



GEORGIA DEPARTMENT OF COMMUNITY HEALTH  
**ELECTRONIC VISIT VERIFICATION**  
Organizational Change Management Services

**STAKEHOLDER READINESS SURVEY RESULTS**

APRIL 2018 EVV SURVEY

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# TABLE OF CONTENTS

Scope & Methodology	3
Survey Respondents	5
Provider Insights	7
Member Insights	18

# SCOPE & METHODOLOGY

The Department of Community Health (DCH) conducted an online survey to understand stakeholder awareness and readiness for the Electronic Visit Verification (EVV) Program in Georgia.

## SCOPE

The stakeholder survey scope covers:

- Key stakeholders' familiarity with EVV
- Providers' experience with existing EVV systems and their capabilities
- Experienced and perceived challenges with EVV system usage and implementation
- Variations in responses by waiver program, geographic regions, and size of the provider organization, where applicable

## METHODOLOGY & COMPLETES

- A 10-15 minute survey administered through SurveyMonkey was sent to waiver providers, members, and state employees on April 5, 2018. The survey closed on May 1, 2018.
- 84% of respondents who began the survey completed it.
  - 742 respondents began the survey
  - 621 complete responses received
- Findings will be incorporated into Change Management plans, including communications with providers and members, moving forward.
- The survey may have been distributed to and completed by respondents within the same provider organization, so the term “provider respondents” is used where applicable.

# MORE ON METHODOLOGY...

The survey was distributed to stakeholders, including case managers / support coordinators, service providers, members and State employees who provide, receive and help administer Personal Support Services (PSS) and/or Community Living Support (CLS) across the following waiver programs:

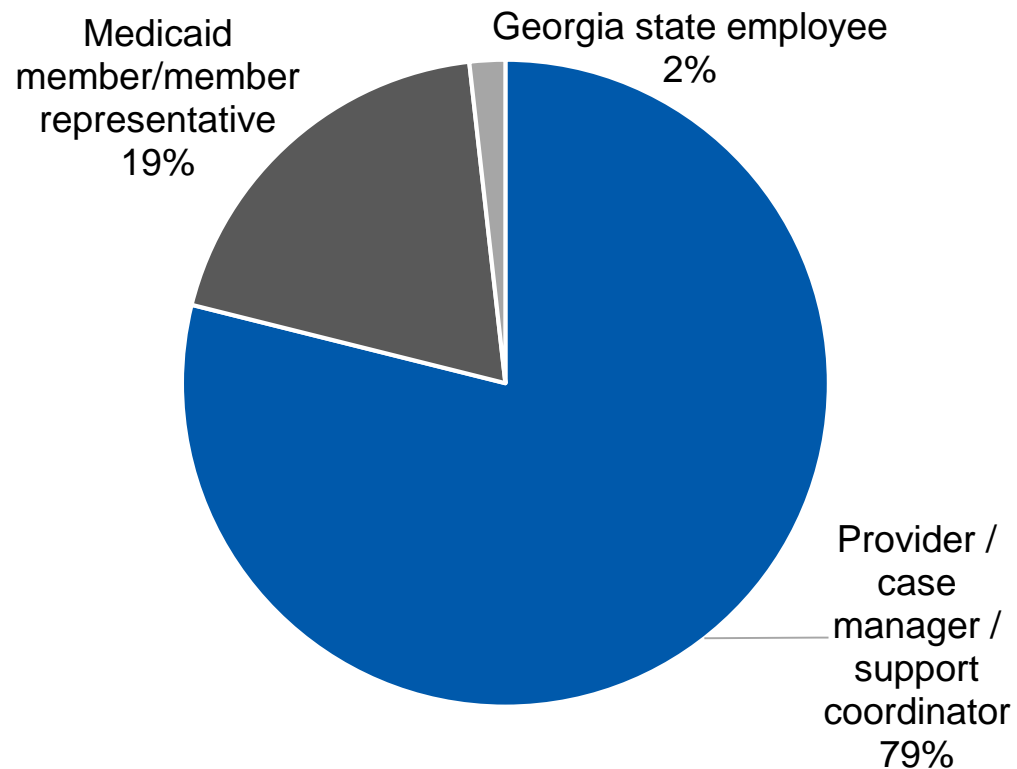
ELDERLY and DISABLED	NOW and COMP	ICWP	GAPP
Service Options Using Resources in a Community Environment ( <b>SOURCE</b> ) and Community Care Services Program ( <b>CCSP</b> )	New Options Waiver ( <b>NOW</b> ) and Comprehensive Supports Waiver Program ( <b>COMP</b> )	Independent Care Waiver Program ( <b>ICWP</b> )	Georgia Pediatric Program ( <b>GAPP</b> )

Thank you to the following organizations that helped us get the word out!

- Department of Behavioral Health and Developmental Disabilities (DBHDD)
- Georgia Council on Developmental Disabilities (GCDD)
- Parent to Parent of Georgia

# WHO HAS RESPONDED?

79% of respondents identified as service providers/case managers.



## PROVIDER BREAKDOWN

- 67% of the provider respondents identified as provider administrators.
- 19% of provider respondents were case managers / support coordinators.
- 71% of providers indicated they serve members in suburban areas, while 41% stated they serve members in rural areas and 39% serve members in urban areas of the State.

## MEMBER BREAKDOWN

- 54% of member respondents identified as participants of self-directed programs
- 68% of member respondents stated they receive benefits through NOW and COMP waivers

# PROVIDER INSIGHTS

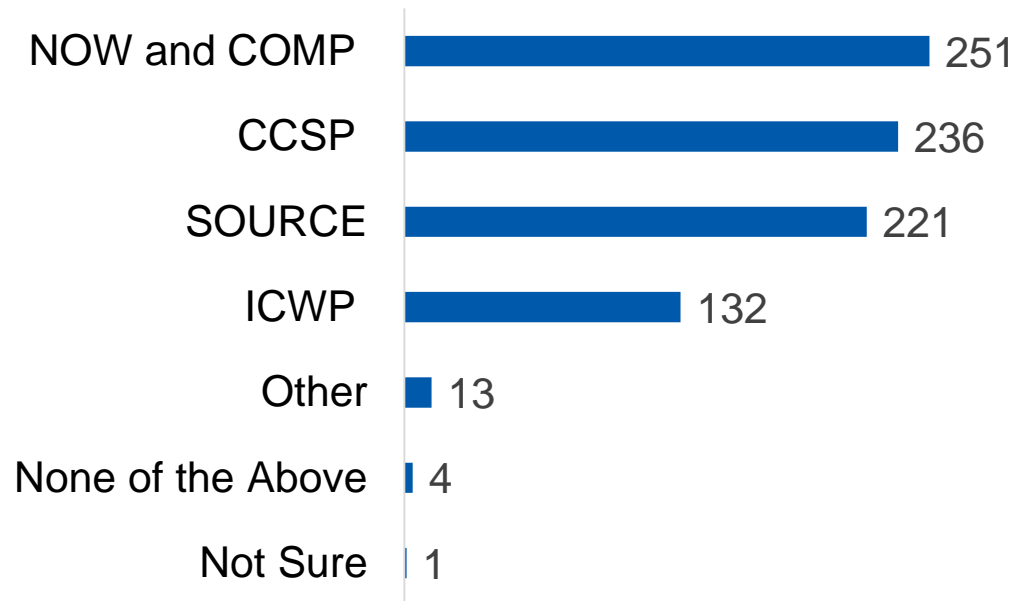
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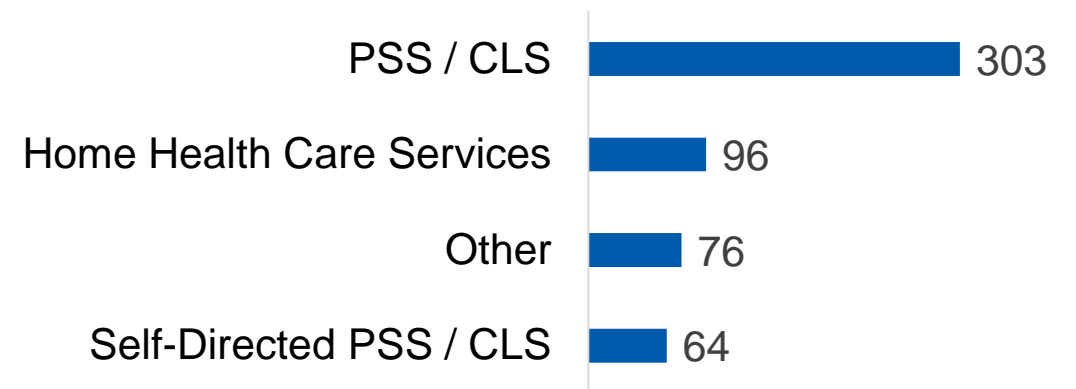
# WHO ARE THE PROVIDER RESPONDENTS?

The majority of provider respondents provide Personal Support Services (PSS) / Community Living Support (CLS) across the Elderly & Disabled and NOW and COMP waiver programs.

Provider Respondents by Waiver



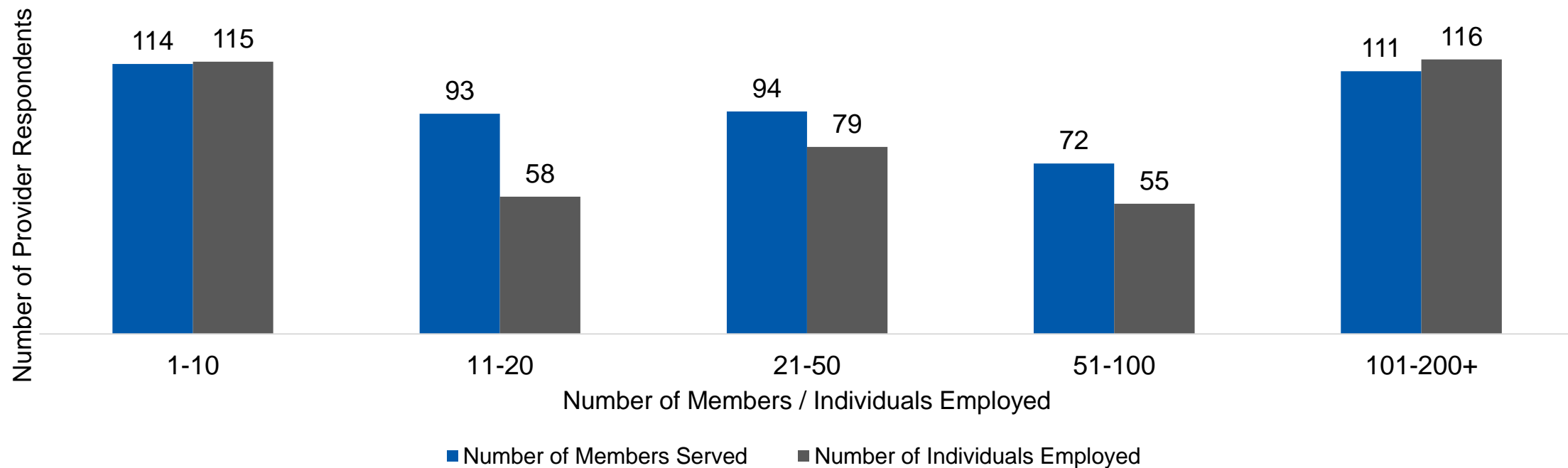
Provider Respondents by Service



# MORE ABOUT OUR PROVIDER RESPONDENTS...

Responses received came from provider organizations of all sizes.

Number of Members Served compared with Number of Individuals Employed by Providers

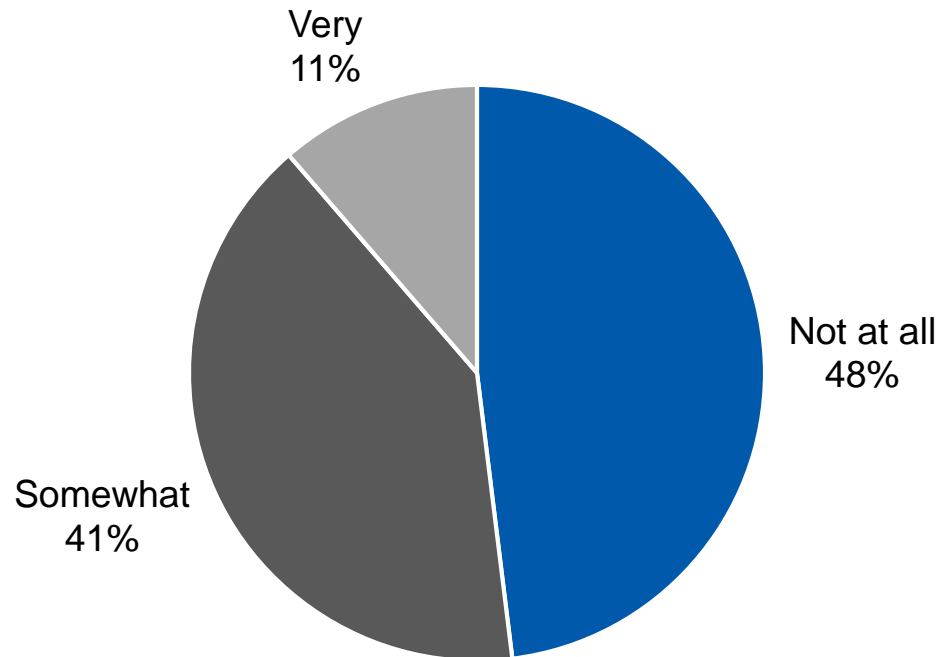




# FAMILIARITY WITH EVV

Most provider respondents seem to be somewhat or very familiar with EVV.

Provider Familiarity with EVV



## ACCESS TO EVV SYSTEMS

Most provider respondents (62%) do not currently have an EVV solution.

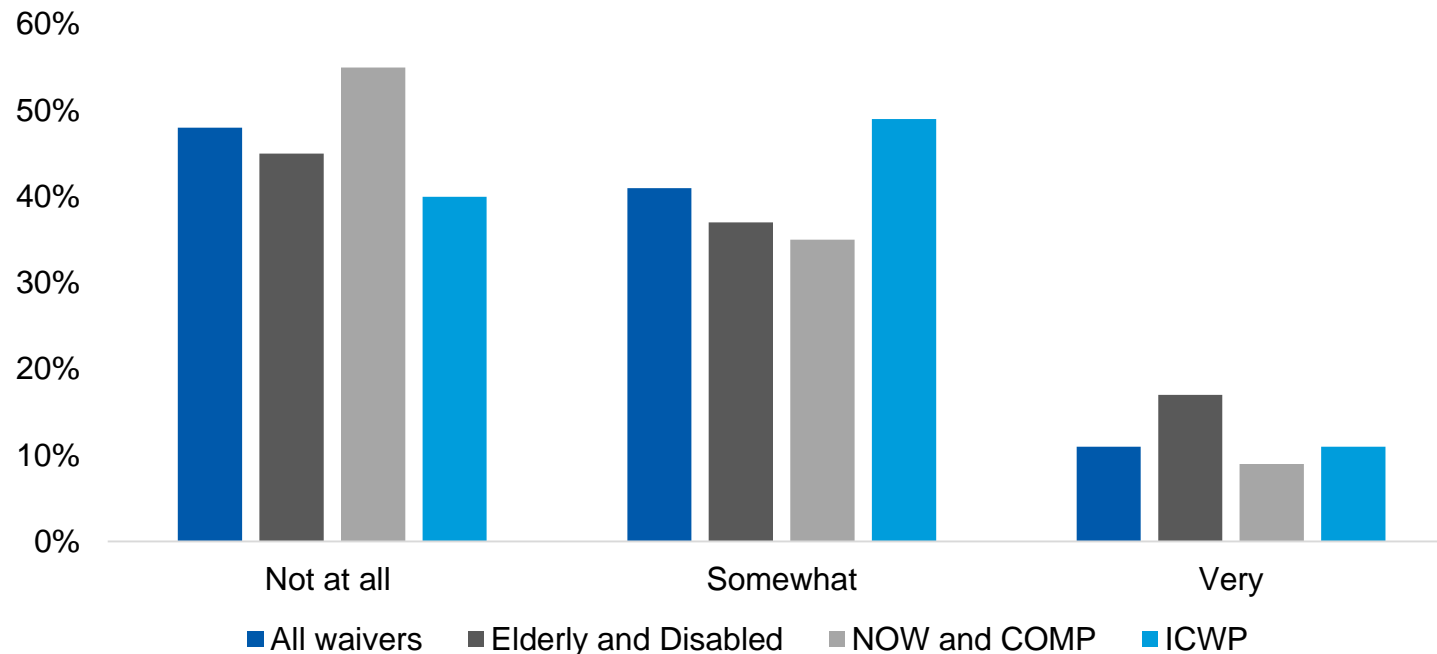
## EVV SYSTEM USAGE

Of the 92 respondents who have EVV systems, 15 indicate that they do not use their systems.

# EVV FAMILIARITY BASED ON WAIVER PROGRAM

**NOW and COMP provider respondents appear to be the least familiar with EVV. DCH has already ramped up communication efforts to increase awareness among this provider population, speaking at four Developmental Disability Provider Meetings across the State in May.**

Familiarity with EVV by Waiver Program



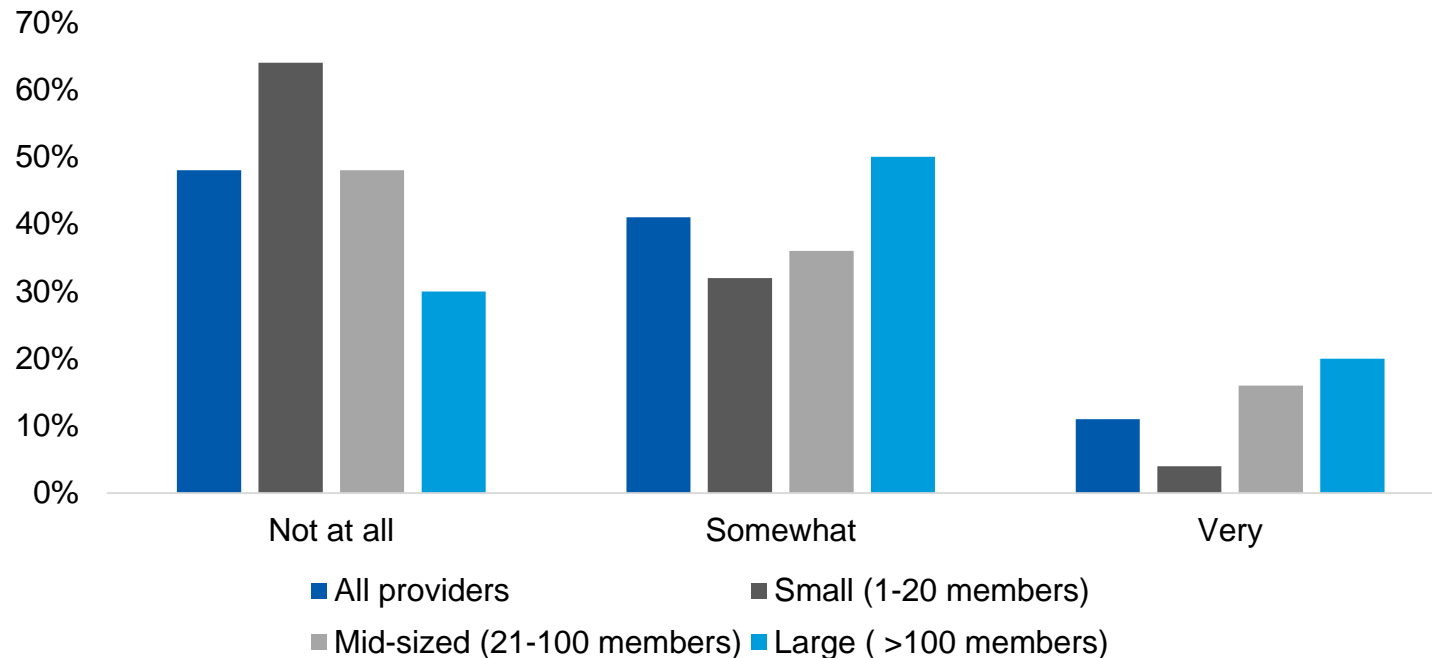
## ACCESS TO EVV SYSTEMS BY WAIVER

21% of E&D provider respondents have EVV systems, while only 14% of ICWP and NOW and COMP provider respondents state they have EVV systems.

# EVV FAMILIARITY BASED ON PROVIDER SIZE

Most provider respondents from small organizations seem to be unfamiliar with EVV, while the majority of respondents from large organizations are at least somewhat familiar.

Familiarity with EVV by Provider Organization Size

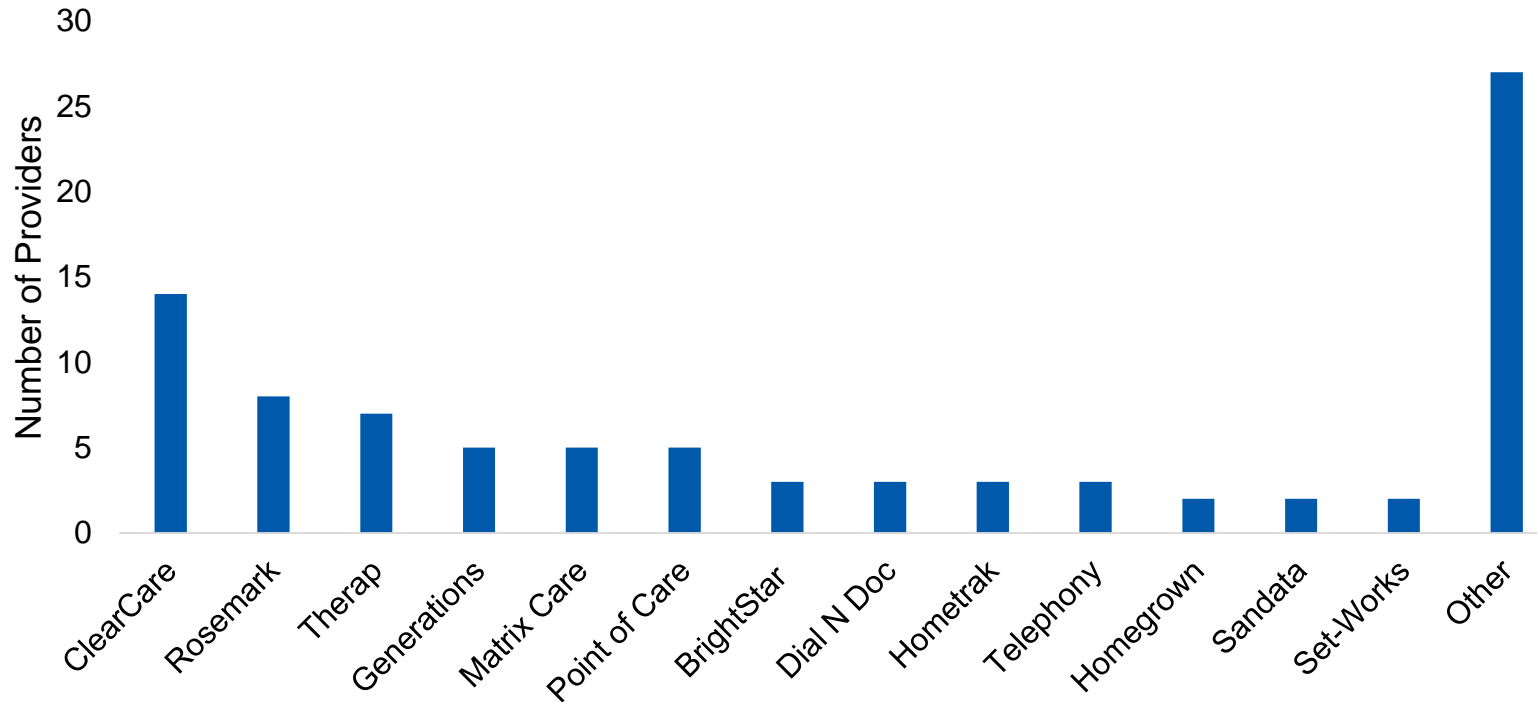


## VERY SMALL PROVIDERS

Provider respondents serving 1-10 members have extremely limited awareness, with 74% reporting they are not at all familiar with EVV.

# EXISTING EVV SYSTEMS

49% of provider respondents with EVV systems are served by six EVV vendors.



## PURCHASED VS. HOMEGROWN?

79 respondents indicate they purchased their systems, while 12 indicate they built their EVV systems.

The solutions in the “Other” field include: ABSMobile, Acumen, Alayacare, Attendance on Demand, Authenticare, Axiscare, Axxess EVV, BarbaraKares, C Clock in Clock out.com, Carelogic, CellTrak, ERSP, EWC, HHAeXchange, JIBBLE, Kinnser, Medisked, MedWare, MITC, Paycor, Practice fusion, Public Partnerships, Qualifacts, TrackSmart And VyperSoft, Versaclock, Visit Verification App, When I Work

# ADDITIONAL FUNCTIONALITY OF EXISTING SYSTEMS

The great majority of providers with existing EVV systems claim their systems can perform more than just the basic functions.

<b>89%</b>	Reporting
<b>88%</b>	Scheduling
<b>64%</b>	Claims Submission
<b>63%</b>	Payroll
<b>58%</b>	Authorizations
<b>50%</b>	Data Analytics
<b>47%</b>	Data Aggregation

## WHAT DOES THIS MEAN FOR GEORGIA?

DCH will consider adding functions that appear to be most utilized by providers, so if providers with existing systems opt to transition to Georgia's EVV system, these providers can maintain similar functionality.

## ABILITY OF EXISTING SYSTEMS TO AGGREGATE DATA

47% of provider respondents indicate their existing EVV systems have the ability to aggregate data. Providers with existing systems can prepare for Georgia's EVV Program now, by verifying that their EVV system can perform this function. This may result in fewer issues during Georgia's EVV implementation.

# POTENTIAL CHALLENGES WITH EVV COMPLIANCE

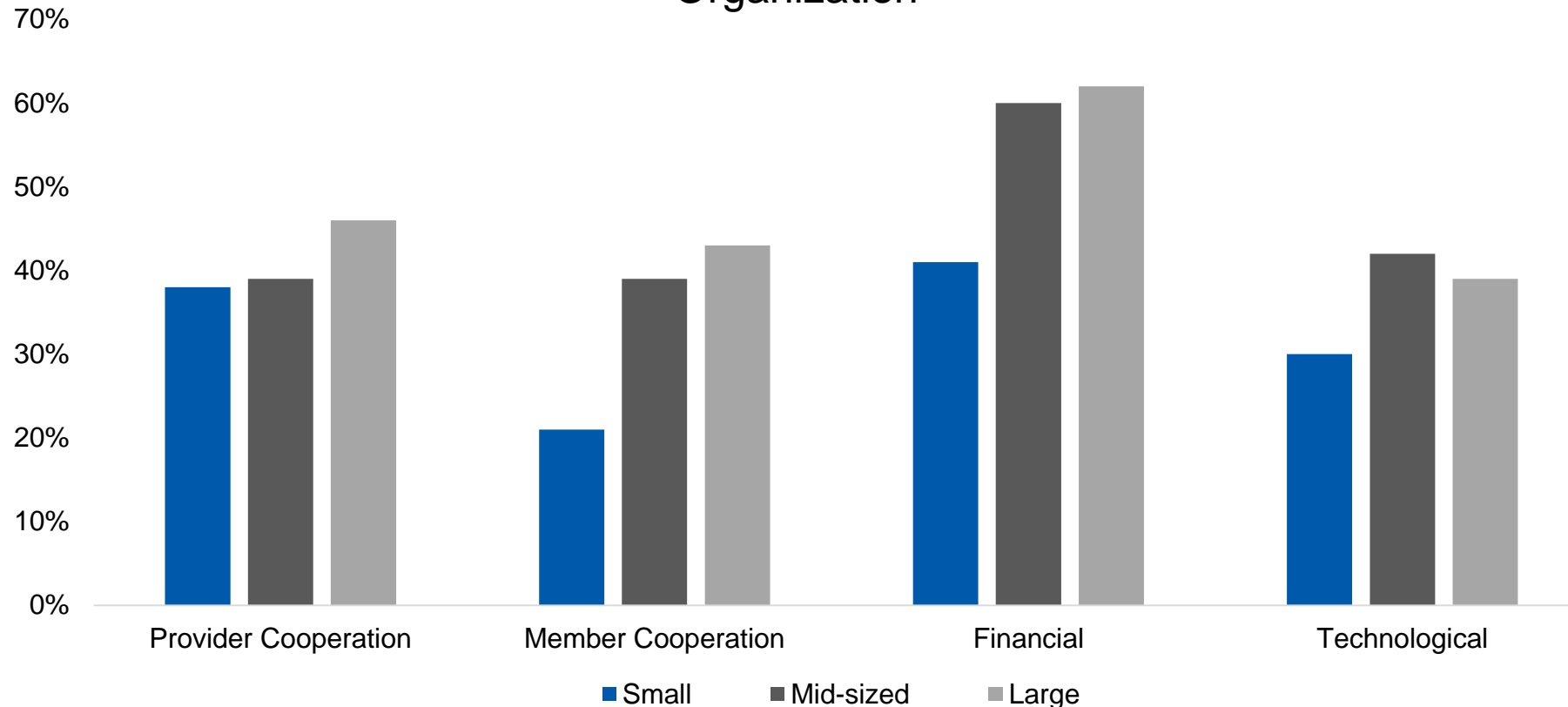
**The State will work with providers to focus on planning for training and changes to policies and procedures to ensure in-home aides are knowledgeable on this new technology.**

- On average, provider respondents with existing EVV systems report that employees and administrative staff have been fairly receptive to EVV.
- 88% of provider respondents who implemented EVV systems report additional training was necessary, and 62% report changes to policies and procedures were required.
- 48% of provider respondents have faced or anticipate facing technological challenges with EVV implementation.

# PERCEIVED CHALLENGES BY PROVIDER SIZE

Provider respondents from mid-sized and large organizations are most concerned with the financial burden of EVV.

Experienced / Anticipated Challenges by Size of Provider Organization



# PROVIDER EXPECTATIONS

Provider expectations are mainly around the State providing training and support, and the system leading to increased accountability for in-home aides.



- 46% of provider respondents have neutral expectations for EVV, while 37% of provider respondents have positive expectations and 17% have negative expectations.
- 23% of provider respondents admit they do not know or are unsure of what to expect from the EVV Program.
- Other expectations include training and support, increased accountability, streamlining processes, improving accuracy of timesheets, user-friendly system, and assistance with the financial burden including the purchase of any devices needed.



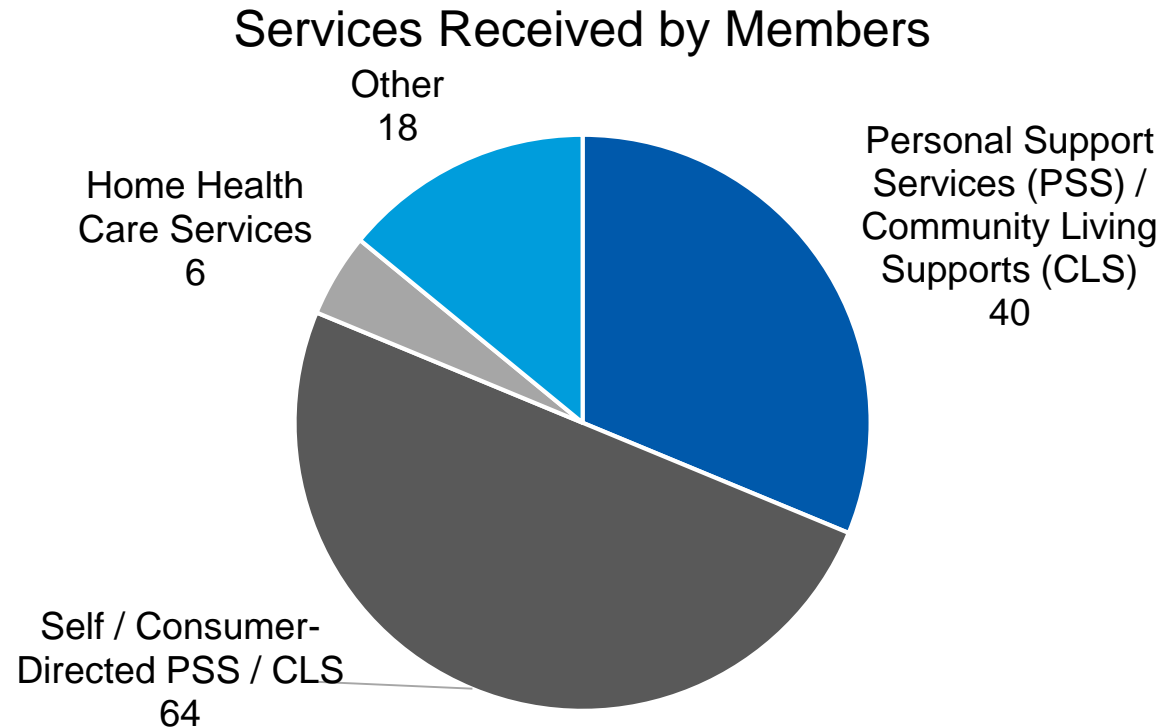
# MEMBER INSIGHTS

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# WHO ARE THE MEMBER RESPONDENTS?

The majority of member respondents receive services under the self-directed model.



## WHICH WAIVERS?

68% of member respondents receive services through the NOW and COMP waiver programs.

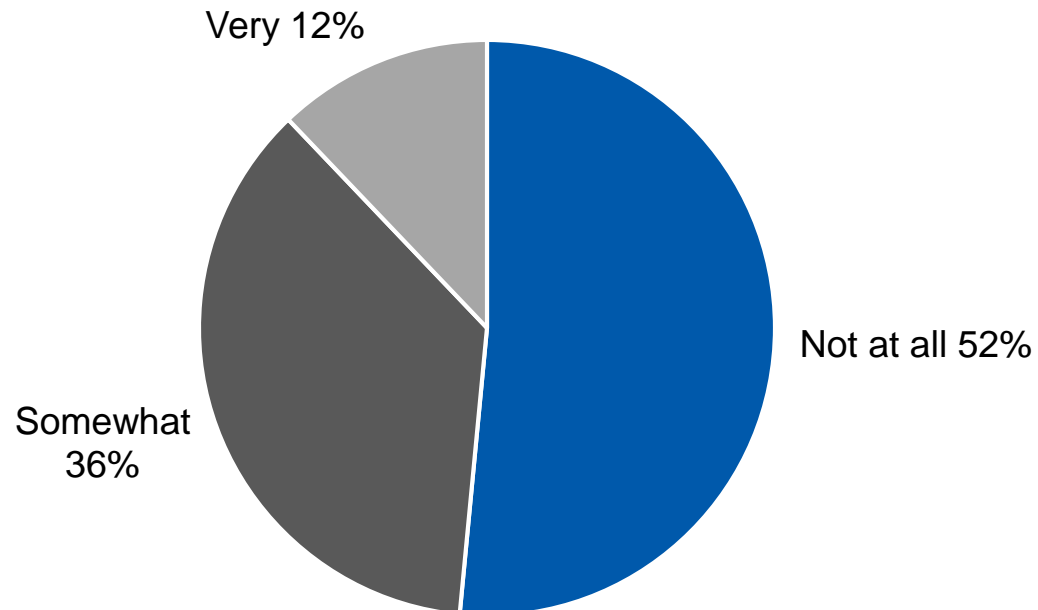
## WHERE DO THE MEMBERS RESIDE?

61% of members indicate they reside in a suburban area, with 20% and 18% residing in rural and urban areas, respectively.

# FAMILIARITY WITH EVV

48% of members / member representatives are somewhat or very familiar with EVV.

Member Familiarity with EVV



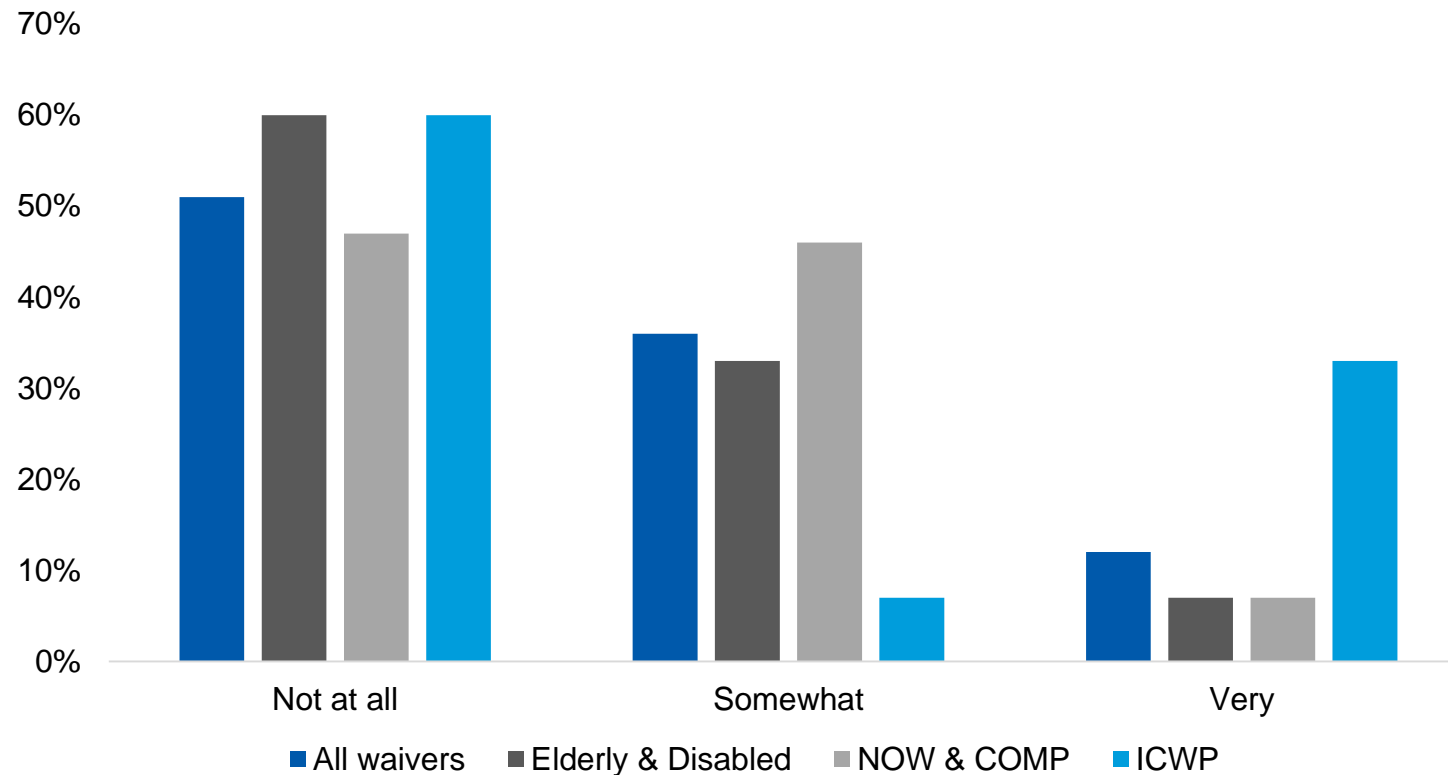
## ACCESS TO EVV SYSTEMS

19% of members indicate that their providers currently use an EVV solution.

# FAMILIARITY WITH EVV BY WAIVER PROGRAM

Members within the NOW and COMP program appear to be the most familiar with EVV, with over 50% reporting they are somewhat or very familiar with the Program.

Member Familiarity with EVV by Waiver Program



## ACCOUNTING FOR THIS VARIANCE...

60% of NOW and COMP member respondents identify as “self-directed.” Since Fiscal Intermediaries used by self-directed members have completed EVV rollouts, this could account for the higher levels of familiarity with EVV.

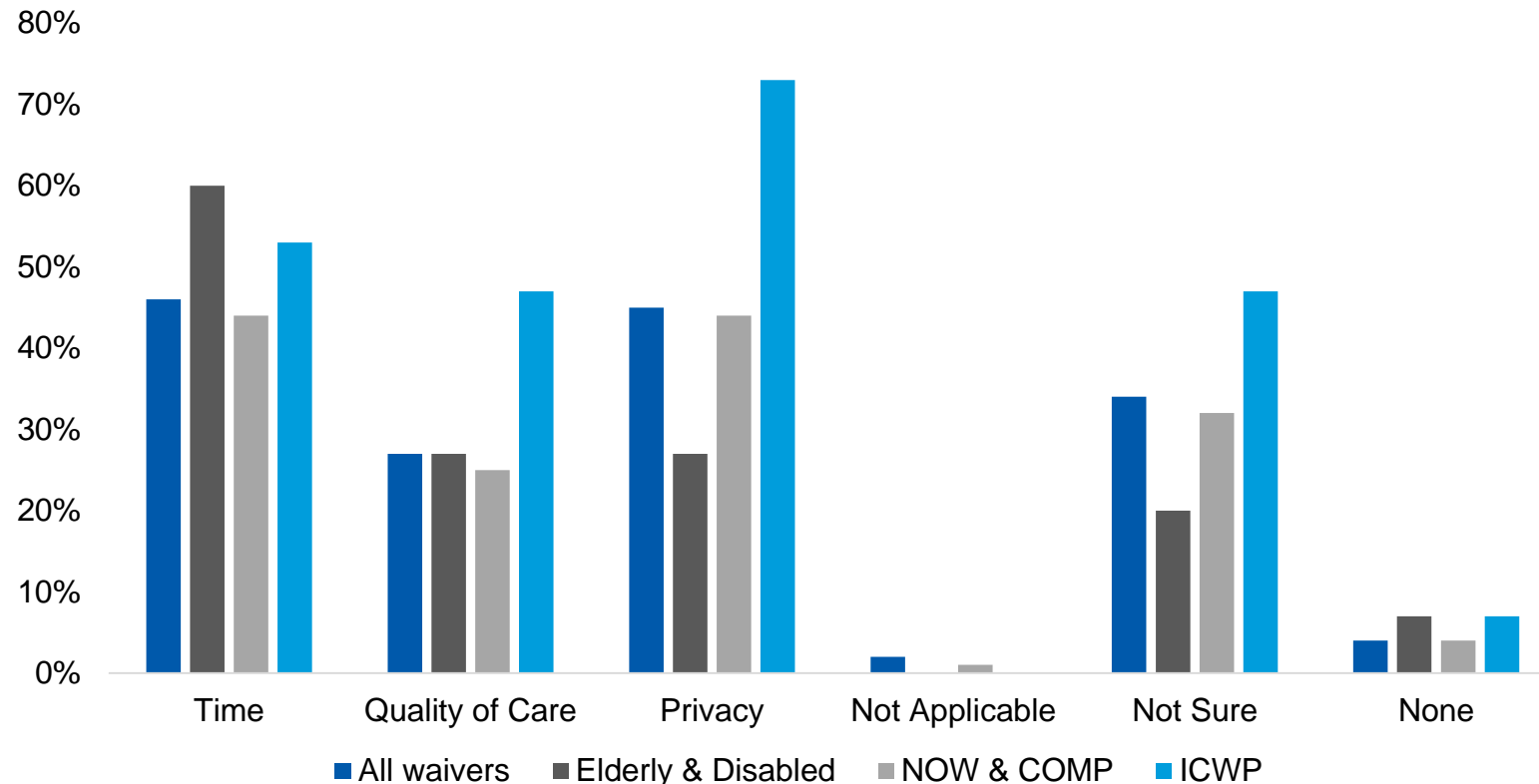
## NUMBER OF RESPONDENTS BY WAIVER

Only 15 E&D and 15 ICWP waiver members / member representatives completed the survey, so the responses received may not be representative of the larger population.

# CHALLENGES WITH EVV COMPLIANCE

Members / member representatives report that EVV has / will be burdensome on their time and has / will invade(d) their privacy. DCH is committed to implementing an EVV solution that protects members' privacy.

Experienced/Anticipated Challenges by Waiver Program



## NUMBER OF RESPONDENTS BY WAIVER

Only 15 E&D and 15 ICWP waiver members / member representatives completed the survey, so the responses received may not be representative of the larger population.

# EVV STAKEHOLDER READINESS SURVEY CONCLUSION

The EVV Stakeholder Readiness Survey results and information obtained will be considered during the vendor procurement and implementation phases.

The EVV Stakeholder Network will be kept informed of the ongoing status of the project and enlisted to help in communicating with stakeholders they represent.

*Thank you for your assistance and/or interest in this initiative.*

**We look forward to working with our stakeholders towards a successful state-wide EVV system implementation!**



# THANK YOU!

## IMPORTANT LINKS

- Medicaid Guidance & FAQs: <https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>
- 21<sup>st</sup> Century Cures Act: <https://www.congress.gov/bill/114th-congress/house-bill/6>
- DCH EVV-Dedicated Website: <https://dch.georgia.gov/georgia-medicaid-electronic-visit-verification>
- Quick Reference Guide: [https://dch.georgia.gov/sites/dch.georgia.gov/files/FINAL\\_EVV%20Quick%20Ref%20Guide%20-%20One%20Pager.pdf](https://dch.georgia.gov/sites/dch.georgia.gov/files/FINAL_EVV%20Quick%20Ref%20Guide%20-%20One%20Pager.pdf)
- Schedule of Events: <https://dch.georgia.gov/evv-schedule-events>

To receive more news and alerts about our efforts towards a successful EVV implementation here in Georgia, you can:



- Check out our Facebook page at <https://www.facebook.com/gadepthcommunityhealth/>
- Follow us on Twitter at <https://twitter.com/gadch>
- Subscribe to our YouTube channel at <https://www.youtube.com/user/gacommunityhealth>
- Search the hashtags: #GAEVV and #GAMedicaid

Email the DCH EVV Project Team at [evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov) if you have more questions regarding Georgia's EVV implementation.