



ELECTRONIC VISIT VERIFICATION (EVV) IN CONSUMER DIRECTED SERVICES

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The Department of Medical Assistance Services

Consumer Directed Services

- Empowers members to take direct responsibility to manage their services
- Members employ attendants to provide personal assistance, respite, and companion services
- DMAS and the MCOs contract with a vendor/fiscal employer agent(F/EA) to manage payroll activities on behalf of the employer
 - Consumer Direct Care Network – DMAS and Virginia Premier
 - Public Partnerships, LLC – Anthem HealthKeepers Plus, Aetna Better Health of Virginia, Optima Health, United Healthcare
 - Aces\$ Financial Management Services- Magellan Complete Care

Electronic Visit Verification

- Technology-based system that electronically captures details of service delivery
- Uses a landline or smart device to capture service details
- Required by the 21st Century CURES Act
 - *Designed to improve the quality of care provided to individuals through further research, enhance quality control, and strengthen mental health parity.*
- EVV required for any Medicaid-funded personal care service provided on or after January 1, 2020
 - Virginia General Assembly required implementation by October 1, 2019
 - Transition period (October 1 – December 31st)

EVV Minimum 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).

EVV systems must:

- Be “minimally burdensome” to providers and consumers
- Not restrict in any way the manner in which services are delivered

Mobile Apps



- Consumer Direct Care Network
- Aces\$ Financial Management Services
- Public Partnerships, LLC

Interactive Voice Response System

- Landline phone required
- Attendants follow prompts to clock-in and clock-out each shift
- Documents member's address as the service location



Manual Time-Entry

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

EVV Preparation

- Letter mailed on 5/28 to all EORs and attendants introducing EVV.
- DMAS hosted a series of calls designed for EORs and attendants to learn more about EVV.
- In-person regional town hall meetings with MCOs and F/EAs held during the summer
- Email blasts from F/EAs, webinars, training videos
- Efforts continue into implementation
- EVV email inquiries

Transition period

- Provides additional time for Members and their attendants to get acclimated to the system
- October 1 – December 31
- F/EAs will process shifts that are not compliant with EVV
- On-going education/training for Members and attendants
- DMAS monitoring compliance rate; encouraging action
- No more paper timesheets will be accepted after transition period ends

Questions, Comments, & Answers



DMAS EVV Mailbox

EVV@dmas.virginia.gov

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