

# 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 in 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



- DCH EVV Overview
- EVV Impacts to Self Direction
- Acumen EVV Overview
- Next Steps
- Q&A

# Status Updates and Timeline

- **DCI and DCH Integration to date:** DCH, Acumen, and DCI have held bi-monthly meetings to discuss integration and are working to ensure a smooth integration.
- Tellus is rebranding to Netsmart – you will see those names used interchangeably and the State will be updating materials on a rolling basis.

March 15, 2021	March 29, 2021	April 12, 2021	May – June 2021	July 1, 2021
Provider Training Opens	Provider Registration Available	System Ready Initial Training Complete Ongoing Support Provided	Recruitment Campaign  System Refinement	EVV Mandatory for Claims Processing

# EVV-Required Services

**Medicaid-funded Personal Support Services (PSS)/Community Living Supports (CLS) (CPT Codes T1016, T1019, T2022, T2025, and S9122) for the following waiver programs will be subject to EVV Program requirements:**

- Service Options Using Resources in a Community Environment (SOURCE)
- Community Care Services Program (CCSP)
- New Options Waiver (NOW)
- Comprehensive Supports Waiver Program (COMP)
- Independent Care Waiver Program (ICWP)
- Georgia Pediatric Program (GAPP)

Note Personal Assistance Retainer (PAR) funds come from your CLS budget but the service itself will not need to be submitted in an EVV compliant manner.

# Key FOBs / Fixed Devices

- Due to industry best practices and logistical limitations, Key FOBs / Fixed Devices are no longer being offered as an EVV mobile application alternative in Georgia.
- While mobile application is strongly preferred, Interactive Voice Response (IVR) / telephony is an option upon application and DCH approval. The applications are available on the [DCH website](#).
- For Medicaid members who need a smartphone, Lifeline Services is a Federal program which provides phones and services free of charge. Please see the link below for the application. This is not a DCH- or Fiscal Intermediary-managed service. <https://galifeline.com/>

# 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

## **Is facial recognition required?**

No. Facial recognition is an option for the DCI EVV mobile application but is not required. There are additional options such as providing a PIN and a signature option will be available on or before July 1, 2021.

## **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. There is no continuous tracking.

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

No. DCH nor Acumen will not supply or reimburse for equipment provided to aides. Additionally, Medicaid cannot be used to purchase the devices.

# Common Questions and Concerns

## **Can my employee or aide bill for training time?**

No, CMS will not allow reimbursement for training time.

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

The DCI EVV mobile application will have the option to close out an appointment without signature but manual approval via the administrative portal after visit completion.

## **Do I have to have a schedule for my employee or aide?**

Yes, schedules according to a plan of care are a requirement of the waiver programs regardless of EVV. While you are required to maintain a schedule, you are not required to submit the schedule to Acumen.

# Common Questions and Concerns

## **If a Member submits a paper time sheet versus using EVV, what happens?**

When EVV implementation begins PSS and CLS services should be authorized utilizing electronic methods. Information captured electronically does not need to go on paper. If documentation is missing from the electronic verification it will continue to need to be documented on paper.

## **What about travel time payment or payment of time while not with the Member?**

Medicaid does not provide reimbursement or services payment for travel time.

# Electronic Visit Verification



## Acumen EVV Overview

# Who is Acumen's EVV vendor?

- Acumen has chosen DCI as the method for EVV.
- DCI is a timekeeping software designed to meet the EVV requirements prescribed by the 21st Century Cures Act. DCI is a lightweight mobile application that is easy to use and doesn't take up a lot of space on your smartphone.
- DCI saves you time from having to submit paper timesheets. DCI also can help manage your monthly budgets, so you always know where you are at in terms of budgeting.
- You, as an Acumen client, already have a DCI log-in set up for you. You can contact Acumen for password reset or use the forgot password feature on the login screen.



# Timeline of Acumen EVV Events

- December 2017: Acumen rolled out DCI as our EVV solution
- DCI Live Webinars showing how you use the online portal and how to use the app began and continue to this day
- March 2018: Our local staff began doing in person town hall sessions throughout the state
- June 2018: Acumen local staff began one-o- one training sessions in client homes as requested, for those who were not able to attend a town hall session
- March 2021: Acumen begins meeting with DCH and integration with Tellus
- June 2021: Feature updates to include signature at sign-out and offline mode added. Reason codes added to portal entries.
- July1 – EVV Go-Live



# DCI Resources

Go To:

<https://www.acumenfiscalagent.com>

EVV Resources

[Instructions on how to download mobile app](#)

[Instructions on Pin and Password EVV](#)

[Instructions on Picture EVV](#)

[FAQ: How Does DCI use Client Photos](#)

[How to use Phone EVV](#)

[Remember/Forgot Password](#)

[How to Update Android Apps Automatically](#)

[How to Update Apple Apps Automatically](#)

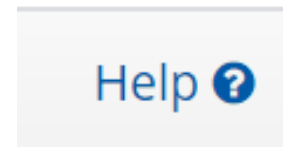
Go To:

[acumen.dcisoftware.com](https://acumen.dcisoftware.com)

Login and use the Help feature

## Acumen Training Materials

25+ Training Videos available in DCI under the Help section in the upper right corner of the screen





# DCI Training

In addition to the training options just discussed, Acumen will:

- Continue with live webinars
- Publish frequently asked questions (FAQs) on the Acumen website
- Provide a training link where clients can watch recorded webinars at their own convenience
- Provide one-on-one assistance as requested



# Additional Notes or Policies

## **Claims and Employee Payment**

The way claims are processed, and payments are made to your employees will not change. Acumen, as your fiscal intermediary, will still completing all claims process.

## **Client Verification Options**

On or before July 1, 2021, the DCI App will offer three methods to verify the visit took place. These options will be offered at the end of the shift at clock-out only, and your employee will choose which method to use to verify the visit. They will be given the following verification options: Client PIN or Password, Facial Recognition, or Client/Employer Signature. You will not need to use a verification method at clock-in. If a verification method is not used, or if the verification fails, the Employer will need to manually approve the shift on the DCI portal.

# Additional Notes or Policies

## Reason Codes

Reason codes will be an addition to the DCI solution.

## Offline Mode

On or before July 1, 2021, the DCI App will have an offline mode available in the event that the employee is not connected to the internet. They will still be able to clock-in and clock-out as usual. The shift data will be held until they get a Wi-Fi or cellular data connection. The next time they log-in to the app and have a Wi-Fi or cellular data connection they will be prompted to sync (send) the shift data.

# Acumen and DCI Resources

**To sign up for DCI EVV call: (877) 211-3738**

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## Contact Information:

Katrina Simisnean

[Katrinasim@acumen2.net](mailto:Katrinasim@acumen2.net)

Nicki Cline

[Nickicl@acumen2.net](mailto:Nickicl@acumen2.net)

Tech support: (877) 211-3738

Please note, often when individuals have issues with the mobile application, it typically is an outdated version and requires updating.

## Website Resources:

Acumen EVV Page -

<https://www.acumenfiscalagent.com/evv-resources/>

DCI Portal Log-in -

<https://acumen.dcisoftware.com/>

There is a troubleshooting link once you have access to the DCI portal.

# So, what do you need to do?

1. Get you and your employees training on how to use the DCI EVV Mobile App
  - a) Sign up for a webinar, review the training materials, contact us for assistance
2. Begin using EVV to capture visit data

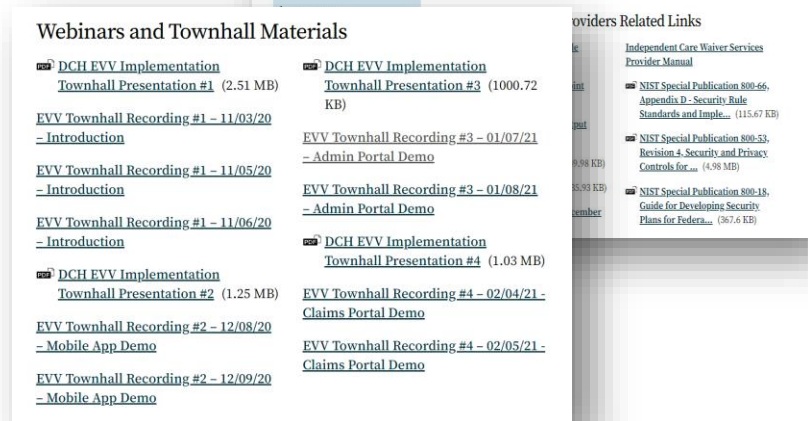
If you or your employee are already regularly using the DCI EVV mobile application, the only change will be the addition of the signature at clock-out as an option and the upcoming additional functionality options.



# DCH 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!



# 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)**

**If you have DCI technical questions, contact support at (877) 211-3738**

