

What is Electronic Visit Verification?

- **Electronic Visit Verification (EVV)** refers to technology that electronically verifies that services are delivered at the right time, in the right place and to the right person
- The **Federal 21st Century CURES Act** requires that Maryland uses Electronic Visit Verification (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
- **Personal Supports Services** will require the use of EVV
 - Traditional services and
 - Self-directed services

What is the In-Home Supports Assurance System (ISAS)?

- **In-Home Supports Assurance System (ISAS)** is how Maryland is implementing EVV
- **ISAS** is a phone based, electronic billing system
- It is already used throughout Maryland for people receiving personal care services through Community First Choice
- **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 landline or cellular telephone or the assigned **one-time password (OTP)** token (See below to learn more about OTPs)

Benefits of EVV

- **For the person:**
 - Helps ensure people are receiving authorized services
 - Can improve the quality of services, because it makes DSPs' activities transparent and measurable
 - EVV helps the DDA and Medicaid be good stewards of public resources
- **For the provider:**
 - Enables providers to view their service information online
 - Makes reporting more efficient, because it is automated
 - Records when DSPs start and stop working, reducing likelihood of billing errors and fraud

Continued on Page 2

► Issue Date: **8.24.2020**

What is a One Time Password (OTP) Token?

- A One-Time Password token is a small keychain-sized device that generates a six digit code (timestamp)
- Direct Support Professionals (DSPs) may use this device when they call to clock in and clock out of providing Personal Supports and Personal Supports Enhanced



When is an OTP Assigned?

- OTPs are issued to people receiving Personal Supports and Personal Supports Enhanced services when:
 - The person receiving supports does not have a reliable landline or cellular phone that the DSP can use
 - More than one person in the same household receives supports and share a phone
 - The person often receives personal support services in the community
 - The person does not have a Medicaid number (MA#)
- If a person needs an OTP, it is distributed to them through their Coordinator of Community Services (CCS)
 - If a person loses the device or it breaks, request a new one from the CCS
- **The OTP device must remain with the person at all times and not the provider.**
 - Some people choose to put this on their key ring, so it is with them when they do Personal Supports in the community
 - Some people also like to hang it on their refrigerator or key rack at home, so it is always in the same spot
 - If a person forgets their device, the DSP can use a manual process to report their time.
 - Provider agencies will receive detailed information about how to bill for Personal Supports and Personal Supports Enhanced services.

DDA's Implementation Plan for EVV

The DDA will be implementing EVV by Region, starting with the Eastern and Western Regions on October 1, 2020. Providers who support people in Personal Supports services in multiple regions, will transition to EVV at the latest date for the regions in which they operate. For example, an agency that provides Personal Supports in the Eastern Shore and Central Regions would begin using EVV on December 1, 2020 for everyone they support.

EVV Implementation by DDA Regions	Date
Eastern and Western Regions	October 1, 2020
Southern Maryland Region	November 1, 2020
Central Maryland Region	December 1, 2020
DDA Achieves Full Compliance by the CURES Act Deadline	January 1, 2021

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