

# **EVV TRAINING MATERIALS FOR CAREGIVERS**

## **WHAT IS EVV**

Electronic Visit Verification (EVV) is a system that may include multiple point-of-care verification technologies, such as telephonic, mobile, and web-based verification inputs. The system electronically verifies the occurrence of home- or community-based service visits, identifying the time that service provision begins and ends to ensure accurate claims disbursement and helping to ensure that beneficiaries who are authorized to receive services get the expected care. EVV is used to:

- Verify visits on a real-time basis, including date, location, type of service, individual(s) providing and receiving services, and duration of service(s)
- Validate hours of work for home health employees
- Eliminate billing data entry mistakes
- Reduce costs related to paper billing and payroll
- Help combat fraud, waste, and abuse

## **WHAT IS THE 21<sup>ST</sup> CENTURY CURES ACT?**

The [21st Century Cures Act](#), is a federal law, passed by Congress in December 2016, that in part requires all state Medicaid programs to implement an EVV system for personal care services (PCS) and home health care services (HHCS). All states must implement an EVV system to avoid a reduction in federal Medicaid funding. As such, the New York State Department of Health (NYSDOH) requires providers of Medicaid-funded PCS to select and implement EVV systems that meet the requirements of the 21st Century Cures Act by January 1, 2021.

## **WHAT DATA FIELDS ARE REQUIRED TO SUBMIT COMPLETE EVV DATA**

EVV requires healthcare providers to record six data points, and this is what our own EVV system captures:

- A. Type of service rendered
- B. Name of the person providing the service
- C. Name of the person receiving the service
- D. Date of the service
- E. Time the service begins and ends
- F. Location where the service is provided

## **START DATE FOR EVV FOR PCS SERVICES**

In New York, for personal care services like traditional licensed home care and fiscal intermediary services, EVV must be implemented by providers no later than January 1, 2021.

## **SERVICES THAT REQUIRE EVV DATA COLLECTION**

Here are services provided in qualified programs are covered by the EVV data collection requirements. The following list provides the programs affected by the implementation of EVV for PCS and HHCS.

- 1905(a)(24) State Plan Personal Care Benefit
  - Consumer Directed Personal Assistance (CDPA)
  - Personal Care Assistance (PCAI & II)
- 1915(c) Home and Community Based Services waivers
  - Children's Waiver
  - Nursing Home Transition and Diversion (NHTD)
  - Traumatic Brain Injury (TBI)
  - Office for People with Developmental Disabilities (OPWDD) comprehensive
- 1115 Demonstration
  - CDPA
  - PCAI & II

## **WHERE TO FIND THE ABOVE INFORMATION ON THE DOH WEBSITE**

More information about the State's EVV program can be found at the DOH website, at [https://www.health.ny.gov/health\\_care/medicaid/redesign/evv/index.htm](https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm)

## **PROVIDER'S SYSTEM OVERVIEW AND WORKFLOWS (NON-TECHNICAL)**

Federal law does not require the use of one particular or uniform EVV system. However, it does require that the system can electronically verify visits conducted as part of personal care services (PCS) or home health care services (HHCS). The following must be captured:

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

New York State, along with guidance from the Centers for Medicare and Medicaid Services (CMS), determined the following technologies are compliant methods for collecting Electronic Visit Verification (EVV) data:

- Telephony: Telephone calls can be used to capture service period and verify location. Typically captured with a landline telephone.
- Mobile App: Apps can be downloaded and used to capture service period and verify location. This option allows the worker to record visits using a smart phone or tablet, even when no cellular, satellite, or other data services are available at the service location.
- Fixed Object (FOB): In-home Fixed Object devices with a unique ID verify location.

Consumer Directed Choices works with CareTime, to collect, store, and report EVV data.

1. At the start of each shift the personal assistant (You) will clock in to CareTime using one of the following methods
  - a. The Caretime smartphone app available on the Apple App Store and Google Play Store
  - b. By calling CareTime from a land line phone registered with Consumer Directed Choices
  - c. By Calling CareTime from any phone in conjunction with a Fixed Object Device
2. When clocking in, data about you, the consumer, and the date, time, and location of the time punch are tracked and stored by CareTime or the CareTime app.
3. At the end of each shift the personal Assistant (You) will clock out using the same method used to clock in.
4. When clocking out, data about you, the consumer, and the date, time, and location of the time punch are tracked and stored by CareTime or the CareTime app.
  - a. If the smartphone app does not have a connection to the internet at the time of the clock out, the shift will be submitted the next time the app is open and the phone is connected to the internet.
  - b. Any shift worked in excess of 16 hours straight is automatically clocked out and would need to be manually reviewed by the personal assistant's employer.
5. Once both the start and end time of the shift are recorded the personal assistant's employer can view the shift on CareTime's web portal CarePortal.

6. On the CarePortal employers can resolve any issue with the time punches before submitting them to Consumer Directed Choices to review and process payroll.
7. After at least two weeks have elapsed Consumer Directed Choices will submit shifts recorded in CareTime to the New York State EVV Data Aggregator.

## **HOW TO ELECTRONICALLY COLLECT EVV DATA USING THE PROVIDERS SYSTEM AND DEVICE(S)**

When clocking in and out using an approved method, all required EVV data is automatically captured.

For details on how to clock in and out please refer to the Consumer Directed Choices EVV Employee Instruction Manual.

## **HOW TO AND WHEN TO COLLECT EVV DATA MANUALLY AND WHAT TO DOCUMENT?**

All EVV services are required to have complete EVV data in order to be considered a verified visit. Manual entries should only be used when absolutely necessary. Manual entries are auditable by OMIG and NYSDOH and will be monitored and reviewed on a case-by-case basis due to the situational circumstances of each agency and their need to utilize manual entries as an option for capturing services. The provider agency or fiscal intermediary must retain and maintain documentation of the reason for the manual entry.

## **HOW TO DOCUMENT LIVE-IN CAREGIVER INFORMATION**

NOTE: Definition of an EVV exempt Live-in Caregiver for the purposes of New York EVV, an EVV exempt live-in caregiver is defined as a caregiver providing services to a Medicaid member where the member's and caregiver's permanent place of residence are the same

NYSDOH will not require the submission of EVV data for caregivers that meet the definition of an EVV exempt live-in caregiver. However, MCOs and provider agencies may independently decide, based on business needs, if collection of EVV data for EVV exempt live-in caregivers are required. Caregivers who do not meet this definition are not considered EVV exempt live-in caregivers under the requirements of EVV. Residence status must be verified for both the member(s) and caregiver(s). When an EVV exempt live-in caregiver provides services to more than one member with whom they permanently reside, EVV exempt live-in caregiver status must be able to be validated for each member.

Examples of caregivers who are NOT EVV exempt Live-in Caregivers are:

- Caregivers who live with the Medicaid member receiving services for only a short period of time, such as two weeks
- Caregivers who work 24-hour shifts but whose permanent residence is not the same as the Medicaid member (i.e., “live-in 24-hour” personal care or CDPAP cases).

Acceptable documents from the member and caregiver, showing the same address, that will verify EVV exempt live-in caregiver status are:

- New York State ID;
- Tax return;
- Automobile registration;
- Voter registration card;
- Utility or other household bill;
- Bank account statement; or
- Medicaid records.

In the event of an address change for either the member or live-in caregiver, providers are responsible for maintaining and validating address change documentation to ensure live-in caregiver exemption status is valid. If the member and live-in caregiver no longer share a permanent address, then the services are subject to EVV. All address verification documentation between the member and live-in caregiver must be current at the time the services were provided to the member. Other documentation may be deemed acceptable at the discretion of the OMIG or NYSDOH.

## **HOW TO ELECTRONICALLY COLLECT EVV DATA WHEN THERE ARE MULTIPLE CAREGIVERS**

In some cases, there are multiple individuals and multiple aides or attendants or both in the same location at the same time and date. In such situations, the EVV shall be capable of separately documenting the services that are provided to each consumer.

In most cases only one caregiver is authorized to clock in for a consumer at a time. Personal assistants should take care to not overlap shifts when one is clocking in and another clocking in for the same consumer.

## **HOW TO ELECTRONICALLY COLLECT EVV DATA WHEN THERE ARE MULTIPLE BENEFICIARIES.**

In some cases, there are multiple individuals and multiple aides or attendants or both in the same location at the same time and date. In such situations, the EVV shall be capable of separately documenting the services that are provided to each consumer.

When consumers are authorized for, and utilizing shared care, the personal assistant will run concurrent shifts by clocking in and out for each consumer separately.

## **HOW TO SEND DATA TO PROVIDER'S SYSTEM**

In most cases EVV data will be automatically sent to CareTime with no additional action required.

If the time punches are performed on the smartphone app and the app does not have a connection to the internet at the time of the clock out, the shift will be submitted the next time the app is open and the phone is connected to the internet.

## **WHAT INFORMATION TO SHARE WITH MEDICAID BENEFICIARIES AND THEIR FAMILIES ABOUT EVV**

All families and consumers enrolling in the program will be required to review and confirm understanding the EVV *Fact Sheet What You Should Know About Electronic Visit Verification (EVV)*, which is posted on the Department's EVV website:

[https://www.health.ny.gov/health\\_care/medicaid/fact\\_sheets/docs/evv/english.pdf](https://www.health.ny.gov/health_care/medicaid/fact_sheets/docs/evv/english.pdf)

## **INFORMATION ABOUT WHERE TO SEND QUESTIONS REGARDING EVV**

For General EVV questions and information about CareTime, or for assistance with technical issues related to CareTime please call Consumer Directed Choices at 1-(518)-464-0810.

If you have any further general questions regarding EVV, you may visit their website at [https://www.health.ny.gov/health\\_care/medicaid/redesign/evv/index.htm](https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm) or email the Department of Health with any questions, at the email address: [EVVHelp@Health.NY.Gov](mailto:EVVHelp@Health.NY.Gov)

## **ACKNOWLEDGMENT OF EVV TRAINING FOR CAREGIVERS**

I hereby certify that I have received EVV training which covered the following topics:

Information regarding the EVV stipulations of the 21<sup>st</sup> Cures Act, including

1. What You Should Know About Electronic Visit Verification (NYSDOH Fact Sheet)
  - a. What is EVV
  - b. What is the 21<sup>st</sup> Century Cures Act
  - c. What Data Fields are required to submit complete EVV data
  - d. Start date for EVV for PCS services
  - e. Services that require EVV data collection
  - f. Where to find the above information on the DOH website
  
2. Consumer Directed Choices EVV Employee Instruction Manual
  - a. Provider's System Overview and Workflows (non-technical)
  - b. How to electronically collect EVV data using the Providers system and device(s)
  - c. How to and when to collect EVV data manually and what to document
  - d. How to document Live-in caregiver information
  - e. How to electronically collect EVV data when there are multiple caregivers
  - f. How to electronically collect EVV data when there are multiple beneficiaries
  - g. How to send data to Provider's System
  - h. What information to share with Medicaid beneficiaries and their families about EVV
  - i. Information about where to send questions regarding EVV
  - j. Information about the EVV website

As a result of the training, the information and the documents provided, I hereby confirm that I understand and am knowledgeable in the above matters. I affirm that I will comply with the EVV requirements at all times as a caregiver providing personal care services.

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Caregiver Print Name

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Caregiver Signature

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Date