Innovation Track:
Key Features to Consider When Procuring Your Electronic Visit Verification System

August 29, 2017
Presentation Overview

Key Features to Consider When Procuring Your Electronic Visit Verification System

- Issues Facing In-Home Care Programs
- Impacts of the 21st Century Cures Act
- What is an Electronic Visit Verification System?
- Why Electronic Visit Verification?
- Key Features to Consider & Industry Best Practices
- Selecting a Suitable EVV System
- Managing In-Home Care Program Data
- Open Discussion
Key Features to Consider When Procuring Your Electronic Visit Verification System

Issues Facing In-Home Care Programs

- What Are You Dealing With?
- Common Issues We See
- MFCU FY 2016 Annual Report
What Are You Dealing With?

- Are providers submitting incorrect claims?
- Has the health and welfare of an individual been put at risk by a provider?
- Are providers delivering services at an unapproved location?
- Have you been unable to determine the proper oversight methods for HCBS providers?
Issues Facing In-Home Care Programs

Common Issues We See

• Billing for services not rendered
• Overbilling for services
• Inadequate management of providers
• Unsatisfactory delivery of care
Issues Facing In-Home Care Programs

MFCUs FY 2016 Annual Report

In FY2016, state Medicaid Fraud Control Units reported a total of 1,564 convictions. Of these convictions were personal care services (PCS), involving PCS attendants or home care aides.

Key Features to Consider When Procuring Your Electronic Visit Verification System

Impacts of the 21st Century Cures Act

- General Cures Act Overview
- EVV Requirements in the Cures Act
- FFP Available for EVV Implementation
- Commentary on the Cures Act
Impacts of the 21st Century Cures Act

General Cures Act Overview

• Signed into law in December 2016 with strong bi-partisan support.

• The 21st Century Cures Act aims to:
  • Modernize health care delivery;
  • Improve quality; and
  • Advance the treatment of many illnesses.

• The Act is largely funded through the Prevention and Public Health fund established in the Affordable Care Act.
Impacts of the 21st Century Cures Act

EVV Requirements in the Cures Act

Section 12006 – Electronic Visit Verification System Required For Personal Care Services and Home Health Services Under Medicaid.

- PCS providers – Implement by Jan 1, 2019
- Home health providers – Implement by Jan 1, 2023

<table>
<thead>
<tr>
<th>PCS providers</th>
<th>FMAP decreases by:</th>
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<tr>
<td>For calendar quarters in:</td>
<td></td>
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<tr>
<td>2019, 2020</td>
<td>.25%</td>
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<td>2021</td>
<td>.50%</td>
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<td>2022</td>
<td>.75%</td>
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<td>2023</td>
<td>1%</td>
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<tr>
<td>2024 (and on)</td>
<td>2% (+ 1% each year)</td>
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<table>
<thead>
<tr>
<th>Home Health providers</th>
<th>FMAP decreases by:</th>
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<tr>
<td>For calendar quarters in:</td>
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<td>2025</td>
<td>.50%</td>
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<td>2026</td>
<td>.75%</td>
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<td>2027</td>
<td>1%</td>
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<tr>
<td>2028 and on</td>
<td>2% (+ 1% each year)</td>
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Impacts of the 21st Century Cures Act

EVV Requirements in the Cures Act (cont.)

“(A) The term ‘electronic visit verification system’ means a system under which visits conducted are electronically verified with respect to:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time service begins and ends
Impacts of the 21st Century Cures Act

FFP Available for EVV Implementation

90% FFP available for DDI
75% FFP available for Operation and Maintenance
Commentary on the Cures Act

- States are requesting clearer regulatory interpretation of Cures Act provisions.
- Greater specificity on what other EVV services FFP funding will cover.
- Clearly define what a “minimally burdensome” EVV system is.
Key Features to Consider When Procuring Your Electronic Visit Verification System

What is an Electronic Visit Verification System?

- Evolution of EVV Systems
- Description of EVV Functionality
What is an Electronic Visit Verification System?

Evolution of EVV Systems

Traditional EVV Methods
- Paper timesheets used as proof of care delivery
- Telephony and fixed-device data collection methods bring automation to care documentation
- Web portals are convenient time entry methods

Improved Methods
- Mobile application on smartphone with GPS validation and an off-line mode
- Incorporation of pre-existing provider schedules
- Real-time alerts
- Beacon technology
What is an Electronic Visit Verification System?

Description of EVV Functionality

<table>
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<th>Core Functions</th>
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<tbody>
<tr>
<td>▪ Provider Clock-In/ Clock-Out</td>
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<tr>
<td>▪ Location Verification</td>
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<tr>
<td>▪ Provider and Member Identification</td>
</tr>
<tr>
<td>▪ Integration of Eligibility and Service Authorizations</td>
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<tr>
<td>▪ Member Approval Processes, when applicable</td>
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<tr>
<td>▪ Care Note and Activity Documentation</td>
</tr>
<tr>
<td>▪ EVV Web Portal</td>
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<tr>
<td>▪ EVV Reporting / Real-Time Data Dashboard</td>
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Key Features to Consider When Procuring Your Electronic Visit Verification System

Why Electronic Visit Verification?

- Benefits of EVV Implementation
Why Electronic Visit Verification?

Benefits of EVV Implementation
Why Electronic Visit Verification?

Benefits of EVV Implementation (cont.)

**ALERT!**
Provider is 15 miles from expected clock-in location.
Why Electronic Visit Verification?

Benefits of EVV Implementation (cont.)

- Enhanced quality of care to individuals
- Increased transparency of in-home care delivery
- Identification and mitigation of fraud, waste and abuse
Why Electronic Visit Verification?

Benefits of EVV Implementation (cont.)

- Improved administrative efficiency
- Improved accountability among providers
- Significant cost savings resulting from proper claim submissions
Key Features to Consider When Procuring Your Electronic Visit Verification System

Key Features to Consider & Industry Best Practices

- Common EVV Feature Requests
- Overview of Recommendations
Common EVV Feature Requests

- Flexible exceptions processes.
- Ability to accommodate post-visit time entry without administrative hassle.
- Ability to adjust time entries that have been rejected by employer.
- An offline solution that does not rely on fixed devices.
- Flexibility desired for location of services.
Key Features to Consider & Industry Best Practices

Overview of Recommendations

EVV is more than an electronic timesheet
Key Features to Consider & Industry Best Practices

Overview of Recommendations (cont.)

- Flexible **mobile application** w/ GPS validation & offline mode
- Service delivery **alerts**
- Associated **web portal**
- **Role-based** access to content
- Pre-loaded plans of care/authorizations with real-time verification and feedback
- **Integration with payroll systems**, and claiming extracts for MMIS and MCOs
- **Aggregation** of third-party EVV data
- **Real-time reporting** solution
- Elimination of **telephonic and fixed-device systems**
Key Features to Consider When Procuring Your Electronic Visit Verification System

Selecting a Suitable EVV System

- A Good EVV Solution
- A Better EVV Solution
- An Even Better EVV Solution
Selecting a Suitable EVV System

A “Good” EVV Solution

Satisfies the requirements set forth within the 21st Century Cures Act using a mobile app.
Selecting a Suitable EVV System

A “Better” EVV Solution

Includes all “good” features, and also:

- Cross-references the providers’ location with an expected location;
- Customizes services and activities to members’ POC/authorizations;
- Sends real-time alerts; and
- Includes a member approval process, if applicable.
Selecting a Suitable EVV System

An “Even Better” EVV Solution

Includes all “better” features, and also:

- Incorporates provider schedules;
- Includes a robust alert/ notification mechanism;
- Processes and validates claims;
- Includes a related web portal; and
- Has an offline mode available on the mobile app.
Key Features to Consider When Procuring Your Electronic Visit Verification System

Managing In-Home Care Program Data

- Single System vs. Multi-System EVV Environment
- Third-Party EVV Data Aggregation System
Single or Multi-System EVV Environment

- Do you plan to implement a single EVV system across the state?
- Are you planning on allowing agencies or providers to select whichever EVV system they like?
Managing In-Home Care Program Data

Third-Party EVV Data Aggregation System

Implementation of EVV generates a wealth of great data...

What will you do with that information?
Managing In-Home Care Program Data

Third-Party EVV Data Aggregation System (cont.)

Option 1: Collect and Analyze Data

Option 2: Collect and Analyze Date & Submit Claims

Option 3: Collect and Analyze Date, Submit Claims, & Investigate Discrepancies

Benefits
- Standardized validation checks
- Management across waiver programs
  - FLSA-compliance tracking
  - Unified reporting
Key Features to Consider When Procuring Your Electronic Visit Verification System

Open Discussion

▪ Question & Answer
Open Discussion

Question & Answer

• Has your state released an EVV RFI or RFP, or plan to?
• What are your providers and members saying about EVV?
• The Cures Act requires that states gather feedback from stakeholders on EVV. Has your state begun soliciting this information?
• What unique EVV features/functions will your state require?
• How do you plan on utilizing the data from your EVV system?
• What methods of entry are you considering, and why? (e.g. mobile application, telephony solution, etc.)
• If you are planning to use a mobile solution, will you require providers to procure their own smartphone?
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