MD Community of Practice for Supporting Families Webinar Series

Webinar #12: October 28, 2020

Electronic Visit Verification (EVV)

Hosted by the Developmental Disabilities Administration
Facilitated by Mary Anne Kane-Breschi
Director of Family Supports
CHARTING the LifeCourse
Individual & Family Supports

- Connecting & Networking
- Discovery & Navigation
- Goods & Services
EVV Acronyms and Terms

• **EVV** – Electronic Visit Verification
• **ISAS** - In-Home Supports Assurance System
• **LTSSMaryland** - LTSSMaryland is the name of our electronic case management and billing system
• **DSP** – Direct Support Professional
• **CCS** – Coordinator of Community Services
• **OTP Token** – One Time Password Token
• **PS** - Personal Supports
Who does EVV Apply to?

EVV applies to people receiving Personal Supports Services. Personal Supports activities are focused on keeping, learning or improving yours or your family members daily living skills.

When receiving Personal Supports Services, a staff person will come to your house or meet you in the community to support you with activities like:

• Spending time in your neighborhood, and building relationships;
• Learning to cook, clean and do laundry; and
• Personal care assistance such as getting ready for the day.
Special Guests

Jesse Song, MDH
Health Policy Analyst – Data Analytics Supervisor
DHMH, Office of Health Services, Policy and Compliance

Carlota Salter, Community Living, Inc.
Support Services Director

Bridget Patterson
Parent
Electronic Visit Verification (EVV)

MDH - ISAS
Introduction to EVV
Introduction to EVV

What is EVV?

- **Electronic Visit Verification (EVV)** refers to technology that electronically verifies that services are delivered at the right time, to the right place and to the right person
  - Required for both provider and Self-Directed Services

- **In-Home Supports Assurance System (ISAS)** is how Maryland is implementing EVV; it is a phone based, electronic billing system

- **Direct Support Professionals (DSPs)** will check in at the start of the service and check out at the end of the service using the person’s telephone or the one-time passcode (OTP) device

21st Century CURES Act

Federal law requires that Maryland uses EVV to verify six factors for Personal Supports services:

- Type of service performed
- Person receiving the service
- Date of the service
- Location of the service
- Individual providing the service
- Time the service begins and ends

Note: CMS has approved MDH’s Good Faith Effort Exemption Request extending the EVV implementation deadline to January 2021
# Introduction to EVV: Benefits

## The Person
- Helps ensure people are receiving authorized services
- Can improve the **quality of care**, because it makes DSPs’ activities transparent and measurable

## The DDA
- Records when DSPs start and stop working, reducing likelihood of billing errors and fraud
- Holds providers **accountable**
- Allows the DDA to comply with the 21st Century CURES Act

## The Provider
- Simplifies the billing process
- Makes reporting more efficient, because it is automated
- Enables providers to view their **service information online**
- HIPPA compliant, data secure, encrypted technology
- Service delivery data is readily available and accessible
- Records when DSPs start and stop working, reducing likelihood of billing errors and fraud
Self Direction

**EVV Specifications for Self Directing Individuals**

1. Personal Supports providers who work with Self Directing participants **will not use the ISAS system** for Electronic Visit Verification (EVV)
2. The Fiscal Intermediary for self direction will supply its own EVV system to support these providers
3. The exact specifications of this system have not yet been determined, but MDH will work with the Fiscal Intermediary to provide further guidance as we learn more
Implementation of EVV
Implementation of EVV: Systems (ISAS)

**ISAS**
- In-Home Supports Assurance System (ISAS) is the system Maryland is using to implement EVV
- It is a phone based, electronic billing system
- All traditional service providers who render personal support services will use ISAS to clock in and out of shifts

**Process**
- DSP calls the ISAS toll free number
- ISAS verifies the provider:
  - Provider Medicaid Number
  - DSP Social Security #
- ISAS verifies the person:
  - Person’s Telephone Number
    - Cell Phone
    - Landline
    - OTP serial number
- ISAS verifies the service
  - Person-Centered Plan (PCP) authorizes the service
Implementation of EVV: Verifying the Person

Methods of Participant Verification

● Direct Support Professional (DSP) uses participant’s personal landline or cell phone
  ○ DSP calls from an approved phone # listed in the LTSSMaryland Participant Profile
    ■ LTSSMaryland Phone numbers are managed by the participant’s CCS Coordinator
  ○ Phone must belong to participant

● DSP uses any phone and a small key fob called a One Time Password (OTP) device
  ○ DSP calls from a phone # that is not in the LTSSMaryland Client Profile.
  ○ DSP requires either: a) the client’s 11 digit MA # or b) the 9 digit OTP serial code
Implementation of EVV: OTP

OTP Device

- OTP: One-Time Password device
- Small keychain-sized device that generates a six digit timestamp
- DSPs use this device when they call to clock in and clock out
- DSPs can use the 9-digit OTP Serial Number (on back of device) if participant has no MA#

OTP Defined

When is OTP Assigned?

- OTPs are issued as needed if:
  - The person does not have a reliable phone that the DSP can use
  - More than one person in the same household receives supports and they share a phone
  - The person often receives personal support services in the community
  - Participant does not have a MA# (state funded participants)
Implementation of EVV: OTP

Assignment Process

1. Medicaid Provider Services (MPS) registers OTP devices
2. OTP devices are distributed, in batches, to Coordinator of Community Services (CCS) Agencies
3. CCS Agencies maintain batches of OTP and assign individual devices to persons
4. CCS Agencies distribute assigned tokens to persons directly
5. Lost/Broken/No Longer needed tokens can be returned to the CCS Agency for un-assignment
   - CCS Agency can assign new tokens as needed
   - **IMPORTANT NOTES:**
     - Tokens should stay with the participants at all times
     - Return and delivery of devices should be coordinated between the CCS and client directly
EVV Roles
# Roles of the Family and CCS

## Role of the Family

Families play an important role in:
1. Coordinating with the CCS to assign a phone for use with ISAS
2. Making the OTP Device available for DSPs
3. Reporting missing or broken OTP devices to your CCS staff
4. Working with your CCS or Provider to address any service issues

## Role of the CCS

CCS staff help with ISAS by:
1. Managing available phone numbers for use in the LTSSMaryland tracking system
2. Managing OTP assignment and delivery
3. Ensuring PCP has the correct hours for providers to bill using ISAS
4. Helping families address service issues
EVV Roles & Responsibilities

The ISAS Team Role

The ISAS Team is your point of contact for helping with:
1. Policy Questions
2. Billing or payment issues
3. General system process questions

Contact ISAS at:
Email: mdh.isashelp@maryland.gov
Phone: 410-767-1719

Agency Responsibilities

Administrator responsibilities include:
1. Manage all DSP staff in the LTSS/Provider Portal system
2. Ensure DSPs are trained to provide services and use ISAS
3. Review and ensure accuracy of services
4. Assist with exception resolution and manual entries

DSP responsibilities include:
1. Provide direct supports to participant
2. Use ISAS to clock-in and out
3. Report any issues with clocking in, including missed/forgot times, to Agency Administrators
Questions:

If you have further questions, please reach out to the below contacts:

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Topic Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDH ISAS Team</td>
<td>Questions about EVV</td>
</tr>
<tr>
<td>Email: <a href="mailto:MDH.ISASHelp@Maryland.gov">MDH.ISASHelp@Maryland.gov</a></td>
<td></td>
</tr>
<tr>
<td>Phone: 410-767-1719</td>
<td></td>
</tr>
<tr>
<td>Regional Offices</td>
<td>General questions about DDA</td>
</tr>
<tr>
<td></td>
<td>Services or Policy</td>
</tr>
</tbody>
</table>
DDA Regional Offices:

If you have further questions, regarding general questions about DDA services or policy please contact your Regional Office below:

<table>
<thead>
<tr>
<th>Regional Office / Director</th>
<th>Email / Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Regional Office</td>
<td><a href="mailto:nicolass.burton@maryland.gov">nicolass.burton@maryland.gov</a> (410) 234-8201</td>
</tr>
<tr>
<td>Nicholas Burton</td>
<td></td>
</tr>
<tr>
<td>Eastern Shore Regional Office</td>
<td><a href="mailto:kimberly.gscheidle@maryland.gov">kimberly.gscheidle@maryland.gov</a> (410) 572-5922</td>
</tr>
<tr>
<td>Kimberly D. Gscheidle</td>
<td></td>
</tr>
<tr>
<td>Southern Regional Office</td>
<td><a href="mailto:onesta.duke@maryland.gov">onesta.duke@maryland.gov</a> (301) 362-5120</td>
</tr>
<tr>
<td>Acting Regional Director</td>
<td></td>
</tr>
<tr>
<td>Onesta Duke</td>
<td></td>
</tr>
<tr>
<td>Western Regional Office</td>
<td><a href="mailto:cathy.marshall@maryland.gov">cathy.marshall@maryland.gov</a> ab (240) 313-3871</td>
</tr>
<tr>
<td>Cathy Marshall</td>
<td></td>
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Options for EVV

Personal Supports Services can be...

<table>
<thead>
<tr>
<th>Delivered:</th>
<th>Recorded With:</th>
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<tbody>
<tr>
<td><strong>In My Home</strong></td>
<td>The Participant’s Phone, if the phone number is registered in LTSSMaryland</td>
</tr>
<tr>
<td><strong>In The Community</strong></td>
<td><em><em>OTP</em> with any phone</em>*</td>
</tr>
<tr>
<td><strong>In My Home AND In The Community</strong></td>
<td>*The OTP can be referred to as a device, token, or fob</td>
</tr>
<tr>
<td><strong>Virtually</strong>*</td>
<td>Manual Entry – The provider agency will submit the time after the service is performed</td>
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</tbody>
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*Virtual supports can only be recorded through manual entry
## EVV Implementation Dates

<table>
<thead>
<tr>
<th>Implementation by DDA Region</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern and Western</td>
<td>October 1, 2020</td>
</tr>
<tr>
<td>Southern Maryland</td>
<td>November 1, 2020</td>
</tr>
<tr>
<td>Central Maryland</td>
<td>December 1, 2020</td>
</tr>
<tr>
<td>DDA Achieves Full Compliance by the CURES Act Deadline</td>
<td>January 1, 2021</td>
</tr>
</tbody>
</table>
Carlota Salter,
Community Living, Inc.
Support Services Director
One Time Passcode (OTP) Device
Community Living, Inc.
One Time Passcode (OTP) Device

833–917–2100
CLI MA
moving fob clock
fob id
Person MA no name
The Pattersons

Bridget Patterson, Parent
EVV Resources

Eligibility Specific

- MD Developmental Disabilities Administration (DDA)
  https://dda.health.maryland.gov/Pages/TY.aspx

- Electronic Visit Verification Page
  https://dda.health.maryland.gov/Pages/Electronic_Visit_Verification.aspx
  FAQ's EVV for Families of People Receiving Personal Supports
  Electronic Visit Verification for Participants and Families
DDA’s HomePage

https://dda.health.maryland.gov/Pages/home.aspx
DDA’s EVV Webpage

Electronic Visit Verification (EVV)

The Developmental Disabilities Administration (DDA) is implementing Electronic Visit Verification (EVV) per the federal Centers for Medicare Services and Medicaid (CMS) requirements for Personal Support Services. EVV refers to technology that electronically verifies that services are delivered at the right time, to the right place to the right person. It is required for both traditional and self-directed services. Information pertaining to EVV will be posted here for all stakeholders.
DDA’s EVV Resources

Memos Correspondence
• EVV Provider Tools and ISAS Practice

At –A- Glance Documents
• Electronic Visit Verification

Frequently Asked Questions

Toolkit
• Participants and Families
  FAQ for Families of People Receiving Personal Supports
  DDA ISAS Participant Handout
• Coordinators of Community Services
  CCS OTP Presentation
  CCS Reference Guide to ISAS

Direct Support Professional
• Tips for DSP_v2.1
• EW: DDA Practice Phone Memo 8/16/20
• DDA EVV Wallet Cards
• ISAS Practice Line Instructions

Provider Leadership
• Tips for Provider Executives
• Implementation Timeline
• Provider LTSS MD Go-Live Dates for Personal Supports
• EVV Billing Webinars

Webinars
• Personal Support and Electronic Visit Verification (EVV) Implementation Webcast-August 17, 2020
• Personal Support and Electronic Visit Verification (EVV) Implementation Presentation
• Electronic Visit Verification (EVV) December 4, 2019
DDA’s Newsletter
Questions

Webinar – Chat /Question Box

Services & Supports – Contact DDA Local Regional Office

Appendix K – dda.toolkitinfo@Maryland.gov
Thank You for Joining Us!

Please Join Us on December 2nd @ Noon for Our Next Webinar:

*Participant and Family Survey Related to COVI-19: Results*