

GA DCH Third-Party Electronic Visit Verification (EVV) Vendor Requirements

To engage in the Georgia DCH EVV Program, third-party EVV vendors must meet the following minimum requirements:

- 1. Be compliant with the 21st Century Cures Act by electronically verifying the following:**
 - a. Individual receiving the service(s)
 - b. Individual providing the service(s)
 - c. Location of service(s) delivery
 - d. Exact date of service(s) delivered
 - e. Exact time the service(s) begin
 - f. Exact time the service(s) end
 - g. Type of service(s) performed
- 2. Allow authorized users to enter participant information, which includes:**
 - a. Name
 - b. Address
 - i. To be associated to each participant for verification purposes
 - ii. Include, at minimum, street address, city, state, and zip code
 - iii. Any additional addresses entered will not remove previously entered addresses from the system records
 - c. Phone Number
 - d. Medicaid ID
 - e. Payer ID
 - f. Any other identifiers needed to uniquely identify the participant for services and billing
- 3. Allow authorized agency providers to enter caregiver's information, to include the following:**
 - a. Name
 - b. Address
 - i. Include, at minimum, street address, city, state, and zip code
 - c. Phone Number
 - d. Date of Birth
 - e. Last four (4) digits of the social security number
 - f. Email Address
- 4. User access must be controlled by the third-party vendor, so as to limit any unauthorized entry, manipulation, or review of EVV data, to include the following:**
 - a. The user is not permitted to access the EVV system
 - b. The user is not authorized by the Medicaid certified entity and billing provider to enter information in the EVV system on behalf of that provider
 - c. The individual is not permitted to see participant or agency provider data
 - d. Must be Health Insurance Portability and Accountability Act (HIPAA) compliant and provide appropriate security and privacy controls to protect personally identifiable information (PII) and protected health information (PHI) data
 - i. Ensures all Protected Health Information (PHI) is encrypted at all times in transit and at rest

5. **To ensure providers and provider agencies have EVV capability in all areas being serviced, the third-party vendor, at minimum, must utilize one (1) or more of the following:**
 - a. Mobile application which utilizes Global Positioning Systems (GPS) will be the primary method of collecting visit information
 - i. Must operate in offline mode to capture visit data when cellular or Wi-Fi connectivity is unavailable
 - b. Allow manual entry of visit information into the EVV system as an alternate method
 - i. Only administrative users may manually enter visit information. Caregivers must not be capable of manually entering visit information
 - ii. Must require authorized users to enter a Georgia DCH approved reason for each modification or manual entry of verification data
 - iii. In the instance where a visit is manually entered, the provider will be required to attest to the presence of hard copy documentation
 - c. IVR will only be used conditionally with approval from the state
 - i. Requires the individual to have a landline
 - ii. Provider is required to submit a request to use IVR to the State designee
 - d. Must use technology that is accessible to all participants and providers
6. **Must utilize unique sign in credentials for each user who accesses the system and retain information about any changes to electronically captured visit information:**
 - a. Only allow access to the system by properly credentialed users
 - b. Only provider agency administrators will be allowed to manually edit visit data system of record/electronic log
 - c. Tracks all edits to data completed by administrators, recording username and date/time stamp in an audit log
7. **Be capable of retrieving current and archived data to produce reports to adequately document services delivered as follows:**
 - a. Report output should include of services delivered, tasks performed, participant identity, beginning and ending times of service, and date of services
 - b. Any report shall include an explanation of codes utilized by the provider/vendor (i.e., xx – Personal Care)
 - c. and report should include the provider’s identity by either name of provider or National Provider Identifier (NPI)
8. **Maintain reliable backup and recovery processes that ensure that all data is preserved in event of a system malfunction or disaster. Data must be backed up, at a minimum, weekly, and retained for ten (10) years.**
9. **Must support expansion of the Georgia DCH EVV Program by allowing:**
 - a. Addition of potential future services
 - b. Addition of participants
 - c. Addition of tasks
 - d. Addition of any requirements based on any applicable state or federal laws
10. **Providers and vendors shall:**
 - a. Accommodate more than one (1) participant and/or provider in the same home at the same phone number
 - b. Customize, collect, verify, document, and transmit specific provider services and visit tasks

(i.e., bathing, meal assistance, etc.) delivered to each participant

- 11. Verify components within the program requirements when the provider initiates visit verification, and flag a visit for review when any required verification elements are missing, or if the recorded service location is not on a participant's list of approved locations.**
- 12. Notify the provider if the visit data is incomplete or invalid when received.**
- 13. Any training required for third-party EVV system functionality must be provided by the third-party EVV vendor. Tellus aggregator training will be provided by Tellus.**
- 14. Third-party vendors must share client integration documents (user manuals, integration guides, etc.) with Tellus.**
- 15. Must meet published Tellus requirements in regards to integration messaging format, transport protocol, and security.**
- 16. Is responsible for ensuring the quality of the data submitted to Tellus.**
- 17. Must provision functionality for the monitoring and correction of any errors returned by Tellus, and a mechanism to resend corrected transactions.**
- 18. Each third-party vendor will be required to electronically transmit EVV data to Tellus per Tellus 3rd-Party Implementation Guide. A partial list of key requirements as follows:**
 - a. Data format & layout to comply with Tellus 3rd Party Integration Data Dictionary
 - b. Transmit data from all of your represented providers to a Tellus-hosted single SFTP directory or HTTPS end point
 - c. Manage error responses from Tellus, error resolution, and resubmission of failed transactions
 - d. Transmit at least visit created/scheduled and visit ended (completed, cancelled, etc.) status
 - e. Transmit changes in visit status within 60 minutes of change, 24x7
- 19. Is able to electronically collect provider and participant authentication and confirmation of service delivery as part of EVV. Such confirmation will be delivered as part of the visit record to Tellus.**
- 20. Must use only FIPS Pub 140-2-approved (or higher) encryption algorithms.**
- 21. Must execute the Tellus Trading Partner Agreements, which includes a Non-Disclosure Agreement (NDA) and a Business Associate Agreement (BAA).**

ATTESTATION

I attest that [COMPANY] is in compliance with all of the requirements of the Georgia DCH EVV program as outlined above. [COMPANY] will produce supporting documentation upon request or audit.

Printed Name

Company

Signature and Date

Title and Phone Number