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Services

HHSC Electronic Visit Verification

Cures Act Implementation

November 2018

Presented by HHSC EVV Operations

EVV Implementation

Background:

- Texas Government Code, Section 531.024172 required HHSC to implement an EVV system to electronically verify personal care and attendant care services are provided to Medicaid recipients, including in managed care, in accordance with a prior authorization or plan of care.
- EVV replaced paper-based attendant timesheets.
- EVV visit records are used to match claims.
- EVV was implemented statewide in 2015 for certain Medicaid programs.



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What is EVV?

EVV is a computer-based system that:

- Electronically verifies service visits occur
- Electronically documents the date and time services begin and end

EVV electronically documents the:

- Member receiving services
- Attendant providing services
- Location of service delivery (Home or Community)
- Date of service delivery
- Time the attendant begins & ends service delivery



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Programs and Services Currently Using EVV

1915(c) Community Living Assistance and Support Services waiver	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency) • In-Home Respite (Agency)
1915(k) Community First Choice	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency)
Community Attendant Services Family Care Personal Care Services Primary Home Care	<ul style="list-style-type: none"> • PAS (Agency)
STAR Health	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency)
Star Kids - Medically Dependent Children Program	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency) • In-Home Respite (Agency) • Flexible Family Supports (Agency)
STAR+PLUS	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency) • In-Home Respite (Agency) • Protective Supervision (Agency)

Note: Currently, EVV is optional for individuals using the Service Responsibility Option or Consumer Directed Services option in these programs and services.



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21st Century Cures Act

- Section 12006 of the 21st Century Cures Act (Cures Act), is a federal law requiring all states to use EVV for Medicaid Personal Care Services and Home Health Care Services; including services delivered through the Consumer Directed Services (CDS) option.
- States must implement EVV or risk a loss of federal Medicaid matching dollars.
 - Personal Care Services must start by Jan. 1, 2020
 - Home Health Care Services must start Jan. 1, 2023



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2020 Cures Act Program and Services

Program	Services
1915(c) Deaf Blind with Multiple Disabilities Waiver	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency and CDS) • In-Home Respite (Agency and CDS)
1915(c) Home and Community-based Services Waiver	
1915(c) Texas Home Living Waiver	
1915(c) Youth Empowerment Services Waiver	<ul style="list-style-type: none"> • In-Home Respite (Agency)
1915(i) Home and Community Based Services (HCBS) Adult Mental Health and Substance Abuse	<ul style="list-style-type: none"> • Supported Home Living-Habilitative Support (Agency)¹ • In-Home Respite (Agency)¹
STAR members who receive fee-for-service (FFS) through traditional Medicaid model	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency, CDS, and SRO) • PCS (Agency, CDS, and SRO)
STAR Health ²	<ul style="list-style-type: none"> • In-Home Respite (Agency, CDS, and SRO) • Flexible Family Supports (Agency, CDS, and SRO)



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¹ SRO/CDS Option is not available in the 1915(c) Youth Empowerment Services or the 1915(i) HCBS Adult Mental Health and Substance Abuse programs.

² EVV use is currently required for PCS and CFC PAS/HAB (agency).

2020 Cures Act Program and Services



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Programs Currently Using EVV	CDS/SRO Option Added to Applicable Services as required by Cures Act
1915(c) Community Living Assistance and Support Services waiver	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS) • In-Home Respite (CDS)
1915(k) Community First Choice	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO)
Community Attendant Services Family Care Personal Care Services Primary Home Care	<ul style="list-style-type: none"> • PAS (CDS and SRO)
STAR Health	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO)
Star Kids – Medically Dependent Children Program	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO) • In-Home Respite (CDS and SRO) • Flexible Family Supports (CDS and SRO)
STAR+PLUS	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO) • In-Home Respite (CDS and SRO) • Protective Supervision (CDS and SRO)

Cures Act Readiness

- To prepare for the Cures Act, HHSC will implement a Cures Act “Soft Launch”.
- The Soft Launch is a hands-on evaluation by provider agencies, financial management services agencies (FMSAs), and CDS employers to assist HHSC in implementing the Cures Act.



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Cures Act Readiness

The Soft Launch will:

- Consist of four (4) separate evaluation groups
- Include a small set of stakeholders
- Identify, define and develop necessary changes to the EVV systems
- Provide input into policies, procedures and systems for EVV in Texas



Soft Launch Evaluations

The four evaluation groups are:

Evaluation Group 1

- AMH
- DBMD
- STAR FFS
- YES

Evaluation Group 2

- HCS
- TxHML



Soft Launch Evaluations

The four evaluation groups are (cont.):

Evaluation Group 3

- CAS/FC/PHC/PCS
- CLASS
- SRO
- STAR Health
- STAR Kids
- STAR+PLUS

Evaluation Group 4

- CDS Employers
- FMSAs



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Soft Launch Evaluations

The following Stakeholders will participate in the Soft Launch evaluation groups:

External:

- Provider Agencies
- FMSAs
- CDS Employers
- Individual/Members
- Attendants
- Associations

Internal:

- HHSC Staff
- Texas Medicaid Healthcare Partnership (TMHP)
- Managed Care Organizations (MCOs)
- Current Texas EVV Vendor



Goals of Soft Launch

HHSC will collect stakeholder feedback and document recommended changes to EVV systems and EVV processes related to:

- EVV Software
- Onboarding with EVV vendor
- Visit Data Collection Methods
- Visit Maintenance Methods, including for CDS Employers
- Claims Matching Criteria
- EVV Reports
- EVV Compliance



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How will the Soft Launch Evaluations Take Place?

Providers, FMSAs, Members, and CDS Employers will participate in the evaluation process.

- Steps include:
 - Evaluation Orientation and EVV Overview
 - Onboarding with current EVV Vendor
 - Attendant Hands-on daily visit collections
 - Review EVV reports and visit maintenance process



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How will the Soft Launch Evaluations Take Place?

- Each evaluation group will have an opportunity to offer feedback on the system and process to ensure HHSC understands their needs.
- HHSC will coordinate meetings with all participants on a bi-weekly basis to gather feedback and provide status.
- Evaluation participants may attend in person or via conference line.



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When will the Evaluations Take Place?

The Soft Launch will take place from Nov. 13, 2018 through Mar. 27, 2019.

- Schedule includes:
 - Nov. 13, 2018: Soft Launch kick-off orientation
 - Nov. 30, 2018: Soft Launch follow-up meeting
 - Dec. 03-21, 2018: EVV Vendor onboarding for evaluations
 - Jan. 02 – Feb. 28, 2019: Hands-on evaluations (daily visits)
 - Jan. 15 – Mar. 27, 2019: Interactive feedback session (bi-weekly)



Cures Act Implementation

- While the Soft Launch evaluations continues, HHSC will begin implementation of the Cures Act for all provider agencies, FMSAs, and CDS Employers.
- EVV policy training for all provider agencies, FMSAs, and CDS Employers required to use EVV will begin Jan. 01, 2019.



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Cures Act Implementation

The EVV implementation training team will consist of:

- HHSC staff
 - EVV processes and policies
- MCO staff
 - EVV processes and policies
- EVV vendor(s)
 - EVV vendor software
- TMHP
 - Data aggregator/online portal
 - Claims matching
 - Reports



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Cures Act Implementation

Step 1: HHSC prepare EVV systems

- Jan. 01 - Aug. 31, 2019

Step 2: EVV procedures and policy (new and revised)

- Jan. 01 - Aug. 31, 2019

Step 3: Provider agencies, FMSAs, and CDS employers prepare for implementation

- Jan. 01 - Aug. 31, 2019



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Cures Act Implementation

Step 4: EVV Vendor system onboarding

- Aug. 01 – Nov. 30, 2019

Step 5: EVV data aggregator/online portal

- Aug. 01 – Nov. 30, 2019

Step 6: EVV comprehensive training

- Sep. 01 – Nov. 30, 2019



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Cures Act Training

Training will be provided in three separate phases to help prepare provider agencies, FMSAs, and CDS Employers for implementation of EVV.

Phase 1: EVV Tool Kit – Training on EVV processes, procedures, and policies:

- Jan. 01 – Aug. 31, 2019
- Web blasts
- Live webinars
- FAQs



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Cures Act Training

Phase II:

- EVV Vendor System Training
 - Provided by the EVV vendor
 - Aug. 01 – Nov. 30, 2019
 - Includes:
 - EVV system onboarding and training
- EVV Data Aggregator Training
 - Provided by TMHP
 - Aug. 01 – Nov. 30, 2019
 - Data Aggregator and On-line Portal onboarding



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Cures Act Training

Phase III:

- EVV Comprehensive Training
 - Sept. 01– Nov. 30, 2019
 - HHSC, MCO, TMHP
 - Data aggregator and On-line Portal
 - EVV Reports
 - EVV Compliance



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Cures Act Training

Phase III (cont.):

- Comprehensive EVV Training will include:
 - Face to face training
 - Computer based training
 - Webinars
 - Videos
 - E-Learning Methods



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Cures Act Training

Face-to-face training sessions will be held across the state in seven (7) cities (tentative):

- Abilene
- Austin
- Dallas
- El Paso
- Harlingen
- Houston
- Lubbock



EVV Compliance

- Provider agencies, FMSAs, and CDS Employers will be required to meet or exceed EVV compliance standards.
- An EVV compliance grace period will begin on the date of implementation through Feb. 28, 2020.
- Provider agencies, FMSAs, and CDS employers will be required to use the EVV system during the grace period.
- EVV compliance effective date:
 - Mar. 01, 2020
 - Visits on or after Mar. 01, 2020 will be subject to contract actions (recoupments, denials)



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EVV Alerts

GovDelivery Alerts for EVV

- Provider agencies must sign up for EVV email updates and alerts by following the instructions found here:

<https://service.govdelivery.com/accounts/TXHHSC/subscriber/new>

- Be sure to select Electronic Visit Verification as a Subscription Topic to get EVV alerts



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Thank you

EVV questions can be sent to
electronic_visit_verification@hhsc.state.tx.us