Electronic Visit Verification (EVV) Regional Listening Session:
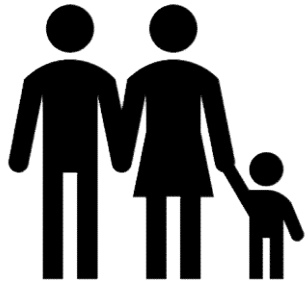
Long Island Session

June 2019

Housekeeping Items

- Restroom location

- Please silence your cell phones

- Optional ListServ Sign Up

- Presentation will be available on

  the EVV website

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Statewide EVV Listening Sessions

The goal of the statewide series of Electronic Visit Verification (EVV) **Listening Sessions** *is to collaborate and receive feedback from stakeholders (e.g., consumers, providers of services, managed care plans, local departments of social services) on the implementation of Electronic Visit Verification (EVV) requirements.*

Review of Key Questions and Topics to Help Inform and Facilitate Today's Listening Session

- What is the 21st Century Cures Act?

- What are the Requirements for Electronic Visit Verification (EVV)?

- What Medicaid Services or Programs are Impacted by EVV Requirements?

- Guiding Principles for EVV Implementation

- How Can the Implementation of EVV Improve Services Delivered to Consumers?

- What are Some Examples of Options for How EVV Can Be Implemented?

- Where is EVV in Place Today?

- What are the Possible Approaches for Implementing EVV?

- Open Discussion

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What is the 21st Century Cures Act?

- Signed into Federal law in December 2016

- Requires all states to use Electronic Visit Verification (EVV) for Medicaid Personal Care Services (PCS) by January 1, 2020, and for Home Health Care Services (HHCS) by January 1, 2023

- Apply for Good Faith Extension by November 30, 2019

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What are the Requirements for Electronic Visit Verification (EVV)?

The Cures Act requires that EVV use a selected solution to electronically collect service delivery information to verify:

- Service type
- Individual receiving the service
- Date of service
- Location of service delivery
- Individual providing the service
- Begin and end times of service

New York State has **NOT** selected any EVV solution or model

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What Medicaid Services or Programs are Impacted by EVV Requirements?

- Personal Care Services Program (PCSP)
- Consumer Directed Personal Assistance Program (CDPAP)
- Certified Home Health Aide (CHHA)
- Community Habilitation Program and Skills Acquisition Maintenance and Enhancement

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Guiding Principles for EVV Implementation

- Collaborate with stakeholders to identify and implement an EVV model

- Meet federal requirements, thus avoiding penalties and ensuring federal Medicaid funding is preserved for services

- Meet HIPAA compliance standards and establish safeguards to protect patient privacy

- Be deployed through a collaborative stakeholder engagement process

- Provide training for providers and consumers on the implementation and use of the EVV solution(s) as necessary

- Other?

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How Can the Implementation of EVV Improve the Services Delivered to Consumers?

- Ensure that Medicaid consumers are receiving the care and services included in their person-centered care plan

- Reduce administrative burden of paper service verification documents

- Increase payment accuracy and reduce errors in billing

- Ensure program integrity

- Other?

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What Are Some Examples of Options for How EVV Can be Implemented?

Telephone

Telephone calls can be used to capture service period and verify location

Mobile Application

Apps can be downloaded and used to capture service period and verify location

Fixed Object (FOB)

In-home devices can be used to capture service period and verify location

Where is EVV in Place Today?

- OMIG requires home health agencies and personal care providers exceeding $15M in Medicaid fee-for-service and/or Medicaid Managed Care reimbursements contract with a verification organization
  - o Verification organizations are required to perform pre-claim reviews of claims data collected in EVV systems
- Home care vendor agencies contracted with NYC Human Resources Administration (HRA) providing home attendant services, housekeeping services, and CDPAP services
- DOH has issued an EVV Survey to providers of personal care and home care services to assess their use and readiness for EVV implementation
- The EVV Survey is available on the DOH EVV website

  https://health.ny.gov/health_care/medicaid/redesign/evv/index.htm
- Summary of survey results will be publicly available on the DOH EVV website

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What are Possible Approaches for Implementing EVV?

Provider Choice

Providers select EVV vendor of choice

State Selected Vendor

State contracts with a single vendor that all providers are required to use

State Selected In House System

State creates, runs, and manages its own EVV system

Managed Care Plan (MCP) Choice

MCPs select their EVV vendor of choice

Open Vendor/Hybrid

State contracts with a single vendor or builds a system but also allows providers to use own vendor

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Open Discussion

Major Milestones for Implementing EVV

Milestone 1:
- Planning
- Listening Sessions
- EVV Option Recommendations

Milestone 2:
- Develop Strategy
- Execute Strategy

Milestone 3:
- Development & Implementation
- Training
- Work with EVV Vendor(s) (if necessary)

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Steps to Achieve the Milestones

Complete statewide tour of Listening Sessions

Keep EVV website updated

Compile feedback from Regional Listening Sessions, the Survey and compare EVV solutions

Share feedback on EVV website

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Steps to Achieve the Milestones

Determine strategy and execute

Continue collaboration with stakeholders

Provide training, ensure smooth and well-informed implementation

Monitor and evaluate implementation

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Schedule of EVV Regional Listening Sessions

Date	Region	Location	Time
5/30/2019	Albany/Capital District	Empire State Plaza	1pm – 4pm
6/05/2019	Rochester	RIT Inn Conference Center	9am – 12pm
6/17/2019	Long Island	Long Island Marriott	1pm – 4pm
6/18/2019	New York City	Academy of Medicine	1pm – 4pm
6/24/2019	NA	Online Webinar	9am – 12pm
6/27/2019	Lake Placid	High Peaks Resort	1pm – 4pm
7/09/2019	New York City	Academy of Medicine	1pm – 4pm
7/17/2019	Buffalo	Buffalo Marriott Harbor Center	1pm – 4pm
7/18/2019	Syracuse	Marriott Syracuse Downtown	1pm – 4pm
TBD	NA	Online Webinar	6pm – 9pm

EVV Regional Listening Sessions can be found on the DOH website:
https://health.ny.gov/health_care/medicaid/redesign/evv/index.htm

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How Can Stakeholders Remain Informed Throughout the Implementation of EVV?

Website Resources

NYS DOH EVV Website

- https://health.ny.gov/health_care/medicaid/redesign/evv/index.htm

Email
EVV Help Mailbox

- EVVHelp@health.ny.gov

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