



ELECTRONIC VISIT VERIFICATION (EVV)

The Department of Medical Assistance Services
EVV in Consumer Directed (CD) Services

June 2019

Agenda

- EVV Requirements
- How will EVV work for Consumer Directed Services
- Clocking-in and clocking-out
- Town Halls

Commonly Used Terms

Abbreviation	Term
EVV	Electronic Visit Verification
F/EA	Fiscal/Employer Agent
MCO	Managed Care Organization
IVR	Interactive Voice Response system

What is EVV?

- A technology-based system that electronically captures details of services provided by the attendant
- Ensures members are receiving the support they require and services are billed accurately

Federal and State Rule

- The 21st Century Cures Act requires EVV to be used for any Medicaid-funded personal care service provided on or after January 1, 2020
- Virginia General Assembly requires compliance by October 1, 2019

CD Services Impacted by EVV

Personal
Assistance

Respite
Services

Companion
Services

EVV Requirements

EVV system must verify:

- Type of service(s) performed;
- The individual receiving the service(s);
- Individual providing the service;
- Date of service;
- Time the service begins and ends; and
- Location of service delivery (beginning and ending)

Paper timesheets will no longer be accepted

Clocking-in and out

- Attendants will be required to clock-in prior to starting a shift and will be required to clock-out at the end of each shift.
- Attendants must use one of the methods below:
 - Smart Phone
 - Interactive Voice Response (IVR) system (for those in areas with limited cell phone service)
- Attendants may not use the web portal to clock-in and clock-out for EVV.

Manual Time-Entry

- There will be times when an attendant does not clock-in/clock-out appropriately
 - Forgets to clock- in /clock-out
 - Phone not working/Didn't have phone
 - App was not working
 - Member had an emergency
- Manual entries will be monitored by DMAS and MCOs; continued non-compliance may lead to disenrollment from CD services

Approving time

- EORs are required to approve time worked using one of the methods below:
 - Smart phone Application
 - IVR
 - Web portal

EVV Applications

- Consumer Direct Care Network (CDCN) - CellTrak
- Public Partnerships, LLC. (PPL) - Time4Care
- ACES\$ Financial Management Services - CellTrak

Smart Phone Resources

- As a Medicaid member, you may be eligible to receive a free cell phone to assist with the transition to EVV.
- If you are enrolled with DMAS Fee-for-service and not with a MCO, please see available resources below:
 - **Access Wireless-** 1-888-900-5899
 - **Assurance Wireless-** 1-888-321-5880
 - **Safelink Wireless-** 1-800-378-1684

Smart Phone Resources

- If you are enrolled with a MCO, please contact your MCO directly for more information.

Aetna Better Health of Virginia

1-855-652-8249

Anthem HealthKeepers Plus

1-855-323-4687

Magellan Complete Care of Virginia

1-800-424-4524

Optima Health

1-888-512-3171 or 1-757-552-8360

United Healthcare

1-866-622-7982

Virginia Premier Health Plan

1-877-719-7358

CD EVV Town halls

- Meetings will be held across the state in July and early August
- Forum to provide information to EORs and attendants about EVV requirements
 - F/EAs will demonstrate the EVV applications
 - Assistance provided in downloading and registering for the apps

CD EVV Town halls

<u>Date</u>	<u>Location</u>	<u>Time</u>
7/9/2019	ABINGDON Virginia Highland Community College The Keyser Aday Theatre 100 VHCC Drive Abingdon, VA 24212	CDCN: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. PPL: 3:00-5:00 p.m.
7/10/2019	WYTHEVILLE Wytheville Community College Grayson Hall-Snyder Auditorium 1000 East Main Street Wytheville, VA 24382	PPL: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. CDCN: 3:00-5:00 p.m.
7/12/2019	ROANOKE South County Library Auditorium 6303 Merriman Road Roanoke, VA 24018	CDCN: 10:00-11:30 a.m. ACES\$: 12:30-2:00 p.m. PPL: 3:00-4:30 p.m.
7/17/2019	LYNCHBURG Centra College of Nursing Training Room 905 Lakeside Drive A Lynchburg, VA 24501	PPL: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. CDCN: 3:00-5:00 p.m.

CD EVV Town halls

<u>Date</u>	<u>Location</u>	<u>Time</u>
7/18/2019	VERONA-CHARLOTTESVILLE Augusta County Government Center Board Auditorium 18 Government Center Lane Verona, VA 24482	CDCN: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. PPL: 3:00-5:00 p.m.
7/25/2019	FREDERICKSBURG John F Wick Conference Center Mary Washington Hospital 1001 Sam Perry Boulevard Fredericksburg, VA 22401	PPL: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. CDCN: 3:00-5:00 p.m.
7/26/2019	PRINCE WILLIAM COUNTY The McCoart Building Board Chambers 1 County Complex Court Woodbridge, VA 22192	CDCN: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. PPL: 3:00-5:00 p.m.
7/31/2019	NORFOLK Sentara Norfolk General Hospital Brick house Building 600 Gresham Drive Norfolk, VA 23507	PPL: 11:00-12:30 p.m. ACES\$: 1:30-3:00 p.m. CDCN: 4:00-5:30 p.m.

CD EVV Town halls

<u>Date</u>	<u>Location</u>	<u>Time</u>
8/2/2019	VIRGINIA BEACH Virginia Beach Convention Center Meeting room 4DE-Upstairs 100 VHCC Drive Abingdon, VA 24212	CDCN: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. PPL: 3:00-5:00 p.m.
8/7/2019	PETERSBURG Tabernacle Community Life Center 444 Halifax Street Petersburg, VA 23803	PPL: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. CDCN: 3:00-5:00 p.m.
8/10/2019	RICHMOND Bon Secours St. Mary's Hospital Education Suite-Auditorium Room 164 5801 Bremono Road Richmond, VA 23226	CDCN: 9:00-11:00 a.m. ACES\$: 12:00-2:00 p.m. PPL: 3:00-5:00 p.m.

FAQ's

Question: Is there a cost associated with downloading the EVV application?

- **Answer:** No, there is no cost for the member or attendant to download the EVV application.

Question: What is the name of the mobile application for each F/EA?

- **Answer:**
 - CDCN-CellTrak
 - PPL-Time4Care
 - ACES\$-CellTrak

Question: Will EVV track the location of the member and attendant during a shift?

- **Answer:** No. EVV will only collect the location at the beginning and ending of a shift.

FAQ's

Question: What happens if the member/attendant does not use the EVV system?

- **Answer:** In order to continue to provide personal care, respite care, and companions services, the use of an EVV system is required.

Question: I do not have a smart phone, can I still use CD services?

- **Answer:** Yes. There are free resources available for smart phones for Medicaid members through a federal program. All health plans offer smart phones as an enhanced benefit.

FAQ's

Question: I live in a rural area with no internet connection, can I still use CD services?

- **Answer:** Yes. The mobile application has the capability to collect time without internet access. To submit time, you must have internet access. The Interactive Voice Response (IVR) system is also an option.

Question: Can I use the web portal to clock-in/out?

- **Answer:** No, you must use a device like a smart phone or landline.

Question: Can a member receive services in the community with EVV?

- **Answer:** Yes. EVV does not change the services or location in which services are provided.

FAQ's

Question: Do I have to attend the town hall sessions?

- **Answer:** No. The town hall sessions are optional to learn more about EVV. Each F/EA will provide additional training and tutorials on their website. Please contact your F/EA if you have any questions in reference to their mobile application.

Question: Where can I find additional information on EVV?

- **Answer:** For more information, please visit the link below: <http://www.dmas.virginia.gov/#/longtermprograms>. Click on 'Electronic Visit Verification' in the top banner.

F/EA Contact Information

- For Medicaid Members who participate with DMAS Fee-for-Service or Virginia Premier Health Plan for CD services, please see the contact information below:
 - Consumer Direct Care Network
 - Website: www.consumerdirectcareva.com
 - Phone number: 1-888-444-8182
 - Email: infocdva@consumerdirectcare.com

F/EA Contact Information

- For Medicaid Members who participate with Aetna Better Health of Virginia, Anthem Healthkeepers Plus, Optima Health, and United Health Care for CD services, please see the contact information below:
 - Public Partnerships, PPL
 - Website: www.publicpartnerships.com/programs/Virginia.index.html
 - Phone number: 1-833-549-5672
 - Email: pplVA@pcgus.com

F/EA Contact Information

- For Medicaid Members who participate with Magellan Complete Care of Virginia, please see the contact information below:
 - ACES\$
 - Website: www.mycil.org/aces-virginia.html
 - Phone number: 1-833-955-4545
 - Email: SupportVA@mycil.org

Questions, Comments, & Answers



DMAS EVV Mailbox

- EVV@dmas.virginia.gov