Electronic Visit Verification (EVV) for Medicaid Services

EVV Launch for Personal Care Services (PCS)
Introduction of the State EVV Project Team

- Karen Heng - Deputy Director of Eligibility Operations, DHHS Division of Children and Family Services, EVV Project Sponsor
- Vince Rea - EVV Project Manager
- Debbie Flower - EVV Vendor Manager
- Diane Twehous – EVV Certification Lead
- Jenn DeBoer - EVV Communications Lead
Introduction of the State EVV Project Team & Panelists

- Heather Leschinsky
- Karen Houseman
- Sarah Henrichs
- Joe Schnur
- Lisa Turner
- Kristy Pyles
Agenda

- Introduction of State EVV Project Team
- The 21st Century Cures Act
- Overview of EVV
- Nebraska DHHS EVV Program Overview
- Introduction to Tellus
- Demo of Tellus Mobile Application
The 21st Century Cures Act, signed into federal law on December 13, 2016.

Section 12006(a) of the bill directs State to require the use of an EVV system for Medicaid-provided personal care services and home health services.

States that do not require a system for personal care services by 01/01/2020 and home health services by 01/01/2023 will face escalating reductions in federal funding. A Good Faith Effort Exemption allows States extra time to go live before 01/01/2021 for personal care services.
To fulfill the federal requirement, an EVV system must provide the following information:

- Date of service
- Location of service
- Time the service begins and ends
- Identity of the person providing the service
- Identity of the person receiving the service
- Type of service provided
What is EVV?

Process that uses electronic technology to verify visits:

- **Accurately verifies visit activity** and services delivered for personal care and home health care
- **Provides transparency** via real-time data to improve health outcomes, operational efficiencies and program integrity
- **Improves communications** between provider agency coordinators and providers in the community who are delivering services to participants
- **Reduces Medicaid fraud, waste, and abuse**
- **Improves claims processing and provider payments**
Benefits of EVV

**Participants**
- Better health outcomes
- Better assurance of receiving services
- Ownership of care
- Flexibility for appointments and services

**Providers**
- Paperless billing
- Better insight into agency provider activity
- HIPAA compliant messaging
- Centralize authorizations
- Billing automation
- Faster payment
### Program Overview

**HCBS Developmental Disabilities Waivers Services (CDD and DDAD)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Code</th>
<th>Provider Type</th>
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<tbody>
<tr>
<td>Independent Living</td>
<td>2639</td>
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<td>Supported Family Living</td>
<td>7494</td>
<td>Agency and Independent</td>
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<tr>
<td>Medical In-Home Habilitation</td>
<td>9220</td>
<td>Agency</td>
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<tr>
<td>Behavioral In-Home Habilitation</td>
<td>1796</td>
<td>Agency</td>
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<tr>
<td>Respite</td>
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<tr>
<td>Respite (In-Home)</td>
<td>8148</td>
<td>Independent</td>
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<tr>
<td>Homemaker</td>
<td>9393</td>
<td>Independent</td>
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<tr>
<td>Homemaker</td>
<td>9769</td>
<td>Agency</td>
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**HCBS Aged & Disabled Waiver Services**

<table>
<thead>
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<th>Service Code</th>
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<tbody>
<tr>
<td>Chore</td>
<td>1691</td>
<td>Agency or Independent</td>
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<tr>
<td>Respite Care – In Home</td>
<td>1113</td>
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</tr>
<tr>
<td>Disability Related Child Care – In Home</td>
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**Medicaid Personal Assistance Services**

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<td>Personal Assistance</td>
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</table>

**Home Health Services will be required to use EVV by 2023**

**Comprehensive Developmental Disabilities (CDD)**

**Developmental Disabilities Adult Day (DDAD)**
Introduction to Tellus

Kristy Pyles – Account Manager
Tellus Nebraska Team

- Joe Schnur - Senior Account Manager
- Lisa Turner - Senior Trainer
- Kristy Pyles - Account Manager
About Us

A technology company driving the national expansion of Electronic Visit Verification for State Medicaid, MLTSS Payers, and Providers
Provider Portal

- Real-time Dashboard
- Agency Provider Messaging
- Service Authorizations
- Visits & Scheduling (From Portal or Mobile)
- Participant Management
- Agency Provider Management
Smart Devices

- Smart phones, tablets, and other smart devices must be compatible with Android (Google Play) or iOS

- The EVV mobile app has an offline mode where visits are stored until connectivity is established

- GPS is only enabled at the start and end of a visit. DHHS and Tellus do not track or record any location information outside of these times.
Mobile Application

Calendar

Check In

Check Off

Check Out

Confirm

Data Flow

1. Visit Scheduled
2. Visit Completed
3. Pre-Submission Validation

Outcome

2. Matched
   - Matched
   - Submit Claim

2. Unmatched
   - Unmatched
   - Resolve Issues

Data Aggregation with 3rd party EVV Vendors

- Tellus will aggregate data from 3rd party EVV Vendors
- Tellus has existing integrations with many 3rd party EVV Vendors
- Integrations are documented, automated and secure
- DHHS will require 3rd party EVV Vendors and providers using 3rd party EVV Vendors to comply with all requirements listed at http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

- Providers will be required to sign an attestation for DHHS saying their vendor is compliant
- Vendors will be required to sign an attestation for Tellus saying their system is compliant
Outreach, Training & Customer Support

• **Comprehensive Outreach and Training** program designed to communicate early, frequently and broadly for optimal adoption and use

• **Training** platform that’s multi-media and multi-modal, removing barriers
  - Live interactive webinars
  - Online training and support portal with user guides, FAQs and video tutorials
  - Printable reference guides and cheat sheets
  - Sandbox (*system that mirrors live system*)
  - Ongoing refresher and new feature training

• **Dedicated help desk** and multi-lingual customer service representatives to address questions and provide one-on-one support
QUESTION AND ANSWER
Learn More about EVV and Contact Us

http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

https://4tellus.com/

21st Century Cures Act
## Stakeholder Meeting Engagement Calendar

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>EVV Stakeholder Meeting</td>
<td>July 1(^{st}), 2020</td>
<td>7 PM to 8:30 PM</td>
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<tr>
<td>EVV Stakeholder Meeting</td>
<td>July 2(^{nd}), 2020</td>
<td>2 PM to 3:30 PM</td>
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<tr>
<td>EVV Stakeholder Meeting</td>
<td>August 5(^{th}), 2020</td>
<td>7 PM to 8:30 PM</td>
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<td>EVV Stakeholder Meeting</td>
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<tr>
<td>EVV Stakeholder Meeting</td>
<td>September 3(^{rd}), 2020</td>
<td>2 PM to 3:30 PM</td>
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DHHS EVV PROJECT TEAM THANK YOU FOR YOUR PARTICIPATION!