



Department
of Health

Electronic Visit Verification (EVV)

October 2019

What is the 21st Century Cures Act?

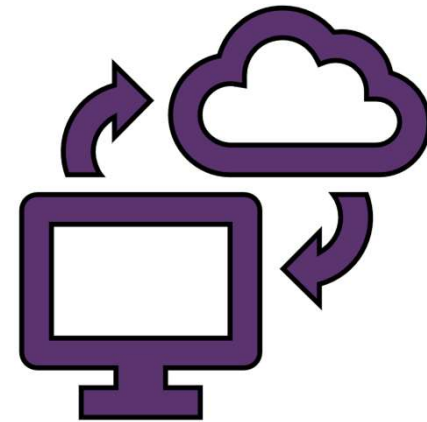
- Signed into Federal law in December 2016
- Requires all states to use Electronic Visit Verification (EVV) for Medicaid Personal Care Services (PCS) by January 1, 2020, and for Home Health Care Services (HHCS) by January 1, 2023



What are the Requirements for Electronic Visit Verification (EVV)?

The Cures Act requires that EVV use a selected solution to electronically collect service delivery information to verify:

- Service type
- Individual receiving the service
- Date of service
- Location of service delivery
- Individual providing the service
- Begin and end times of service



New York State has **NOT** selected any EVV solution or model

What Medicaid Services or Programs are Impacted by EVV Requirements?

- Personal Care Services Program (PCSP)
- Consumer Directed Personal Assistance Program (CDPAP)
- Certified Home Health Aide (CHHA)
- Community Habilitation Program and Skills Acquisition Maintenance and Enhancement

Good Faith Effort (GFE) Extension

- States that fail to implement EVV are subject to Federal penalties in the form of quarterly FMAP reductions, that begin at .25%, increase to 1% over four years, and remain at 1% each year thereafter.
- The Cures Act allows CMS to waive the FMAP reductions for states that can demonstrate a “good faith effort” was made to comply and it encountered unavoidable delays in implementing EVV. Extensions need to be submitted by November 30, 2019.
- The Department is now finalizing its Good Faith Extension Application to CMS.

Guiding Principles for EVV Implementation

- Continue to collaborate with stakeholders to identify and implement an EVV model
- Meet federal requirements, thus avoiding penalties and ensuring federal Medicaid funding is preserved for services
- Meet HIPAA compliance standards and establish safeguards to protect patient privacy
- Be deployed through a collaborative stakeholder engagement process
- Provide training for providers and consumers on the implementation and use of the EVV solution(s) as necessary

How Can the Implementation of EVV Improve the Services Delivered to Consumers?

- Ensure that Medicaid consumers are receiving the care and services included in their person-centered care plan
- Reduce administrative burden of paper service verification documents
- Increase payment accuracy and reduce errors in billing
- Ensure program integrity

What Are Some Examples of Options for How EVV Can be Implemented?

Telephone

Telephone calls can be used to capture service period and verify location



Mobile Application

Apps can be downloaded and used to capture service period and verify location



Fixed Object (FOB)

In-home devices can be used to capture service period and verify location



What are Possible Approaches for Implementing EVV?

Provider Choice

Providers select EVV vendor of choice

State Selected Vendor

State contracts with a single vendor that all providers are required to use

State Selected In House System

State creates, runs, and manages its own EVV system

Managed Care Plan (MCP) Choice

MCPs select their EVV vendor of choice

Open Vendor/Hybrid

State contracts with a single vendor or builds a system but also allows providers to use own vendor

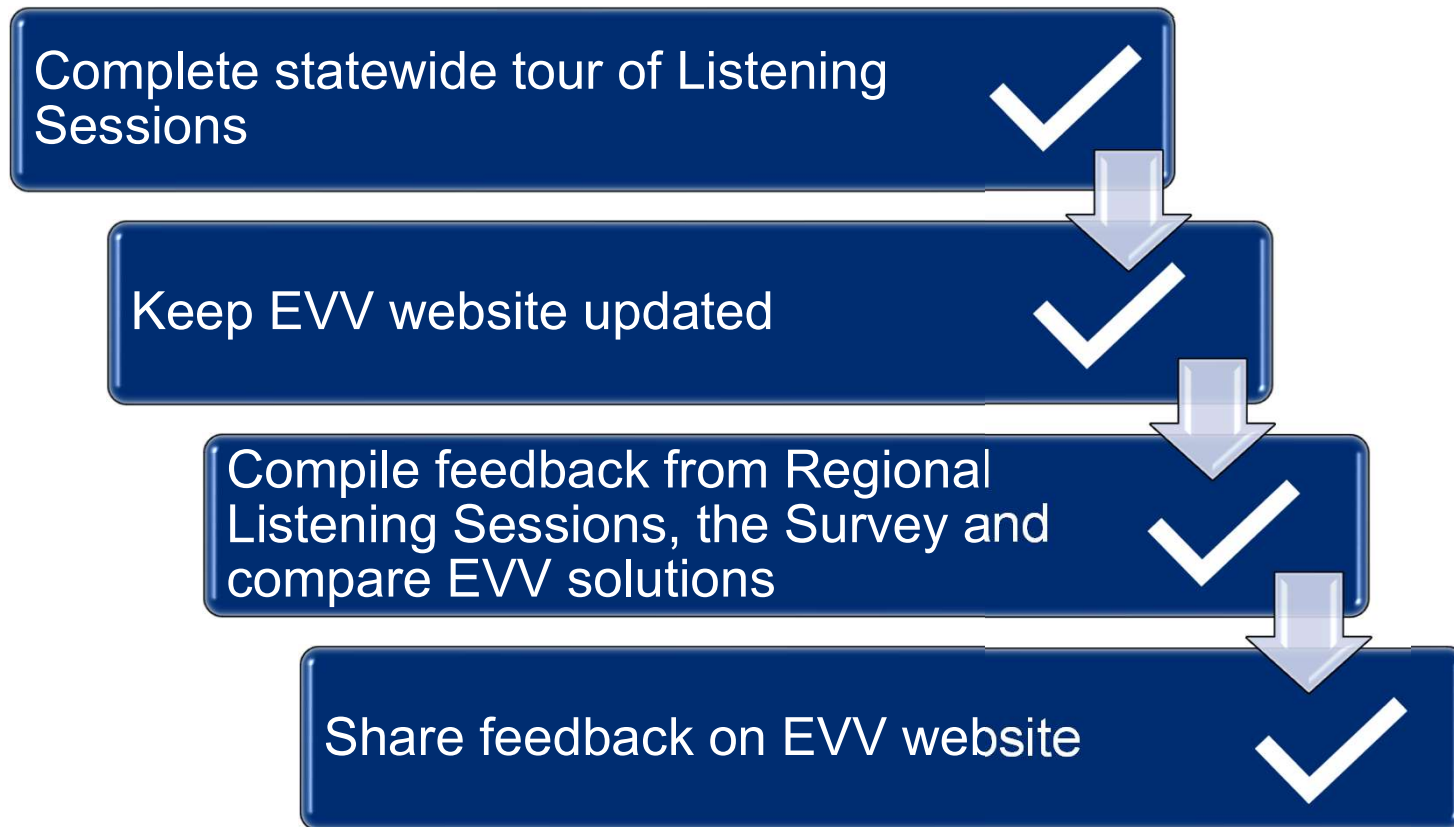
Stakeholder Engagement Activities

- The implementation of EVV will continue to be a collaborative process that will engage stakeholders (consumers of services, providers, LDSS, Managed Care plans)
- In early May 2019, the Department launched a webpage dedicated to sharing information on New York State's implementation of an Electronic Visit Verification (EVV) system.
 - ✓ This webpage includes: Program information, Stakeholder information, FAQ's and Calendar of events specific to the implementation of EVV
- The Department conducted an EVV Readiness Survey in May 2019
- From May 30 to July 18, 2019 the Department held a series of regional in-person Listening Sessions and Webinars across the State
 - Eight in-person Sessions
 - Two Webinars – one held in the evening
 - Sessions were recorded and are available on the Department's Website

Stakeholder Engagement Activities

- In October 2019, the Department released and posted to its website the Electronic Visit Verification (EVV) Stakeholder Convening Report that provides a summary of the feedback received at the regional in-person Listening Sessions and Webinars
- The statewide regional Listening Sessions provided NYSDOH with important and helpful feedback and input from stakeholders. To collect information on the types of systems and approaches for implementing EVV that carefully consider that stakeholder feedback, NYSDOH issued an [EVV Request for Information](#) (RFI)
 - ✓ Issuance of RFI: October 17th
 - ✓ Deadline for Submission of Responses: Due on or Before November 7th @ 12pm
 - ✓ Anticipated Demonstration Dates: November 18th – November 22nd
- The State will summarize and share with stakeholders the elements of the vendor responses received. The information received will then be used to help determine NYS's strategy, formulate a plan for EVV implementation, and begin execution against that plan.
- As the Department continues to work to define the plan for EVV implementation and determine the EVV model for NYS, we will continue to engage with stakeholders to ensure smooth and well-informed implementation and training for the NYS workforce impacted by EVV. We will monitor the implementation, and update and adjust our EVV solution as necessary.

Progress Toward Implementation



Next Steps Toward Implementation



CMS Guidance and Information

- [CIB: Additional EVV Guidance \(PDF 95.45 KB\) – August 2019](#)
- [Requests from States for Good Faith Effort Exemptions \(PDF 199 KB\) - May 2019](#)
- [EVV Update \(PDF 95.18 KB\) – August 2018](#)
- [EVV Requirements in the 21st Century Cures Act: NASUAD Pre-Conference Intensive \(PDF 724.02 KB\) - August 2018](#)
- [EVV Requirements in the 21st Century Cures Act: NASUAD Conference Workshop \(PDF 1.2 MB\) - August 2018](#)
- [CIB: Cures Act for Electronic Visit Verification \(PDF 164.59 KB\) - May 16, 2018](#)
- [FAQs: Cures Act for Electronic Visit Verification \(PDF 196.28 KB\) - May 16, 2018](#)
- [Section 12006 of the 21st Century CURES Act Electronic Visit Verification Systems Session 2: Promising Practices for States Using EVV \(PDF 518.02 KB\) – January 2018](#)
- [Section 12006 of the 21st Century CURES Act Electronic Visit Verification Systems - Session 1: Requirements, Implementation, Considerations, and State Survey Results \(PDF 704.99 KB\) – December 2017](#)

How Can Stakeholders Remain Informed Throughout the Implementation of EVV?



Website Resources

NYS DOH EVV Website

- <https://www.health.ny.gov/EVV>



Email

EVV Help Mailbox

- EVVHelp@health.ny.gov