Georgia Department of Community Health

Department of Community Health

Electronic Visit Verification (EVV)



Presented to: AAA - EVV Forum Attendees

Presented by: Policy and Provider Services

Division of Medicaid

Georgia Department of Community Health

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



- Recaps of:
  - 21st Century Cures Act
  - EVV
  - EVV Impact: Programs & Providers
  - Challenges & Benefits
- EVV Vendor and Solution Overview
- Questions & Answers
- Communication Initiatives
- Upcoming Events
- Next Steps

Appendix A: Georgia Medicaid Waiver Programs
Appendix B: Who will EVV Impact?
Appendix C: Full Challenges and Benefits

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*
  - *DCH Approved for a Good Faith Effort (GFE) Exemption; 2021*
- **Home Health Care Services**
  - January 1, 2023



The 21st Century Cures Act

continued…

What is a Good Faith Effort (GFE) Exemption?

The Cures Act includes a provision that allows states to delay implementation of EVV for up to one year if they can demonstrate they have made a good faith effort to comply with EVV requirements and have encountered unavoidable delays.

Approval extends the final deadline for implementing EVV for Personal Care Services to January 1, 2021, and Home Health Services by January 1, 2023.



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



In a nutshell: What is EVV?

Electronic Visit Verification (EVV)

What is it?

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.



What can it do?

- 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

What does it verify?

At a minimum:

- 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)

The Department will provide an EVV system to Georgia providers.

Alternative EVV systems are allowable as long as they meet <u>mandated</u> system and aggregator requirements.

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



EVV Impact

Know your impact

Recap: Who will EVV impact?

- Medicaid Programs
- Medicaid Providers
- Medicaid Members

Who will EVV Impact?

1 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)

2 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

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

Please see Appendix B for complete list of who is NOT impacted by EVV

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.

Electronic Visit Verification



Who is DCH's EVV Vendor?

EVV Vendor

The Department has selected Conduent in partnership with Tellus as the EVV service provider for Georgia.

- Together they bring 49 years of experience in health and human services and 20 years of EVV experience.
- They are considered leaders in the industry and provide EVV solutions for multiple states, many managed care organizations and thousands of providers and agencies around the country.
- They will be providing demos and hands-on trainings throughout implementation.

CONDUENT™ TELLUS

EVV Vendor Roles

CONDUENT

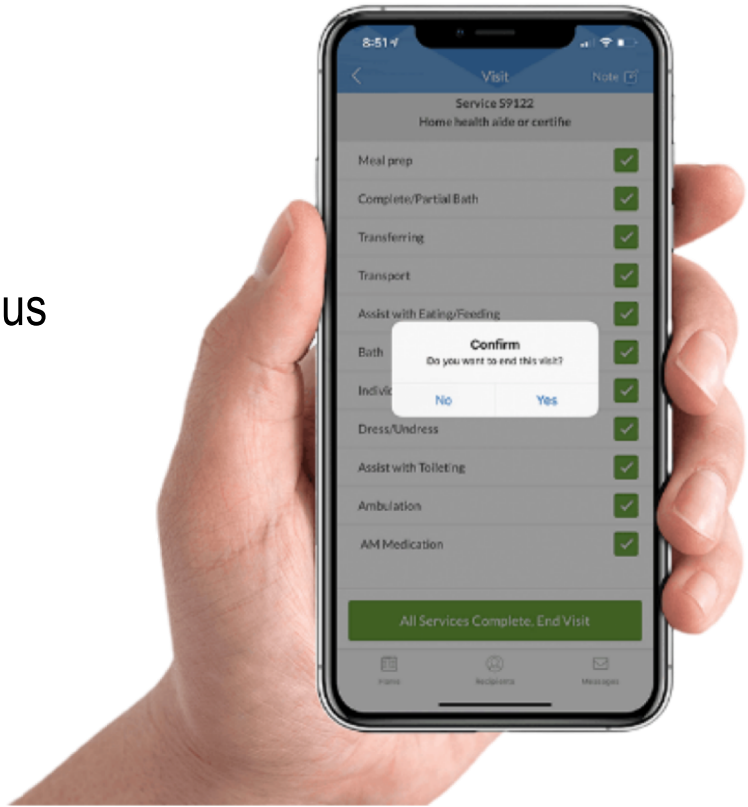
As the prime EVV service vendor, Conduent provides:

- Project Management and Governance
- Quality Control
- Customer Service Center Excellence

TELLUS

As the subcontracted EVV service vendor, Tellus provides:

- Robust and Flexible EVV Platform
- Training
- Outreach



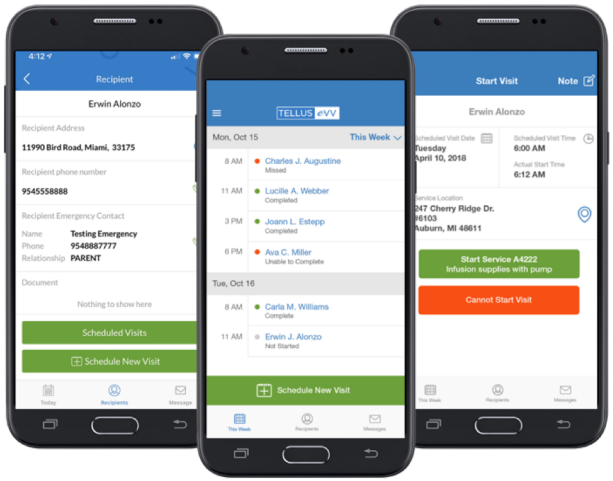
Electronic Visit Verification



Introduction to Tellus in partnership with Conduent

Tellus EVV Solution

MOBILE APP



android iOS

USERS: Provider

Create Visit

Complete Visit

Billing

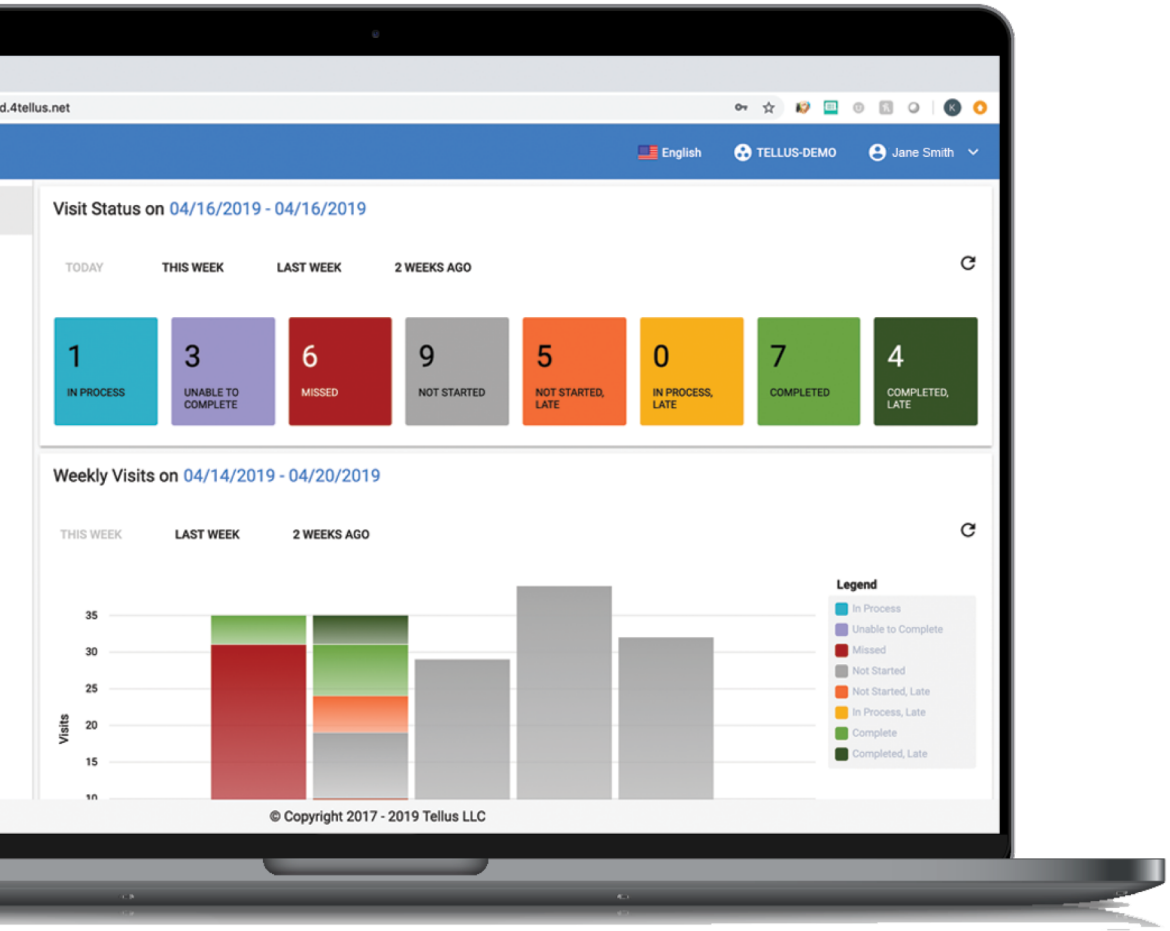
ADMIN PORTAL



USERS: Provider Administrators and Case Managers

A comprehensive and flexible platform that goes beyond EVV mandates to **improve care, drive efficiency** and **speed reimbursements**

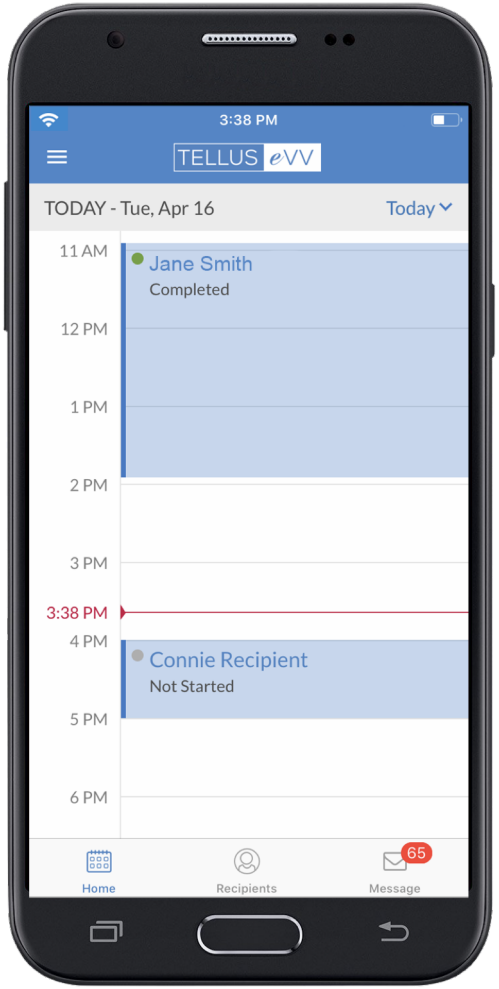
Admin Portal



- Real-time Dashboard
- Scheduling
- Visit Maintenance
- Service Authorizations
- Claims Submission
- Provider Messaging
- Participant Profiles
- Provider Profiles

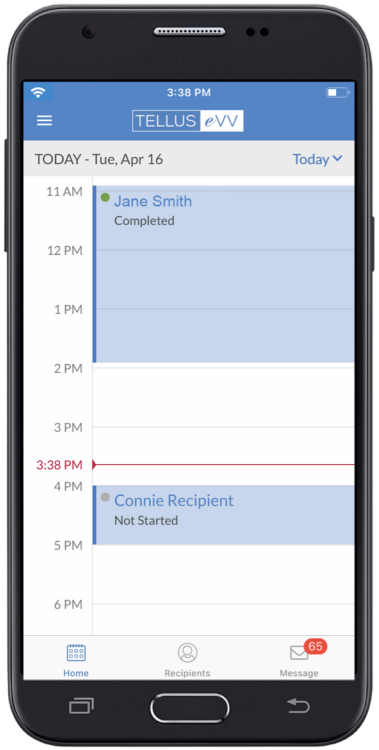
Tellus EVV Mobile Application

- Works on smart phones and tablets
- Download from Google Play or Apple Store
- Offline mode allows visits to be completed when cell or Wi-Fi is not available
- GPS snapshot at start and end of a visit. DCH and Tellus do not track or record any location information outside these times.

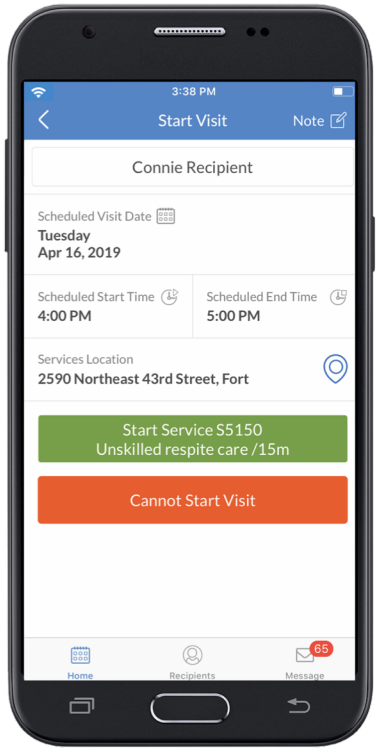


Tellus EVV Mobile Application

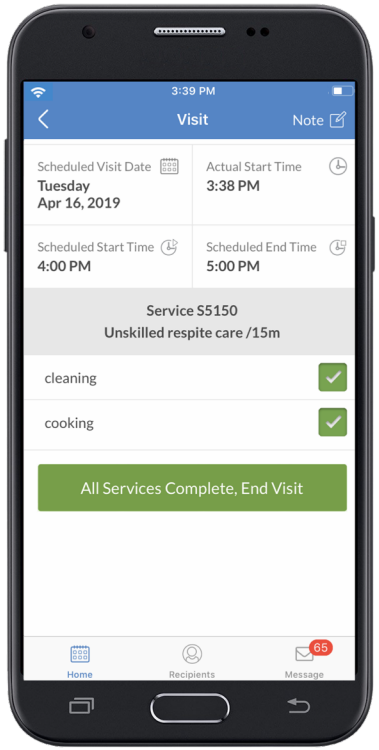
Calendar



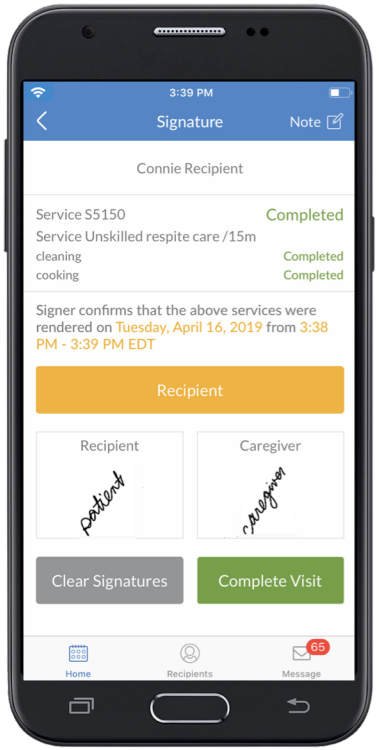
Check In



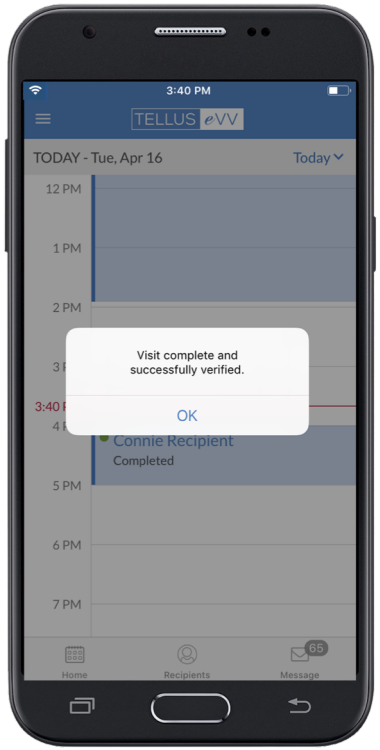
Check Off



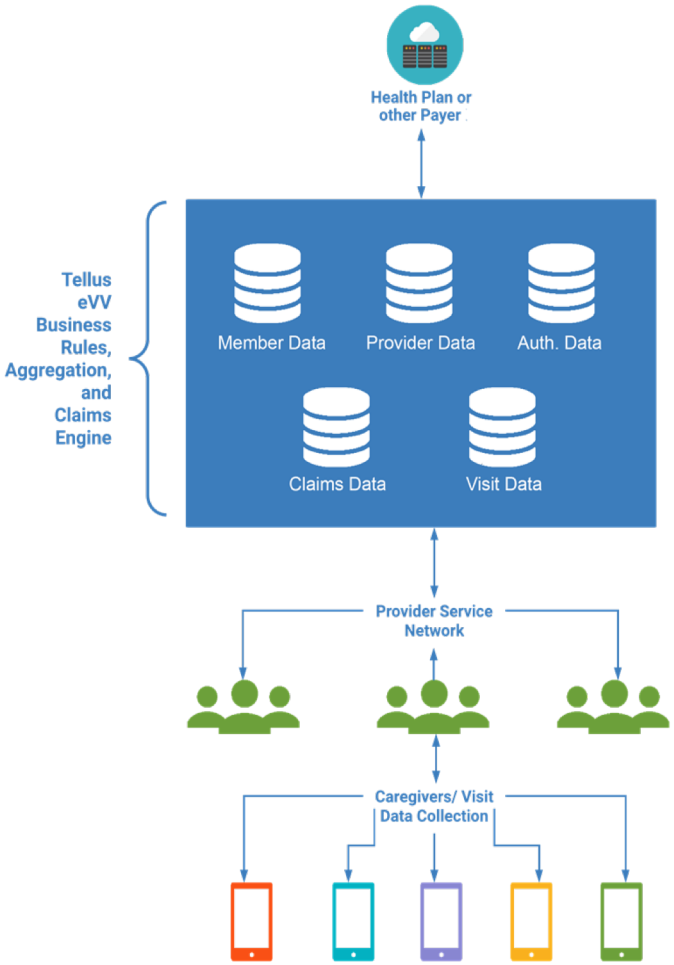
Check Out



Confirm



Data Aggregation with 3rd Party EVV Vendors



- Tellus will aggregate data from 3rd party EVV Vendors
- Tellus already has existing integrations with many 3rd party EVV Vendors
- Integrations are documented, automated and secure
  - Providers will be required to sign an attestation for GA DCH saying their vendor is compliant
  - Vendors will be required to sign an attestation for Tellus saying their system is compliant
  - If you are working with a 3rd party EVV Vendor, please have your vendor contact Tellus at integrations@4tellus.com for information about integration and next steps.

3rd Party EVV Vendors

Two System Choices:

DCH System

- Operated by Tellus
- Free of charge

Alternate System

- Implement and create own or use your existing EVV system
- Must meet DCH specifications
- Alt. vendor fee is provider responsibility

3rd Party EVV Vendors

Georgia Identified EVV Vendors		
Adacare	Central Reach	MatrixCare
Alayacare	Clear Care by Wellsky	MITC
Alora Plus	Clearcare Online Solutions	PointClickCare
Ankota	DCI	Rose Mark-Shoshana Technologies
Aquila Software	ERSP	Setworks
AxisCare	First Visit Software	stopwatchtechnology
AXXCESS	Generations Homecare system	Thearap Services
BrightStar Care - ABS Mobile	GEOH	Therap
Care Time	HHA Exchange	Wellsky
Carevoyant	Kinnser	MatrixCare

If you already have an EVV vendor, you may continue to use the vendor's EVV system.

Your vendor will send your EVV data to Tellus; but they must integrate with Tellus for this to happen.

All providers using 3rd party EVV systems must contact their vendor and have the vendor contact Tellus at integrations@4tellus.com.

Tellus will continue to provide updates on which of the listed EVV vendors have contacted us to begin integrations. If you do not see your vendor listed, please have them contact Tellus at the email above.

Project Timeline and Go-live Date

Activity	Date
Training Opens	Approx. 2/17/2021
System in Production	4/1/2021
All Providers Submit Claims Through Tellus EVV Portal	07/01/2021



Question and Answer (Q&A)

Please type your questions in the Webex Q&A box!

Our moderators will read questions aloud.

If we are unable to answer your question today, please email us at evv.medicaid@dch.ga.gov



Communication Initiatives



How will DCH share information?

Communication Initiatives

Development and Training Engagement

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

- Collaboration with our **Organizational Change Management (OCM)** team
- EVV Provider readiness surveys
- Invitations to Conduent | Tellus 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 EVV solution implementation!

Communication Initiatives

Upcoming & Ongoing Activities:

- Access to Georgia's EVV System Requirements
- 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)



Next Steps

Our Next Steps:

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



Follow us on Social Media



Check out our Facebook page at
https://www.facebook.com/gadept.communityhealth/



Follow us on Twitter at https://twitter.com/gadch



Subscribe to our YouTube channel at
https://www.youtube.com/user/gacommunityhealth



Subscribe to our Blog and News Feed at
https://dch.georgia.gov/rss.xml

Search the hashtags: #GAEVV and #GAMedicaid

Questions about EVV?

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

evv.medicaid@dch.ga.gov



THANK YOU!



Appendix A



Georgia Medicaid Waiver Programs

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.

Appendix B



Who will EVV impact?

- Medicaid Programs
- Medicaid Providers
- Medicaid Members

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

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

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

Appendix C



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 3rd 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.