCS Kick-Off

Go Live

EVV Stakeholder Meetings

Alt EVV Town Halls/Demos

Provider Self-Registration Opens

EVV Vendor Configuration/Buildout

Vendor Work

Alt Vendor Spec Published

Alt EVV Vendor System Testing

Testing

Vendors Send Data

Alt Vendor Credentials

Data Delivery

Alt Agency Training Access

Visit Review

Ongoing EVV Use

California Department of AGING

California Department PublicHealth

DDS

DHCS

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

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Frequently Asked Questions (FAQ) & Answers

- **Q: If our software program for data collection collects EVV already, do we still need to use the DHCS system?**

- A: No. Provider agencies may opt to use an alternate EVV system; however, the alternate system must meet all of the EVV technical, business, and reporting requirements. Technical and business requirements will be posted to the DHCS EVV [webpage](#) in late November. All EVV providers must adhere to the 21st Century Cures Act and collect/report all required data elements.

- **Q: Are home health providers who provide both skilled nursing services and home health aide services required to start the EVV process for the home health aide visits in 2022?**

- A: HHCS include both skilled nursing and home health aide services provided through a home health agency. HHCS are expected to be implemented by January 1, 2023. Please refer to the [Provider Type and Codes Document](#) for clarification of the PCS services subject to EVV, effective January 1, 2022.

Frequently Asked Questions (FAQ) & Answers

- **Q: Will you use GPS on EVV?**

- A: Yes. The Cures Act requires that "location" be captured at check-in and check-out and the CalEVV system will use GPS to determine location. However, GPS data will only be collected for check-in and check-out. There will be no continuous tracking and the application does not take photos.

- Q: **What are the service codes impacted by EVV?**

- A: Please refer to the Provider Type and Codes Document posted on the DHCS EVV webpage.

Next Steps and Recap

Jurisdictional entities and provider agencies must:

- Attend DHCS public stakeholder meetings.

- Look for ongoing EVV updates on the DHCS website.

- Be on the lookout for DHCS communications and updates through email coming soon.

Next Steps and Recap (Continued)

Jurisdictional Entities

- Ensure your provider agencies complete the provider self-registration and are registered as either using the CalEVV system or an alternate EVV system.

- Ensure your provider agencies are registered for training through the Learning Management System (LMS) training portal.

- Communication with provider agencies is critical to successful EVV compliance.

Next Steps and Recap (Continued)

Provider Agencies

- Complete provider self-registration link to be provided soon.

- CalEVV system live demos were recorded and will be available on the DHCS EVV webpage.

- If using an alternate EVV system, attend the alternate EVV town hall in December.

- Register for training through the LMS training portal.

- Prepare your staff for EVV training and use of the CalEVV or an alternate EVV system by January 1, 2022, to meet the federal mandate.

CalEVV Resources

For questions or to be added to the DHCS EVV notification list, email EVV@dhcs.ca.gov.