

# Montana Electronic Visit Verification

External Stakeholder Meeting

June 14, 2023

Montana  
Department of  
Public Health  
and Human  
Services



# EVV Stakeholder Agenda

- Montana EVV Implementation
- Project Updates
  - EVV Key Milestones – Important Dates
- Update on survey participation
  - Netsmart Provider Survey
  - Netsmart Third Party Survey
- Website Updates
- Interactive Voice Response (IVR)
- Lifeline Phones - Pulsewrx
- EVV Process – Overview demonstration from Netsmart
- Questions



# Montana's EVV Implementation

The State is implementing EVV Sept 18<sup>th</sup>

- Remember the state's system will not cost anything to use
- Although you can use your own system

Goals:

1. Achieve minimum compliance with the 21st Century Cures Act
2. Where possible, reduce the administrative burden to Providers while maintaining compliance with the 21st Century Cures Act
3. Ensure that we achieve compliance with any guidance provided by the Federal Office of Inspector General related to EVV

Visit: <https://dphhs.mt.gov/sltc/EVV> for more information



# EVV Key Milestones

Milestone	Planned Start Date	Planned End Date	Status
Provider and Vendor Surveys	5/4/2023	6/30/2023	On Track
Conduct Monthly Stakeholder Town Hall Sessions	12/01/2022	8/18/2023	On Track
Train Users for Internal & External User Acceptance Testing	7/13/2023	08/01/2023	Not Started
Internal User Acceptance Testing Round 1	08/01/2023	08/09/2023	Not Started
Internal & Provider User Acceptance Testing Round 2	08/10/2023	08/17/2023	Not Started
Internal & Provider User Acceptance Testing Round 3	08/18/2023	08/31/2023	Not Started
User Acceptance Testing	08/01/2023	08/31/2023	Not Started
Conduct Operational Readiness with CMS	09/11/2023	09/15/2023	Not Started
Final Training Prior to Production Implementation	8/28/2023	09/23/2023	Not Started
Go-Live		9/18/2023	On Track



# EVV Surveys

Netsmart DPHHS site: <https://mobilecaregiverplus.com/mt-dphhs/>

- Netsmart Survey for Providers using Alternate EVV Vendor
  - Purpose: *To collect information from Montana Medicaid providers that provide personal care and home health care services that are subject to visit verification requirements. The information provided will assist the Department to properly plan communication, rollout, and training activities for the provider community.*
  - Responses to date – 92/168
  - Please submit by 6/30/23
    - Provider Survey: [https://netsmart.az1.qualtrics.com/jfe/form/SV\\_cMadppHfItPSDdA](https://netsmart.az1.qualtrics.com/jfe/form/SV_cMadppHfItPSDdA)
- Netsmart Alternate EVV Vendor Survey
  - Purpose: *To collect information from Alternate EVV Vendors that are currently being used by Montana Medicaid Providers. The information you provide will assist the Department to properly plan deployment activities, establish connectivity, and communicate efficiently the status of our implementation of the Netsmart data aggregation solution with the EVV vendor community for Montana Medicaid.*
  - Responses to date – 13
  - Please submit by 6/30/23
    - Alternate EVV Vendor Survey: [https://netsmart.az1.qualtrics.com/jfe/form/SV\\_5bCIVW3hWI4IAuO](https://netsmart.az1.qualtrics.com/jfe/form/SV_5bCIVW3hWI4IAuO)  
<https://netsmart.az1.qualtrics.com>



# Website Updates

- Services
- Survey Results

**Montana EVV Website:** <https://dphhs.mt.gov/sltc/EVV>



# Interactive Voice Response (IVR)

- What is IVR?
  - An automated telephony system that interacts with callers and gathers information. Netsmart offers an option for documenting visits using a verified landline phone.
- Who can use IVR?
  - The waiver participant and/or aide does not have a smartphone or tablet and cannot obtain one;
  - Documented medical reason where a cell phone application cannot be utilized within a specific vicinity of the waiver participant
- Where and how to apply for IVR?
  - There will be a link on <https://dphhs.mt.gov/sltc/EVV> that will take you to instructions and an online form to fill out
  - This process is still being finalized, so more information to come in future Townhalls
- Expectations for using IVR?
  - This alternative will be available for use for up to a maximum of 90 days.
  - The waiver participant must have a verified landline phone. IVR cannot be used with a cell phone.
- Questions?



# Free Pulsewrx Phone Program

- All Medicaid members are eligible for a free smartphone, including a talk, text, and data plan when they apply at [MyBenefitPhone.com](https://www.MyBenefitPhone.com) via the Affordable Connectivity Program (ACP). Per Federal rules, only one benefit per household is permitted.
- This benefit provides a reliable form of daily connectivity for Medicaid members, while also ensuring there is a modern cellphone with a cellular data plan in the household to transmit EVV data. By assisting Medicaid members in ACP enrollment, employees can easily verify visits, which ensures members continue to receive services.
- Providers are encouraged to inform Medicaid members about this benefit and assist in members' enrollment at [MyBenefitPhone.com](https://www.MyBenefitPhone.com).
- Taking less than 5 minutes during a visit each year to assist a Medicaid member enrolling in the ACP benefit provides a Medicaid member with a year of cellular connectivity while satisfying the EVV requirement.
- Pulsewrx offers free training to Providers and agencies. Contact us at [contact@pulsewrx.com](mailto:contact@pulsewrx.com) or via [MyBenefitPhone.com](https://www.MyBenefitPhone.com).







# Free Pulsewrx Phone Program – MyBenefitPhone.com

## MyBenefitPhone.com

myBenefitPhone.com -by Pulsewrx

How it Works Help **Pulsewrx Portal**

PREMIER WIRELESS PLAN

**0 BUCKS** /MO


START YOUR APPLICATION NOW!  
no contract, no monthly bills.

Email \*

Zip Code \*

Start Application

\*Required fields. Free offering based on government program qualification. Add'l restrictions apply. See full terms.



1 Phone Option — 2 Plan Option — 3 Personal Info — 4 Gov't Review — 5 Success!

Need **HELP** completing the application? Watch a video [Here](#).

Welcome! We have options for you in Montana.  
Let's get started.


Choose your phone

I want a... I only want a...

Free phone!  
Recommended

Free SIM Card!  
Use my current phone

Continue



Hi, I'm Anna! I'll be providing helpful tips on successfully completing the application. Check in with me throughout the process!





# EVV Platform – Provider Focused

## CAPTURE & COLLECT



**Mobile Caregiver+ and  
\*Alternate EVV Vendor**  
data aggregation

## PROCESS



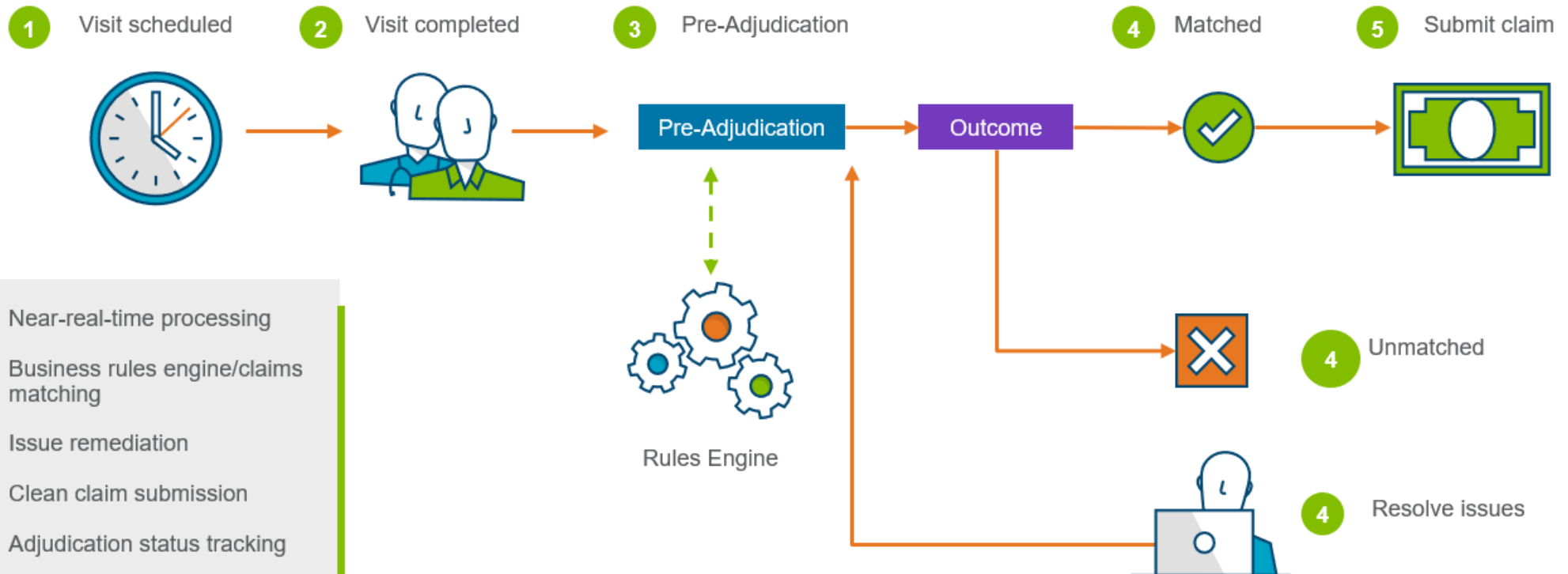
**EVV Clearinghouse**  
pre-claim review,  
visit verification, claims  
submission and reconciliation

A comprehensive, yet flexible, platform that goes beyond EVV mandates to **improve care, drive efficiency and speed reimbursements**



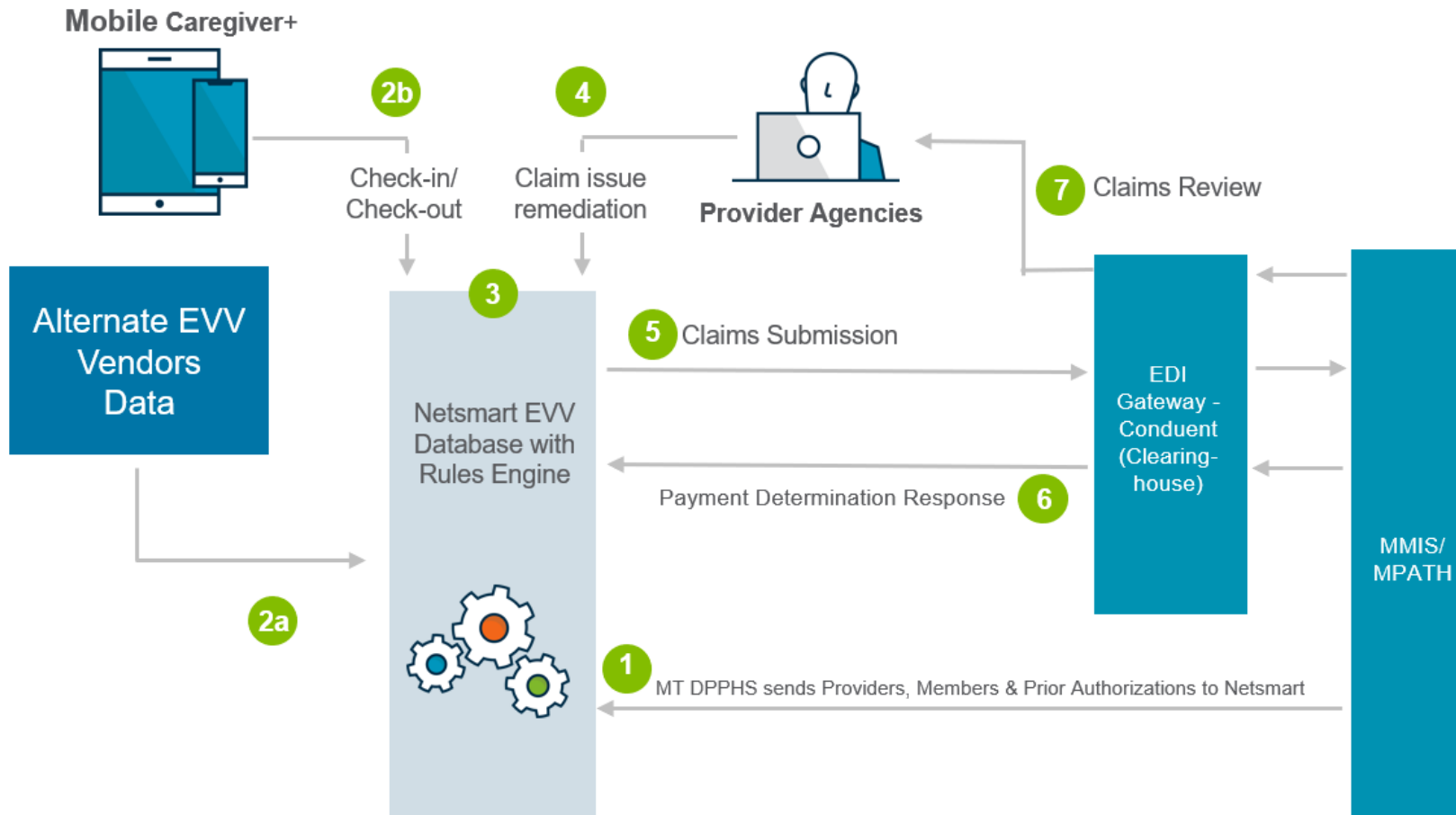


# The EVV Process



- Near-real-time processing
- Business rules engine/claims matching
- Issue remediation
- Clean claim submission
- Adjudication status tracking
- Voids, adjustments, resubmissions

# EVV Workflow Overview – Provider Focused



1. Montana DPPHS shares Provider, Member and Prior Authorization data with Netsmart
2. Caregiver completes the visit using one of the following:
  - a) Alternate EVV Vendor solution.
  - b) Mobile Caregiver+
3. Netsmart EVV Business Rules Engine runs Claims Matching rules as visits are completed, the visit data is made available within the Provider Portal for verification and matching to visits
4. Provider Admin remediates any flagged Claims Matching errors and Matches and Releases the visit for billing
5. Netsmart submits the claims
6. Payment Determination details are sent back to Netsmart
7. Providers review



# Questions?

Feel free to submit questions to the following email address:

[EVVQuestions@mt.gov](mailto:EVVQuestions@mt.gov)

Visit: <https://dphhs.mt.gov/sltc/EVV> for more information

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# Thank you!

Mike Randol

Shellie McCann

Tim Peterson

Jennifer Carlson