CalEVV

CALIFORNIA ELECTRONIC VISIT VERIFICATION

Understanding EVV: Simple Steps to Stay Ontrack

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

TSI

CDPH California Department of Public Health

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

California Department of AGING

DDS Department of Developmental Services

Agenda

- Welcome
- Program Overview
- Self-Registration to Compliance
- Additional Resources
- Q&A

CalEVV

CALIFORNIA ELECTRONIC VISIT VERIFICATION



As we go around the room, please tell us your name and what you hope to gain from the conversation today.

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES | TSI | CDPH California Department of Public Health | DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES | California Department of AGING | DDS Department of Developmental Services

CalEVV

CALIFORNIA ELECTRONIC VISIT VERIFICATION

Electronic Visit Verification (EVV)

Program Overview

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

TSI

CDPH California Department of Public Health

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

California Department of AGING

DDS Department of Developmental Services

Background

- The 21st Century Cures Act established Electronic Visit Verification (EVV) as a requirement.
- The Cures Act defines EVV as a computer-based system that electronically verifies when personal care and home health care services occur in-home.
- All states are required to implement EVV
- EVV was put into place to ensure that personal care and home health care services are delivered to people needing those services; preventing fraud, waste and abuse in the home and community-based service delivery system.

Overview of Required Data

The 21st Century Cures Act requires that EVV systems verify six data points each time the service is provided



- Individual receiving the service



- Individual providing the service



- Type of service being provided



- Location of service delivery



- Date of service



- Time service begins and ends

CDSS California Department of Social Services | TSI | CDPH California Department of Public Health | DHCS California Department of Health Care Services | California Department of Aging | DDS Department of Developmental Services

Caregiver/DSP Responsibilities

Caregivers/DSP: Defined as direct staff responsible for capturing all 6 EVV data elements at the time they provide the service to the individual.

Live-in Caregiver Exemption: Defined as staff who regularly remains in the individual's home for more than 24 hours at a time.

- If providers feel they qualify, or have staff that qualify for this exemption, they should follow their regional center's direction on how to verify and record this status.

Provider Responsibilities

Provider/Provider Agency: Provider is defined as the employer of the staff providing the direct services. Provider agencies contract with regional centers or financial management service providers to provide services.

- Determine if EVV applies
- Determine if staff are exempt
- Select which EVV system will be used
  - **CalEVV-** the system purchased by the state for providers to use free of cost
  - **Alternate EVV system-** providers currently using an electronic timekeeping or case management system may select to use their existing system if it is compatible with the California system.

Ensuring EVV data is accurate and that complete, compliant data is being sent to the state prior to billing for services.

Jurisdictional Entity Responsibilities

Jurisdictional Entity (JE): Defined as local organizations that authorize and/or pay providers/provider agencies for services as well as provide oversight of service delivery.

- Home and Community-Based Alternatives (HCBA) Waiver Agencies
- Managed Care Plans (MCP)
- California Children's Services (CCS) Counties
- Department of Health Care Services (DHCS)
- Regional Centers (RC)
- Multipurpose Senior Services Program (MSSP) Sites
- Medi-Cal Waiver Program (MCWP) Agencies

State Responsibilities

The State: Responsible to implement and maintain an EVV system to meet the goal of mitigating fraud, waste, and abuse in alignment with the 21st Century Cures Act.

- Department of Health Care Services (DHCS)
- Department of Developmental Services (DDS)
- California Department of Aging (CDA)
- California Department of Public Health (CDPH)
- California Department of Social Services (CDSS)*

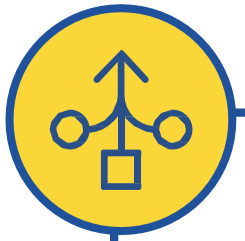
Systems Overview

Contracted with Sandata Technologies LLC to provide:



CalEVV System

- Free EVV system for providers.
- Mobile app & toll-free phone number for caregivers to record EVV.
- Provider portal to manage visit data.



Aggregator

- Central repository for all EVV data.
- Alternate (Alt) EVV vendor data upload.
- State and regional center users can view visit data.



Business Intelligence (BI) Tool

- Read-only dashboards for analyzing EVV data.
- Used by State and regional center users.
- Dynamic reporting and insights.

CDSS California Department of Social Services · TSI · CDPH California Department of Public Health · DHCS California Department of Health Care Services · California Department of Aging · DDS Department of Developmental Services

State Statute For EVV Compliance

Welfare and Institutions Code (WIC) - 14043.51

If the department determines a provider has failed to comply with the established requirements, the department and its partners, as may be appropriate under the circumstances, may take any of the following action to address the noncompliance of the provider:

- Provide technical assistance on compliance.
- Require an approved corrective action plan.
- Recover associated overpayments.
- Impose enrollment or monetary sanctions.
- Take any other remedial action, as deemed appropriate.

Federal Reporting

Each quarter, the state reports EVV data to Centers for Medicare & Medicaid Services (CMS)

- CMS reporting began January 2022

Report on 5 metrics, 2 are metrics directly related to provider compliance with the 21st Century Cures Act

- Metric 1: The number and percent of federal claims for services that have matching EVV visit data
- Metric 3: The number and percent of EVV visits that were captured accurately at the time services were delivered

CalEVV

CALIFORNIA ELECTRONIC VISIT VERIFICATION

Self-Registration to Compliance

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

TSI

CDPH California Department of Public Health

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

California Department of AGING

DDS Department of Developmental Services

Start to Finish



Setup

~Service Codes
~Exemptions
~CalEVV or Alternate EVV
~Self-Registration
~Enter/Send:

- Vendor # & RC
- Client Records
- Employee Records



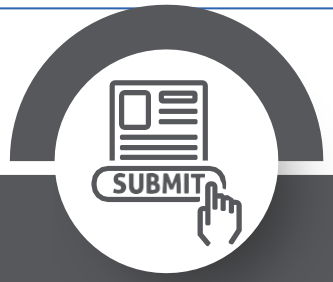
Data Capture

~Train Employees
~Add EVV requirements to business practices
~Employees capture EVV data



Verify Data

~Check EVV data to match services delivered
~Check EVV data is in a 'verified' status in the system



Submit Claims

~Submit claims for payment to the RC as normally done
~Remember EVV does not replace current billing processes



Claims Matching

~Claim is paid
~Claim is matched to EVV data
~If a match, the status changes to 'processed' in the system

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
TSI
CDPH California Department of Public Health
DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
California Department of AGING
DDS Department of Developmental Services

Set-Up (Once)

1. **Review** the service codes that require EVV
2. **Determine** if your services are exempt or if you have caregivers/DSPs who are exempt
3. **Choose** a system
   - If you use an electronic timekeeping or case management system, you'll want to use that for EVV requirements
   - If you do not already have an electronic system in place or your system does not capture the 6 required data elements, use CalEVV
4. **Complete** self-registration
5. **Double check** that all your vendor numbers and that all the regional centers who authorize your services are listed in the system
6. **Create/Send** 'client records'
7. **Create/Send** 'employee records'

CDSS California Department of Social Services · TSI · CDPH California Department of Public Health · DHCS California Department of Health Care Services · California Department of Aging · DDS Department of Developmental Services

Data Capture (Ongoing)

1. **Train** the caregivers/DSPs on any new systems or practices
2. **Clearly identify** EVV requirements in current business practices
3. **Require** caregivers/DSPs to capture EVV data at the time they are providing services
   - Be clear about why their role is important
4. **Support** caregivers/DSPs who are struggling
   - Provide additional training
5. **Hold** caregivers/DSPs accountable for their responsibility and role in compliance with the law

Verify Data (Ongoing)

1. **Check** the 6 data elements for services provided prior to billing the regional center for those services
   - Build this activity into your regular work
2. **Correct** information that is wrong
3. **Add** information that is missing
   - This includes any new ‘client’ or ‘employee’ records
   - This includes new vendor numbers and new regional centers authorizing services
4. **Verify** there is visit information to support your billing to the regional center
5. “Verified” status is what you’re looking for in the system before billing the regional center!

CDSS California Department of Social Services · TSI · CDPH California Department of Public Health · DHCS California Department of Health Care Services · California Department of Aging · DDS Department of Developmental Services

Submit Claims (No Change)

1. **Submit** claims for payment to the regional center, as you normally do, through the eBilling system
2. **Remember**, **EVV does not change:**
   - **How services are authorized** – That's done by the regional center based on IPP team decisions
   - **How or where services are provided** – That's identified in the IPP and the provider's ISP
   - **How you bill for services** – Except that your billing must be supported by EVV data

Claims Matching (State's Job)

1. Visit data collected by caregivers/DSPs is matched against the billing submitted by the provider to the regional center
2. When there is a match to a federal claim, the system will change the visit record from "Verified" to "Processed"
3. The state combines the data and reports quarterly to CMS

Future improvements include …

CalEVV
CALIFORNIA ELECTRONIC VISIT VERIFICATION

Additional Resources

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
TSI
CDPH California Department of Public Health
DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
California Department of AGING
DDS Department of Developmental Services

Resources and Support

- For CalEVV Technical Support:
  - Email CACustomerCare@sandata.com
  - Phone: 1 (855) 943-6070
- For Technical Support for providers Using an Alternate EVV System
  - Email: CAAltEVV@sandata.com
  - Phone: 1 (855) 943-6069

DDS EVV webpage: https://www.dds.ca.gov/services/evv/

CalEVV

CALIFORNIA ELECTRONIC VISIT VERIFICATION

Q & A

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

TSI

CDPH California Department of Public Health

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

California Department of AGING

DDS Department of Developmental Services

CalEVV

CALIFORNIA ELECTRONIC VISIT VERIFICATION

Thank you!

CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

TSI

CDPH California Department of Public Health

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

California Department of AGING

DDS Department of Developmental Services