

# Technical Housekeeping

## Audio Issues:

- If you can see the display but cannot hear, a dial-in number for audio via a phone is available in the calendar invitation.

## Technical Issues:

- If you get disconnected or “bumped” from this WebEx meeting, please try to log back in.
- If logging back in does not work, there is a dial-in number in the calendar invitation.
- If the above options are not working, all townhalls are recorded and will be available on the EVV website within one week following the townhall.

## Questions

- Please submit questions in the Q&A function and submit to “everyone”, not “host”.
- Please submit questions to the Q&A section versus the chat section of the WebEx.



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Department of Community Health

## Electronic Visit Verification (EVV)



**Presented to:** EVV Public Forum Attendees

**Presented by:** Policy and Provider Services

Division of Medicaid



# Mission

## The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

*We are dedicated to A Healthy Georgia.*

# Presentation Points



- Self-Directed Waiver Overview and Reminders
- EVV Quick Reminders and Updates
- EVV Impacts to Self-Direction
- Question and Answer (Q&A)

# Electronic Visit Verification



## Self-Directed Waiver Overview and Reminders

# What is Self Direction?

- A way to “take charge” of your waiver services by deciding:
  - Who works for you
  - The vendors you want to provide supplies, goods, and other services
- Must designate a capable Representative / Employer of record.

# Waivers with Self-Directed Options

**New Options Waiver Program (NOW)** and **Comprehensive Supports Waiver Program (COMP)** provide home and community-based waiver services for persons with intellectual and developmental disabilities (I/DD), and it is authorized by an approved waiver from the Centers for Medicare and Medicaid Services (CMS).

The **Independent Care Waiver Program (ICWP)** offers services that help a limited number of adult Medicaid members with physical disabilities live in their own homes or in the community instead of a hospital or nursing home. ICWP services are also available for persons with traumatic brain injuries (TBI).

Georgia operate the Elderly and Disabled Waiver which includes **Community Care Services Program (CCSP)** and **Service Options Using Resources in a Community Environment (SOURCE)**. CCSP and SOURCE are programs designed to help frail older adults remain living in their own homes or communities and to receive services in those locations as an alternative to nursing homes. Sometimes referred to as a nursing home diversion program, this type of program helps the state keep nursing home costs low and is generally preferred by families.

# What is a Representative?

- 1 Employer of Record, can be an individual or a person designated by the individual (unpaid)
- 2 Capable of completing duties and responsibilities as outlined in policy
- 3 May not be represented by or be someone paid to support them or individual
- 4 Must attend training and sign Memo of Understanding (MOU)
- 5 Must attend and sign a Plan of Care



# What are Self-Directed Eligibility Criteria?

- 1 Meet annual level of care
- 2 Enrolled in a Waiver program
- 3 Follow policies and procedures
- 4 Ability to understand and perform tasks
- 5 Communicate with Case Management / Support Coordinator

# Most Common Self-Direction Policy Violations

- Mismanaging funds
  - Example: Travel time and expenses
- Inappropriate service billing
- Billing services during hospitalizations (allowed during PHE)
- Lack of staffing or documentation for 3 or more months
- Refusal of support coordination monitoring
- Excessive use of state-funded respite plan
- Unapproved family hires:
  - Paying more than a traditional provider
  - Authorizing more than 40 hours in a 7-day period
  - Family member owning/leasing home for which CLS services are provided



# Electronic Visit Verification



**EVV Quick  
Reminders and  
Updates**

# EVV Quick Reminders

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## EVV Programs and Providers

### Impacted Medicaid Programs:

- NOW / COMP Waiver Services
- ICWP Waiver Services
- Elderly & Disabled Waiver Services (SOURCE, CCSP)
- Georgia Pediatric Program (GAPP)

### Impacted Service Providers & Workers:

- Private Home Care Providers
- Home Health Aide Workers
- Private Duty Nursing (PDN)

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## Waivers and Services

The following services are impacted by EVV:

Services	Waivers Impacted
Community Living Supports (CLS)	COMP, NOW
Consumer-Directed Community Living Supports	COMP, NOW
Consumer Directed Personal Support Services	SOURCE, CCSP, ICWP
Personal Care Support Services	GAPP
Personal Support Services	SOURCE, CCSP, ICWP

# Status Updates and Timeline

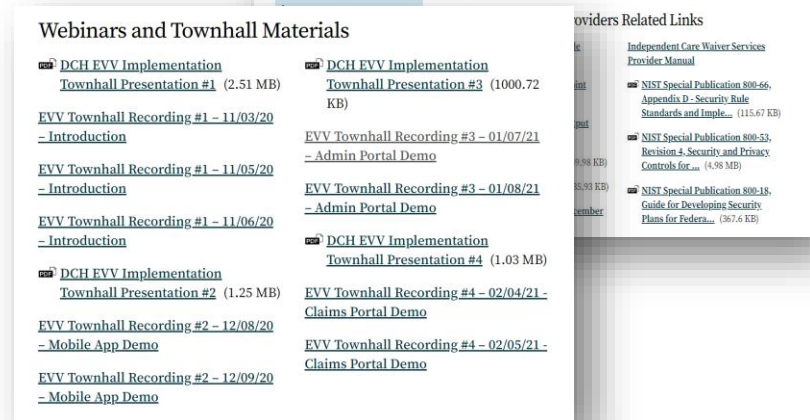
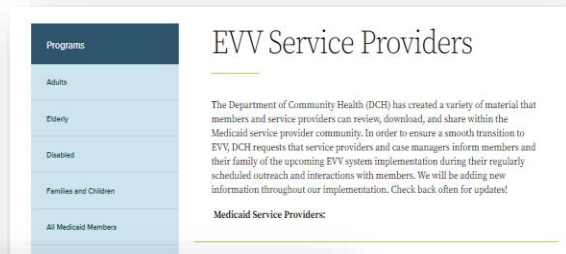
- The EVV implementation is still on schedule.
- Conversations with Fiscal Intermediaries are ongoing.
- FI-specific meetings will be scheduled for April.

March 16, 2021	March 29, 2021	April 1, 2021	May 2021	July 1, 2021
Provider Training is Open	Provider Registration Available	System Ready Initial Training Complete Ongoing Support Provided	Recruitment Campaign  System Refinement	EVV Mandatory for Claims Processing

# Communication Resources

## Communication Tools:

- <https://medicaid.georgia.gov/georgia-electronic-visit-verification>
- [evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov) (email address for EVV inquiries)
- Published Power Point Presentations (PPTs)
- Flyers & Announcements (emailed / mailed)
- Member & Provider Readiness Surveys
- Frequently Asked Questions (FAQs)
- Townhall Materials and Recordings
- More coming soon!



# Electronic Visit Verification



**EVV Impacts to  
Self-Direction**

# EVV Impacts to Self Direction

## What is Changing?

- Required use of EVV and capturing EVV-required data
- Time and data tracking via mobile application versus paper timesheets

## What is NOT Changing?

- The waiver rules and criteria
- Where and how you receive services
- How and how much your employees are paid
- Your Fiscal Intermediary (unless by choice)





# Common Questions and Concerns

## **What about my Fiscal Intermediary?**

DCH is having ongoing conversations with all Fiscal Intermediaries (Acumen, Continuum, Public Partnership) regarding their EVV systems and integrations with the State EVV solution. This will be discussed more soon.

## **Is facial recognition required?**

No. Facial recognition is an option for most EVV systems but is not required. There is always an additional option such as provided a PIN.

## **Are you tracking me?**

No. GPS technology (location tracking) is used, but only to record location at the time of clock in and clock out when the mobile application is engaged.

# Common Questions and Concerns

## **Is DCH providing or paying for equipment?**

No. DCH will not supply or reimburse for equipment provided to aides. Additionally, Medicaid cannot be used to purchase the devices.

## **What if me, my family member, or an authorized representative cannot sign or is not available at the time of clock out?**

EVV systems have the option to close out an appointment without signature but will require a reason code and note related to the reason.

# Upcoming Townhalls

Topics	Scheduled Date and Time
Provider Registration	3/31 – 9am ET 4/1 – 6pm ET
Topics as needed based on feedback / Open Q&A	5/4 – 1pm ET 5/5 – 6pm ET
Topics as needed based on feedback / Open Q&A	June 2021
Topics as needed based on feedback / Open Q&A	July 2021
Topics as needed based on feedback / Open Q&A	August 2021

**\*\*Visit the DCH EVV Events Webpage for registration links\*\***

# Question and Answer (Q&A)

**Please type your questions in  
the chat box!**

**Our moderators will read your  
question aloud.**

**If we are unable to answer your question  
today, please email us at**

**[evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov)**

