



Brian P. Kemp, Governor

Frank W. Berry, Commissioner

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## Dear Georgia Providers:

As previously communicated, in December 2016, Congress enacted the 21st Century Cures Act. Section 12006 of the Act requires States to implement Electronic Visit Verification (EVV) for Medicaid-covered Personal Care Services (PCS) and Home Health Care Services (HHCS) by January 1, 2020 and January 1, 2023, respectively.

The Cures Act includes a provision that allows states to delay implementation of EVV for up to one year if they can demonstrate they have made a good faith effort to comply with EVV requirements and have encountered unavoidable delays. DCH submitted a GFE Request Form on behalf of the State of Georgia and CMS granted approval. The GFE approval extends the final deadline for implementing EVV for Personal Care Services to January 1, 2021, and Home Health Services by January 1, 2023. While Georgia will miss this January 1, 2021 implementation deadline and incur incremental Federal Medical Assistance Percentage (FMAP) penalties, DCH is committed to working with members, providers, and vendors to meet training needs and implement a quality solution as quickly as possible.

EVV is a technology that automates the gathering of service information by capturing time, attendance, and care plan information entered by a home care worker at the point of care. EVV gives providers, case managers, and DCH access to service delivery information in real time to ensure there are no gaps in care throughout the entire course of the service plan. The technology contributes to Georgia Medicaid's mission of providing access to affordable, quality health care services for Medicaid members.

With respect to personal care services or home health care services, EVV electronically verifies the:

- Type of service performed;
- Individual receiving the service;
- Individual providing the service;
- Date the service was provided;
- Location of service delivery; and
- Time the service begins and ends.

**Conduent in partnership with Tellus has been selected as the DCH EVV service provider for the state of Georgia.** Together they bring 49 years of experience in health and human services and 20 years of EVV experience. They are considered leaders in the industry and provide EVV solutions for multiple states, many managed care organizations and thousands of providers and agencies around the country.



DCH is committed to make a smooth transition to the EVV platform to ensure that there is as little impact as possible for members and providers. The EVV platform will create more flexibility and will keep personal information safe. In addition to town halls and ongoing communications, live training sessions and recorded webinars will be made available to providers and members prior to the launch of the platform.

For more information, go to <https://dch.georgia.gov/georgia-medicaid-electronic-visit-verification> or contact us at [evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov).

We look forward to implementing the EVV platform and working with our members and providers to improve member quality care.