

EVV in Self Directed Programs: Unique Challenges and Opportunities

Day: Tuesday 8/27 1:15 p.m. – 2:30 p.m.

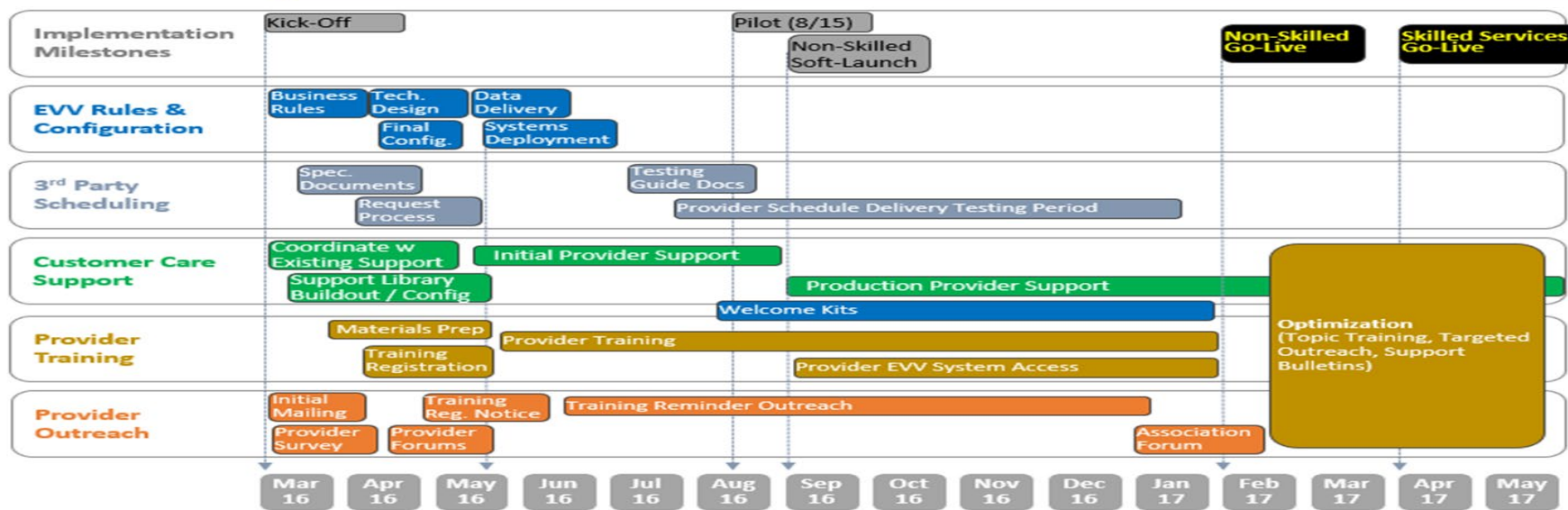
Room: Dover ABC, 3rd Floor

Speakers

- Kathy Bruni, Director, Community Options Unit
Connecticut Department of Social Services
- Dawne Jimenez, Health Program Supervisor
Connecticut Department of Social Services
- Lori Grice, Project Analyst
DXC Technology

- This session is *Electronic Visit Verification in Self-Directed Programs: Unique Challenges & Opportunities*
- Our session will discuss:
 - Connecticut's EVV Project;
 - Connecticut's goals and guiding principles;
 - Stakeholder engagement;
 - EVV solution and visit capture methods;
 - Training;
 - Piloting a self-directed model;
 - Challenges and course corrections;
 - Compliance and reporting;
 - Future enhancements
- Please remember to silence your cell phones.
- We will manage the session by responding to questions after the presentation. Please identify yourself and use the microphones to ensure that all attendees and the presenters can hear the question.

Initial Implementation Timeline



- EVV Project began March 2016
- DSS successfully implemented EVV effective January 1, 2017 for **waiver agency providers** and April 3, 2017 for **home health providers**.
- **336** provider agencies are currently using EVV system for an average of **350,700** verified visits per month
- Reports for January, February and March, 2019, demonstrate an overall provider compliance rate of **81%**

CT Consumer Direct: Goals and Guiding Principles

- ✓ Capture required data elements cited in 21st Century Cures Act
- ✓ Establish a single source of EVV data to ensure program integrity
- ✓ Maintain a consumer's authority as employer of record to approve visits
- ✓ Ensure State is paying only for those services provided to the consumer
- ✓ Provide real time access via a portal to view, modify and approve visit data
- ✓ Transition from paper timesheets to EVV data for payroll processing
- ✓ Build a robust reporting mechanism

CT EVV Scope

Self-Directed Program Size

Fiscal Intermediaries

1

Employees

7,000

Consumers

4,500

Avg Visits/Consumer/Month

41

EVV Stakeholder Engagement

- **PCA Workforce Council**
Engagement with this Council began in 2016, including multiple demonstrations of the EVV system, presentations delivered in each of their annual forums and attendance in their regularly scheduled council meetings
- **Community First Choice Council**
Engagement included a presentation on the implementation of consumer direct EVV
- **New England Health Care Employees Union 1199**
Engagement included impact negotiations as the result of a collective bargaining agreement.

Connecticut's Self-Directed Solution

- ❑ A consumer/employee portal
 - Allows consumer to view, correct and approve visit data
 - Allows employees to view and correct visits
- ❑ A fiscal management portal
 - Allows the fiscal intermediary (FI) to view and correct visit data for use in payroll processing
- ❑ A business intelligence reporting tool
 - Enables robust analytics
- ❑ A caregiver speaker verification feature
 - Biometric voice recognition technology ensures the correct employee is providing services
- ❑ Capacity for consumer to verify visit at point of care

EVV Methods – Telephonic Visit Verification (TVV)



Toll free telephone call from the consumer's home land line or consumer's mobile phone

Employee speaker verification employs voice recognition technology to ensure the right employee is providing service

Captures all 21st Century Cures Act data elements, including State required task

At conclusion of visit, the employee passes telephone to the consumer who can approve both service and visit times by supplying a voice recording, stating their name and current date

EVV Methods – Mobile Visit Verification (MVV)



Visit capture and verification application is downloaded on a mobile device

CT employed a 'bring your own device' model and did not purchase devices. The application is downloaded to either the employee or consumer's mobile device.

The application triangulates location using GPS

Captures all 21st Century Cures Act data elements, including State required task

At conclusion of visit, the employee passes mobile device to the consumer who can approve both service and visit times by either providing a signature or supplying a voice recording, stating their name and current date

EVV Methods – Fixed Visit Verification (FVV)



In the case where there is no available home land line or mobile phone, a fixed visit verification device is installed in the consumer's home used to capture start and stop times of a visit

Visit is later called in via the Telephonic Visit Verification method once a telephone is available

FVV device requests must be approved by the Department of Social Services

Visit verification by the consumer must occur after the visit via the consumer portal

EVV Consumer Portal

- A real time view of a consumer's visits captured via TVV, MVV, FVV or by manual entry into the portal
- Available to consumers and their assigned authorized representative
- Portal access allows consumer/authorized representative to view, add, modify and approve visits
- Approved visits are imported into the Fiscal Intermediary's payroll system
- Once mandatory portal training is completed, the consumer/authorized representative receives credentials to their portal

EVV Employee Portal

- A real time view of an employee's visits captured via TVV, MVV, FVV or by manual entry into the portal
- Available to employees
- Portal access allows employees to view, add or modify visits
- Employees cannot approve visits
- Employees cannot see visits other employees performed
- Timesheet reports can be viewed/printed
- Once mandatory portal training is completed, the employee receives credentials to their portal

EVV Fiscal Intermediary (FI) Portal

- A real time view of all visit data, for all consumers, captured via TVV, MVV, FVV or by manual entry into the portal
- Available to FI and their authorized employees
- Administrator access to maintain users and roles in the system
- Portal access allows the FI to view, add, modify and approve visits on behalf of the consumer
- FI can generate an approved visit extract to import into their payroll system

EVV Portal

Client Name	Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hours	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Approved
Carr, Kelly	Tocco, Denise	OHCW HCA (S5125)	06/04/2019				12:28 PM	12:30 PM	00:02	12:28 PM	12:30 PM		00:02	Verified	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (S5125)	05/24/2019				12:30 PM	12:37 PM	00:07	12:30 PM	12:37 PM		00:07	Verified	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (S5125)	05/24/2019				09:03 AM	09:18 AM	00:15	09:03 AM	09:18 AM		00:15	Incomplete	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (S5125)	05/22/2019				11:22 AM	11:28 AM	00:06	11:22 AM	11:28 AM		00:06	Verified	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	SPHH Aide (G0156)	05/21/2019				06:14 PM	06:17 PM	00:03	06:14 PM	06:17 PM		00:03	Incomplete	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (S5125)	05/03/2019				12:15 PM	12:17 PM	00:02	12:15 PM	12:17 PM		00:02	Verified	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	SPHH Aide (G0156)	05/03/2019				09:50 AM	09:54 AM	00:04	09:50 AM	09:54 AM		00:04	Verified	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carr, Kelly	Tocco, Denise	OHCW HCA (S5125)	05/01/2019				01:26 PM	01:27 PM	00:01	01:26 PM	01:27 PM		00:01	Verified	<input type="checkbox"/>	<input checked="" type="checkbox"/>
						Total										
						00:00										

Business Intelligence Tool

- ❑ Powerful analytical tool containing all data captured via EVV
- ❑ Easy to read standard visualizations (called cards) such as maps, charts and graphs
- ❑ Ability to design State specific cards based on available data
- ❑ Data is made available in a variety of formats, including PDF, Excel and delimited (.csv) that can be exported for further analysis

Consumer Training

- ❑ Instructor led webinar
 - Interactive webinar accommodating up to 100 consumers with opportunity for attendees to ask questions

- ❑ Online recorded webinars
 - Instructor led webinars are recorded and posted to Learning Management System for consumers to view at their leisure

- ❑ In-person hands on training
 - Classroom training with computers with time allotted at end of class to practice using the portal in a test environment. Class size is limited.

- ❑ In home training for consumers is an option of last resort when requested by the consumer
 - This option is not advertised, but accommodated when requested

Employee Training

- ❑ Online self-paced training
 - Stored on the Learning Management System for employees to view at their leisure. Employees are paid a 15.00 stipend for completing this training.

- ❑ Telephony Visit Verification (TVV) Toolkit
 - Employees who choose to use TVV only, a 2 page TVV Toolkit is the only training needed

- ❑ In-person hands on training
 - As stipulated in the letter of agreement with the union, after an employee completes the online self-paced training, they have the option to attend a consumer's in-person hands on training if there is capacity

Piloting a self-directed model

Pilot Participants:

Solicited consumer volunteers to participate in pilot

Chose 25 consumers from volunteer pool of approximately 100

State chose 13 volunteers, SEIU Union chose 12 volunteers

Participants chosen with and without access to technology

Over course of pilot, 10 dropped out and were replaced

Pilot Training:

Conducted Instructor Led Webinar – 3 consumers attended

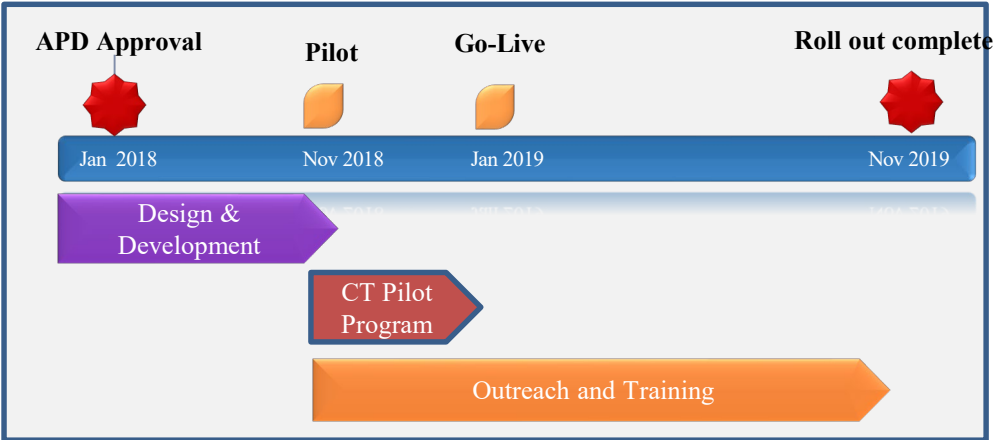
Conducted 17 in-home training sessions

25 employees attended self-paced online training

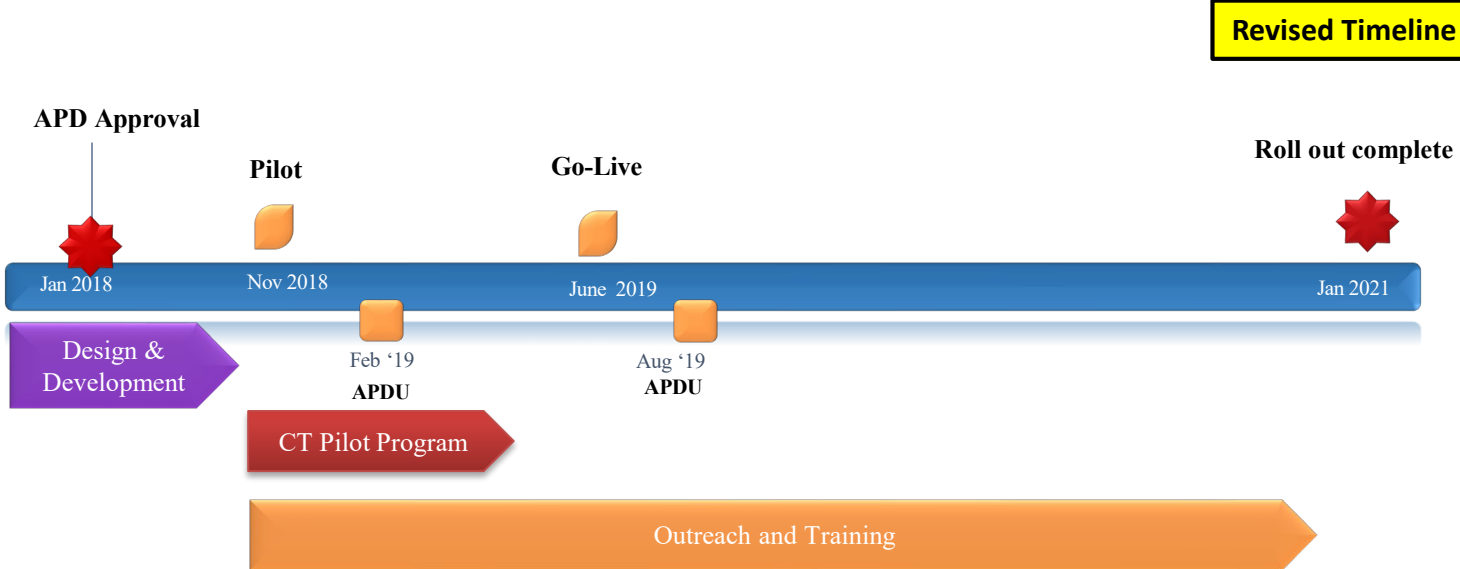
Pilot Results:

17 consumers consistently used EVV

Self-Directed EVV Implementation



Proposed Timeline



Revised Timeline

Roll out plan:

Employers	Counts	Initiate Training Outreach	Training Must Be Completed By	Mandate EVV Use by Employee/Mandate Visit Approvals by Employer/Perform EVV Audit
Volunteers	66	6/1/2019	8/15/2019	10/15/2019
A	160	9/1/2019	10/1/2019	12/1/2019
B	271	10/1/2019	11/1/2019	1/1/2020
C	253	12/1/2019	1/1/2020	3/1/2020
D - F	337	2/1/2020	3/1/2020	5/1/2020
G - I	349	4/1/2020	5/1/2020	7/1/2020
J - M	647	6/1/2020	7/1/2020	9/1/2020
N - R	492	8/1/2020	9/1/2020	11/1/2020
S - Z	638	10/1/2020	11/1/2020	1/1/2021

Challenges and course corrections

Based on feedback from consumers and personal care assistants regarding the initial pilot, DSS, DXC and Sandata have made the following enhancements to the consumer-direct EVV solution:

- ❑ Provided direct access to EVV Support Center
- ❑ Enhanced credentialing process
- ❑ Developed quick reference guides
- ❑ Enabled an unlimited number of employer locations where care can be provided
- ❑ Developed compliance reporting
- ❑ Developed robocalls to alert consumers of visit errors

EVV Compliance

- DSS considers a consumer to be compliant if 95% of the visits performed by their employees are validated by both a check-in and a check-out, documented by the caregiver via telephony, Mobile Visit Verification (MVV) or a Fixed Visit Verification (FVV) device.
- A compliant visit is a visit where the check-in and check-out is performed by the caregiver via telephony, MVV or FVV, regardless if the visit times are later modified. If the visit data is manually entered into the EVV system, the visit is **not** compliant.

EVV Compliance Reporting

- ❑ Paper timesheet data is compared to EVV data to determine the level of EVV compliance
- ❑ Percentage of compliance determines when a consumer can eliminate paper timesheets – currently established at 95%
- ❑ Failed compliance results in a referral to DSS to initiate Technical Assistance to ensure consumer can remain self-directed
- ❑ Looking to increase Support and Planning Coach capacity to provide assistance with EVV

Future enhancements

- ❑ Enable portal functionality on a mobile device
- ❑ Implement dashboard to display total consumer budget and remaining balance
- ❑ Develop alert to designated representative when consumer's condition has changed