



STATE OF TENNESSEE

EW

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Tennessee Background

- TennCare is Tennessee's Medicaid program that provides physical health, behavioral health, and LTSS for 1.5 million Tennesseans -roughly 20% of the state's population.
- Tennessee is one of the oldest Medicaid managed care programs in the country and the only program in the nation to enroll the entire state Medicaid population in managed care.
- TennCare CHOICES in Long Term Services and Supports (CHOICES) provides LTSS including nursing facility services and home and community based services to older adults and adults with physical disabilities. CHOICES was implemented in 2010.

TennCare

- Decision process for identifying which Services were to be included
 - Hands on services and on going services are included in the EVV system
 - Personal Care
 - Attendant Care
 - In Home Respite
 - Home Delivered Meals
- Decision process for EVV vendor
 - TennCare chose to have the MCO's select and manage the EVV vendors
 - This will be changing in 2019
- Existing EVV
 - Mandatory for all Providers to use MCO system
- Plans for expansion
 - New approach for 2018

Provider

- EVV in Rural Areas / Work arounds in those areas
 - Back-up methods are used if cellular service is not good
 - Telephonic and Care notes are completed
- Successes and Challenges in implementation
 - MCO Provided training (Success)
 - Training Caregivers (Challenge)
 - Using 3 systems (Challenge)
- How were those challenges addressed
 - Provide ID badges with check in information for each system
 - Internal Scheduling system to keep track of all workers
 - Paper checks for those who do not use the system appropriately

MCO Successes and Challenges

Successes:

- Successful implementation with a new EVV vendor
- Development of a EVV system that requires less overall manual processes
- Device deployment and usage
- Insight to determine that our members are receiving the services prescribed on the care plan at the location and time in which they should receive care
- Decrease in member and provider abrasion due to a lack of authorization
- Real time data pulls to monitor system usage and claims submissions
- Feedback regarding claims submissions rejections or denials

Challenges:

- Each provider staff and worker being properly set up in the system prior to arriving to the member's home for an appointment
- Member's has being informed of the use of the static the device in their home and stress the importance of all member specific information being up to date with TennCare.
- Report utilization to assist operationalize EVV usage and requirements.
- Overutilization of manual check in's and out's
- Effective communication with the MCO when things are not working properly. If we do not know about an issue we cannot assess and fix.
- Tablet messages – there are a number of messages that can pop up on the tablet during the check in/out.
- A true understanding of how appointments are built and what it means when an appointment record isn't available.

MCO (continued)

How challenges were addressed

- Workgroups to review issues being reported
- EVV system enhancements for tracking and visibility purposes
- Strengthening of the relationship between Operations and Provider Relations as well as Operations and Clinical
- Refresher trainings and communication
- One on one conference calls/visits between Operations and provider offices
- Development of processes to include corrective action or process improvement documents to address compliance in usage of the EVV system

Current Status of EVV

- The implementation of the system has settled down however we are constantly thinking of ways to enhance the system for additional insight and visibility.
- We receive feedback from our provider network regarding nice to have and need to have items
- We meet with our EVV vendor on a monthly basis to discuss systematic issues and enhancements
- We would like to expand the system to include additional services and streamline billing





THANK YOU