Santrax® Payer Management

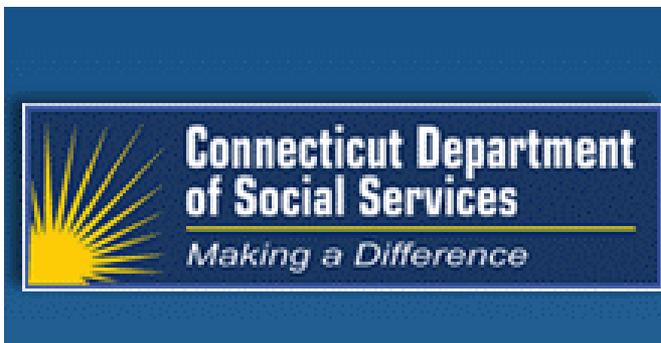*Electronic Visit Verification™ Solutions*

Increasing the Capacity to Care
Improving the Process of Home Care

Sandata
TECHNOLOGIES

DXC.technology

PCA Workforce Council Employer Forum

Electronic Visit Verification (EVV) Consumer Direct Implementation

October 27, 2018

Connecticut Department of Social Services
Making a Difference

What Is EVV?

Electronic Visit Verification (EVV) is a telephonic, mobile, and computer-based system that documents the precise time and actions taken by caregivers in the home.

Why Implement EVV?

- The Centers for Medicare and Medicaid Services (CMS) established requirement for all states to use an EVV system, in accordance with the 21st Century CURES Act.

  - Personal Care Services must use EVV by January 1, 2020

  - Home Health Care Services must use EVV by January 1, 2023

  - Failure to meet these deadlines results in reduction of Federal Financial Participation for those services

An EVV system must identify:

- 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 time the service begins and ends.

DSS Successfully Implemented EVV

DSS successfully implemented EVV beginning January 1, 2017 for waiver agency providers and April 3rd 2017 for home health providers.

Current DSS EVV Program Status:

- 304 provider agencies are using EVV system:
  - 64 Home Health Providers

DSS will be implementing EVV for Consumer Direct Services:

- Almost 4,500 employers and 6-7,000 employees are estimated to use EVV portal

Consumer Direct EVV Solution

Employees: Will use EVV technology at start and end of visit to create an electronic timesheet by capturing check-in/out (duration) service and tasks. Employees do not need to maintain physical timesheets.

Employee EVV Portal: Employee can review and edit their timesheets. (Not Approve)

Employer EVV Portal: Employer/Representative can review, edit, and approve EVV created timesheets for submission to payroll.

DSS Jurisdictional View

**Jurisdictional Reporting
Quality Oversight and Management**

Consumer Direct EVV

System/Data	Visit Verification	Timesheet	Employee Portal
System configured for Consumer Direct program with employer and employee data.	Employees use multiple verification methods to capture time worked.	Timesheet is created with EVV data and available for review by both employer and employee.	Employee can review and edit timesheet.

Client Portal
Employer can review, edit, and approve timesheet for payment.

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Future Consumer Direct EVV Solution

Fiscal Management Portal

The Santrax Fiscal Management Portal will provide Allied Community Resources the capability to view and edit visit data across the entire program

- Allied will have a real time view of all timesheet data
- Visits approved by the employer/representative via the client portal do not need to be faxed or emailed to Allied

Santrax Electronic Visit Verification (EVV)

- Sandata Mobile Connect (SMC), Telephone Visit Verification (TVV)

- Employee 'checks in' at visit start

- Employee 'checks out' and documents service and tasks

- SMC and TVV support approval of visit data at end of visit

Sandata Mobile Connect: Triangulates location using GPS

Telephone Visit Verification: Uses ANI to match caller's phone number to employee location

Initial Consumer Outreach

- Published initial employer letter introducing EVV implementation
- Created DSS EVV telephone contact to answer consumer questions
  - (800) 445-5394 Option 7
- Created DSS Consumer Direct EVV website:
  - https://portal.ct.gov/DSS/Health-And-Home-Care/Long-Term-Care/Community-Options/Related-Resources
  - Frequently Asked Questions (FAQ) doc
  - Letter introducing the Program (in English and Spanish)
  - Employer Survey Link
- Created Consumer Direct Page on Allied Website:
  - http://alliedcommunityresources.org/content/programs-services/electronic-visit-verification-evv
  - Frequently Asked Questions (FAQ) doc
  - Letter introducing the Program (in English and Spanish)
  - Employer Survey Link

The EVV Employer Survey

The EVV Employer Survey is a quick survey designed to help DSS, Sandata and Allied understand the technical capabilities of employers. The survey should be completed by the employer, or their designated representative or with assistance of their case manager. The data from the survey will be used to plan for and to schedule future EVV trainings.

The EVV employer survey can be found at: https://www.surveymonkey.com/r/EVV_Employer

Some of the questions on the survey are:

- Do/Will you have a home telephone or landline?

- Do/Will you have access to a computer or tablet?

- Do/Will you have access the internet?

Next Steps

EVV Consumer Direct Pilot – A pilot will begin in October 2018 for a group of 25 employers. They will be trained to use all facets of the portal that will be made available to all Consumer Direct program participants, including the methods of visit time capture and using the EVV portal to approve timesheets. Once the pilot is complete, a survey will be issued to assess the results.

Training and Implementation – Post pilot, training will be rolled out to all Consumer Direct program participants in small groups with the goal of full implementation by the federally mandated implementation date of January 1, 2020. Training is free and participants will be invited when they have been selected to attend training.

Ongoing Support – Consumer Direct EVV users will be supported by a dedicated EVV Support Center as they use the EVV portal.

How Can You Help?

EVV Survey – Please complete the survey so that DSS, DXC and Sandata have a clear understanding of the technological capabilities of the program participants.

https://www.surveymonkey.com/r/EVV_Employer

Talk about EVV with your employees. They will soon receive notification introducing them to the EVV implementation and timeline.

Time for Questions