



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



- Georgia Medicaid Waiver Programs
- The 21st Century Cures Act
- Electronic Visit Verification (EVV)
- EVV Implementation Approaches
- Alternative EVV Systems
- EVV Impact: Programs & Providers
- Challenges & Benefits
- Communication Initiatives
- Upcoming Events
- Next Steps
- Questions & Answers

Georgia Medicaid Waiver Programs

- The Georgia Department of Community Health (DCH) is the single state agency for the administration of the **Medicaid program** under Title XIX of the Social Security Act, providing healthcare for children, pregnant women and people who are aged, blind or disabled.
- Medicaid administers **waiver programs** to help people who are elderly or have disabilities and need help to live in their home or community instead of an institution such as a nursing home.

Georgia Medicaid Waiver Programs

continued...

- Waiver programs offer several services including:
 - **Case Management**
 - **Emergency Response Systems**
 - **Personal & Community Living Support Services**
(assistance with daily living activities, i.e. bathing, dressing, meals and housekeeping) and
 - **Home Health Services**
(nursing, home health aide, and occupational, physical and speech therapy)



Georgia Medicaid Waiver Programs

continued...

Elderly and Disabled Waiver (E&D)

- **Service Options Using Resources in a Community Environment (SOURCE):** an enhanced primary care case management program that serves frail elderly and disabled beneficiaries. The program works to improve the health outcomes of persons with chronic health conditions, by linking primary medical care with home and community-based services through case management agencies.
- **Community Care Services Program (CCSP):** provides community-based social, health and support services to eligible consumers as an alternative to institutional placement in a nursing facility.



Georgia Medicaid Waiver Programs

continued...

Independent Care Waiver Program (ICWP)

- **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.



Georgia Medicaid Waiver Programs

continued...

New Options Waiver Program (NOW) and Comprehensive Supports Waiver Program (COMP)

- **NOW/COMP:** offers home and community-based services for people with intellectual disabilities (ID) or developmental disabilities (DD).
- There are more than 12,000 people with development disabilities who are served by NOW/COMP.

Georgia Medicaid Waiver Programs

continued...

The Georgia Pediatric Program (GAPP)

- **GAPP:** provides services to medically fragile children with multiple diagnoses.
- Services are provided in their homes and communities.

The 21st Century Cures Act

In December 2016, the 114th US Congress enacted the **21st Century Cures Act**.

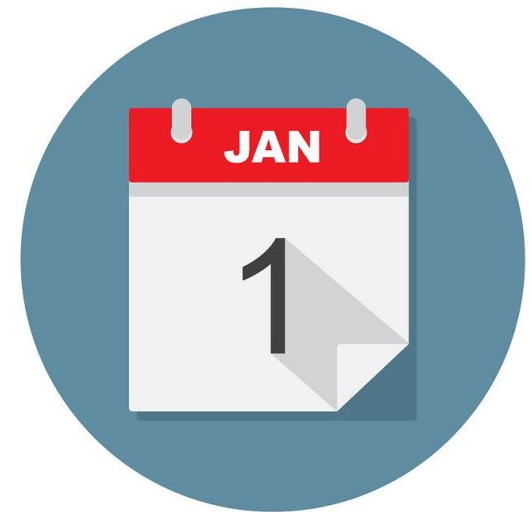
Section 12006 of the Act mandates States to implement EVV for:

- **Medicaid-financed Personal Care Services**

- January 1, 2019
- *House-Bill Approved for 1-Year Delay; 2020*

- **Home Health Care Services**

- January 1, 2023



The 21st Century Cures Act

continued...

- **The Centers for Medicare and Medicaid Services (CMS)** established requirements for all states to use an EVV system.
- EVV systems operated by the State or a contractor on behalf of the State qualifies for enhanced Federal Medical Assistance Percentage (FMAP) matching funds (90% for implementation, 75% for ongoing costs).
- Compliance with the mandate and deadlines will allow States to avoid escalating reductions in federally matched funding.



The 21st Century Cures Act

continued...

Primary goals of the mandate:

- Improve access, quality of care, and health outcomes for Medicaid members
- Reduce Medicaid fraud, waste and abuse
- Verify services were rendered
- Reduce billing errors and improve claims payment accuracy

The Department of Community Health is committed to adhering to the federal mandate with the PRIMARY goal of improving access and care to members.



Electronic Visit Verification



What is EVV?

Electronic Visit Verification (EVV)

continued...

Electronic Visit Verification (EVV) is a computer-based system that electronically verifies and captures the point-of-service information for an occurrence of certain home health and community-based service visits.



Electronic Visit Verification (EVV)

continued...

Commonly utilized features and capabilities:

- Electronic data capturing
- Near real-time processing
- GPS-based location detection
- Usage in both urban and rural settings
- Accommodates alternative methods of visit documentation
- Ability to transmit a variety of data; such as service billing codes



Electronic Visit Verification (EVV)

continued...

At a minimum, EVV systems must electronically verify:

- The type of service performed;
- The individual receiving the service;
- The date of the service;
- The location of service delivery;
- The individual providing the service; and
- The precise time the service begins and ends.

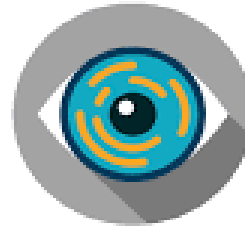


Electronic Visit Verification (EVV)

continued...

EVV vendors offer different system approaches:

- Electronic random number match devices
- Biometric recognition
- On-site dedicated tablets
- Telephony, and
- Mobile devices / Smart phones



EVV Implementation Approaches



Georgia's Selected Approach:

- **Open Vendor:** States can either
 - contract with a single EVV vendor,
 - build their own system for providers to use, *or*
 - allow the use of other EVV systems

Other approaches include:

- **State Mandated External Vendor:**
 - States contract with a single EVV vendor that all providers must use
- **State Mandated In-house System:**
 - States create, run, and manage their own EVV system that all providers must use
- **Provider Choice:**
 - Providers select their vendor of choice and self-fund its implementation

Alternative EVV Systems

The Department will provide an EVV system to Georgia providers.

Alternative EVV systems are allowable as long as they meet mandated system and aggregator requirements.

- Alternative EVV systems must electronically verify the required minimum data components.
- Every alternative EVV system must feed data into the DCH-selected EVV vendor's **aggregator** at least once daily.
- Alternative EVV systems must also have a manual entry option.





Who will EVV impact?

- Medicaid Programs
- Medicaid Providers
- Medicaid Members

EVV Programs and Providers

COMMUNICATING THE CHANGE AHEAD: There are several Medicaid programs that are impacted by the EVV implementation. Medicaid providers servicing these programs require immediate information about how EVV will affect them.

- **Impacted Medicaid Programs:**
 - NOW / COMP Waiver Services
 - ICWP Waiver Services
 - Elderly & Disabled Waiver Services
 - Georgia Pediatric Program
- **Impacted Service Providers & Workers**
 - Private Home Care Providers
 - Home Health Aide Workers
 - Private Duty Nursing (PDN)

Know your
impact



Elderly & Disabled Waivers

The following services are impacted by EVV:

- Personal Support Services
- Consumer Directed Personal Support Services

The following services are NOT impacted by EVV:

- Emergency Response Services
- Home-Delivered Meals
- Home-Delivered Services
- Out-of-Home Respite Care
- Adult Day Health
- Alternative Living Services

Elderly & Disabled Waivers include:

- *Service Options Using Resources in a Community Environment (SOURCE)*
- *Community Care Services Program (CCSP).*

- ❖ EVV will be implemented for Home Health Care Services (including Skilled Nursing Services by Private Home Care Providers) by January 1, 2023.

Independent Care Waiver Program (ICWP)

The following services are impacted by EVV:

- Personal Support Services
- Consumer Directed Personal Support Services

The following services are NOT impacted by EVV:

- Adult Day Services
- Behavior Management
- Respite Care
- Counseling Services
- Environmental Modification
- Personal Emergency Response System
- Specialized Medical Equipment and Supplies

- ❖ EVV will be implemented for Home Health Care Services (including Skilled Nursing Services by Private Home Care Providers) by January 1, 2023.

New Options Waiver (NOW) & Comprehensive Supports Waiver Program (COMP)

The following services are impacted by EVV:

- Community Living Supports (CLS)
- Consumer-Directed Community Living Supports

The following services are NOT impacted by EVV:

- Adult Nutrition Services
- Adult Occupational Therapy
- Adult Physical Therapy
- Adult Speech and Language Therapy
- Behavioral Supports Consultation
- Behavioral Supports
- Community Access Services (Individual/Group)
- Community Guide Services
- Environmental Accessibility Adaptation
- Financial Support
- Individual Directed Goods and Services
- Natural Support Training
- Prevocational Services
- Respite Care
- Specialized Medical Equipment
- Specialized Medical Supplies
- Supported Employment
- Transportation
- Vehicle Adaptation

* EVV will be implemented for Home Health Care Services (including Skilled Nursing Services by Private Home Care Providers) by January 1, 2023.

Case Management / Support Coordination

Across all waiver programs, **case management / support coordination** will have access to information collected by the EVV system.

Case managers / support coordinators:

- Will not be required to use the system but will have access to its data.
- Are, typically, the primary points of contact with the program through which services are being provided.
- Should be regularly seeing Medicaid Members.

DCH is encouraging case managers / support coordinators to be prepared to explain EVV to individuals; not only during the implementation but on an ongoing basis.

Challenges and Benefits



What are the Challenges?

What are the Benefits?



Challenges with EVV

Members

- Ensuring all affected members and families are aware of and understand what EVV is, and how it will affect them.
- Configuring the EVV solution to allow members to maintain the flexibility they are used to.

Providers

- Some in-home aides may not have access to smart phones.
- Limited coverage in rural areas.
- Providers with third party systems must maintain interoperability with the state's system even through system upgrades.
- The EVV system interface and training must be simple to use and understand.
- Ensuring all in-home aides are trained prior to go-live.
- Transitioning providers without existing electronic systems to an electronic system.



Potential Benefits for Members

- Ensure in-home aides deliver the services for which they are paid.
- Better member outcomes by improving consistency of care delivery.
- Increased communication and alignment across the care coordination team.

Benefits for self-directed members include:

- Reduced paperwork associated with administrative processes.
- Increased flexibility to review and approve timesheets “on the go”.
- Access to the EVV solution’s reporting features.

Potential Benefits for Providers

Service Providers

- Improved service accountability.
- Reduced billing errors and claim denial rates.
- Reduced manual processes and use of paper due to streamlined automation.
- Potential to route claims data to GAMMIS.
- Streamlined communications between provider office and care givers.
- Service dashboard with reporting capabilities.

Case Managers

- Confirm clients receive the services they are authorized to receive.
- Ability to view/submit changes to schedules if there are changes in the client's condition.
- Alerts in the event of care deviations, such as late or missed visits.
- More effective alignment across the care coordination team.



Communication Initiatives



**How will DCH
share information?**

Communication Initiatives

Planning & Procurement Engagement

DCH has and will continue to engage **representatives from member and provider communities** in our planning and procurement activities via:

- Collaboration with our **Organizational Change Management (OCM)** team
- Invitations to our strategic planning sessions
- EVV Provider & Member readiness surveys
- Invitations to vendor solution demonstrations
- Providing training opportunities for the system and daily activities
- Working to address questions / needs / concerns

Our goal is to ensure information flows smoothly in both directions throughout the planning, procurement, and EVV solution implementation!

Communication Initiatives

Upcoming & Ongoing Activities:

- Access to Georgia’s EVV System Requirements
- Medicaid and Other Healthcare Conferences
- Member & Provider Training Opportunities
- Public Forums & Program Events
- Stakeholder Meetings & Interviews
- Social Media Messaging
- Banner Messages



Communication Initiatives

Other Communication Tools:

- <https://medicaid.georgia.gov/georgia-electronic-visit-verification>
- 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)
- Quick Reference Guides (QRGs)



Upcoming Events

SEPTEMBER 2018

- **Public Forum**
Macon – 9/17
- **AAA Network Meeting**
Northeast – 9/20

OCTOBER 2018

- **1st Provider Stakeholder Workgroup Meeting**
Atlanta – 10/15

NOVEMBER 2018

- **Medicaid Fair**
Cobb Galleria Centre – 11/7

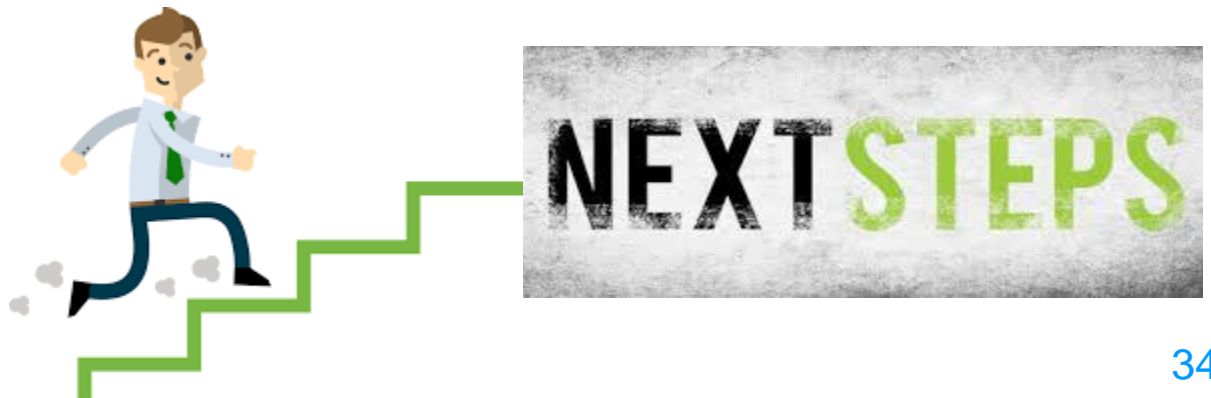
More to Come!



Next Steps

Our Next Steps:

- Compare innovative EVV solutions
- Select EVV system vendor
- Aggregate data from any existing EVV systems in Georgia
- Provide a variety of training methods / options
- Ensure minimal impact to Medicaid Members and Providers



Questions about EVV?

If you have questions or any suggestions regarding Georgia's EVV Implementation, please email:

evv.medicaid@dch.ga.gov



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THANK YOU!



Georgia

