

Montana Electronic Visit Verification

External Stakeholder Meeting

April 19, 2023

Montana
Department of
Public Health
and Human
Services



EVV Stakeholder Agenda

- What is EVV?
 - What is the 21st Century Cures Act?
- Implementation Goals
- EVV Key Milestones
- Surveys
 - Netsmart Provider Survey
 - Netsmart Third Party Survey
- EVV Next Steps
- Netsmart questions & answers from March Townhall
- Netsmart Demonstration
- Questions



What is Electronic Visit Verification (EVV)?

- EVV is a technology that automates the gathering of service information by capturing time, attendance and care plan information entered by a home care worker at the point of care.
- EVV will give providers, care coordinators, members/guardians, and DPHHS staff access to service delivery information in real time to ensure there are no gaps in care throughout the entire course of the service plan.



The 21st Century Cures Act

- Section 12006(a) of the 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. This applies to PCS provided under sections 1905(a)(24), 1915(c), 1915(i), 1915(j), 1915(k), and Section 1115; and HHCS provided under 1905(a)(7) of the Social Security Act or a waiver.
- EVV will electronically verify the following:
 - Type of service performed
 - Individual receiving the service
 - Individual providing the service
 - Date the service was provided
 - Location of service delivery
 - Time the service begins and ends in real time (This is the actual time on the device when the service begins and ends.)



EVV Implementation 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



EVV Key Milestones

Milestone	Planned Start Date	Planned End Date	Status
Requirement Review Complete	1/23/2023	4/12/2023	On Track
Design Complete	1/30/2023	4/25/2023	On Track
Conduct Quarterly 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 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.*
- 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.*



Provider/Self-Directs and Alternate EVV Vendor Next Steps

- Providers/Self-Directs to respond to surveys - Submit by 6/16/23
- Alternate EVV Vendor respond to survey – Submit by 6/16/23



Questions from 3/14 Townhall

- Does the Netsmart solution provide an API or export feature to retrieve EVV data to reconcile against internal time-tracking/calendaring?
 - The Mobile Caregiver+ solution has pre-populated reports that allow administrators to review and export data for time tracking and scheduling.
- Will Netsmart provide an avenue to review Remittance Advice or rebill claims once fixed?
 - The Mobile Caregiver+ solution will receive Paid/Denied statuses for all claims submitted through the portal.
 - If a provider needs to rebill a claim after a payment determination, a manual visit/claim may be created in the Mobile Caregiver+ solution for submission.
 - The current process will not change for providers once EVV is live.



Questions from 3/14 Townhall Cont.

- Since each consumer is authorized for a certain amount of hours, does Netsmart have a way to limit hours, or is this just to track the tasks?
 - The Mobile Caregiver+ solution receives authorization details directly from Montana DPHHS. All visits processed through the Mobile Caregiver+ solution will be tracked against the unit count.* If a provider attempts to submit visit data as a claim for an authorization that has depleted units, an error will be presented so you are aware of the authorized units' status. Providers can schedule visits beyond the unit count since most providers schedule visit cadences for months at a time for ease of use.



Netsmart Mobile Caregiver+ Demo

- Mobile Caregiver+ Demo will cover
 - Provider Portal Overview
 - Scheduling a visit
 - Completing a visit on the Mobile Caregiver+ App
 - Reviewing the visit in the Provider Portal
 - Remediating errors in the Worklist
 - Submitting a claim



Questions?

Feel free to submit questions to the following email address:

EVVQuestions@mt.gov

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

Subscribe for updates:

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Thank you!

Mike Randol

Shellie McCann

Tim Peterson

Jennifer Carlson