



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

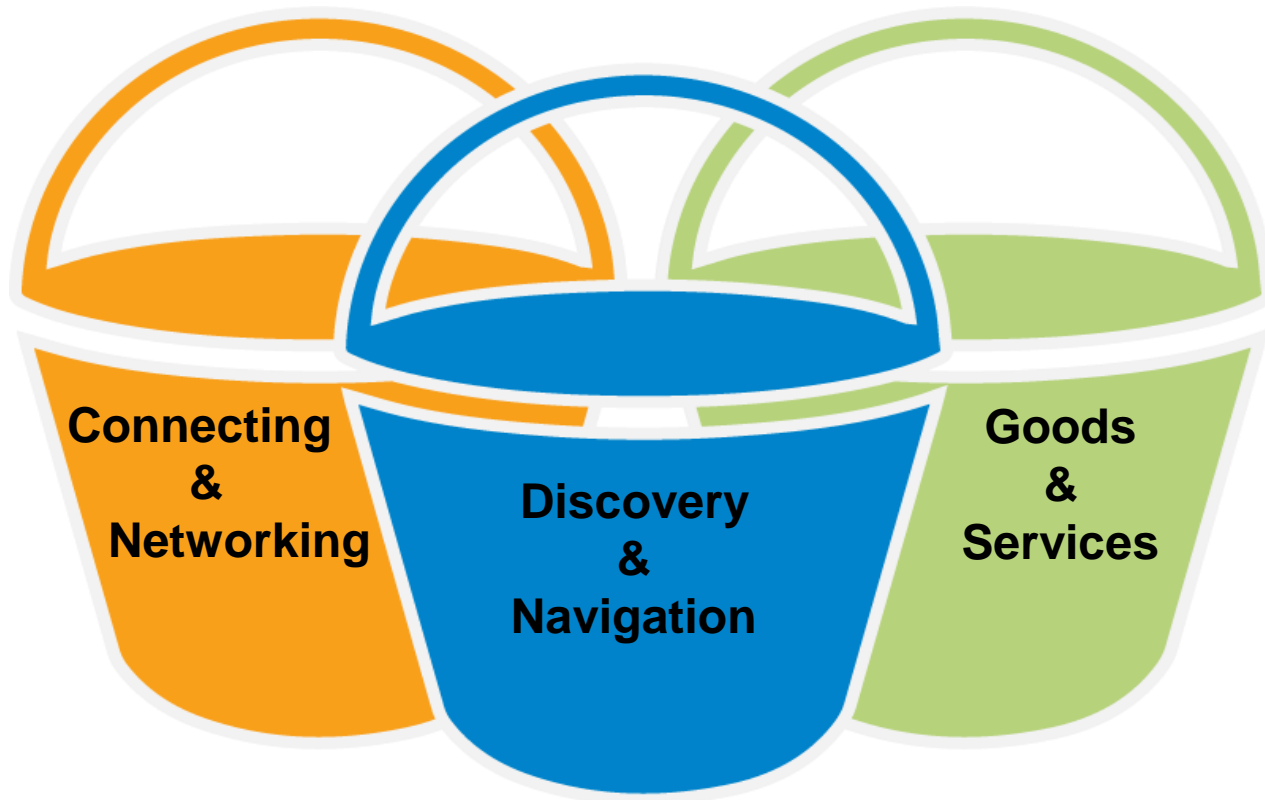


CHARTING the LifeCourse





Individual & Family Supports





EVV Acronyms and Terms

- **EVV** – Electronic Visit Verification
- **ISAS** - In-Home Supports Assurance System
- **LTSS*Maryland*** - 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 Defined

- 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#

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:

Contact Information	Topic Area
MDH ISAS Team Email: MDH.ISASHelp@Maryland.gov Phone: 410-767-1719	Questions about EVV
Regional Offices	General questions about DDA Services or Policy

DDA Regional Offices:

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




Regional Office / Director	Email / Phone
Central Regional Office Nicholas Burton	nicholas.burton@maryland.gov (410) 234-8201
Eastern Shore Regional Office Kimberly D. Gscheidle	kimberly.gscheidle@maryland.gov (410) 572-5922
Southern Regional Office Acting Regional Director Onesta Duke	onesta.duke@maryland.gov (301) 362-5120
Western Regional Office Cathy Marshall	cathy.marshall@maryland.gov ab (240) 313-3871



Options for EVV

Personal Supports Services can be...

Delivered:	
In My Home	
In The Community	
In My Home AND In The Community	
Virtually* *Virtual supports can only be recorded through manual entry	

Recorded With:	
The Participant's Phone , if the phone number is registered in <i>LTSSMaryland</i>	
OTP* with any phone *The OTP can be referred to as a device, token, or fob	
Manual Entry – The provider agency will submit the time after the service is performed	



EVV Implementation Dates



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



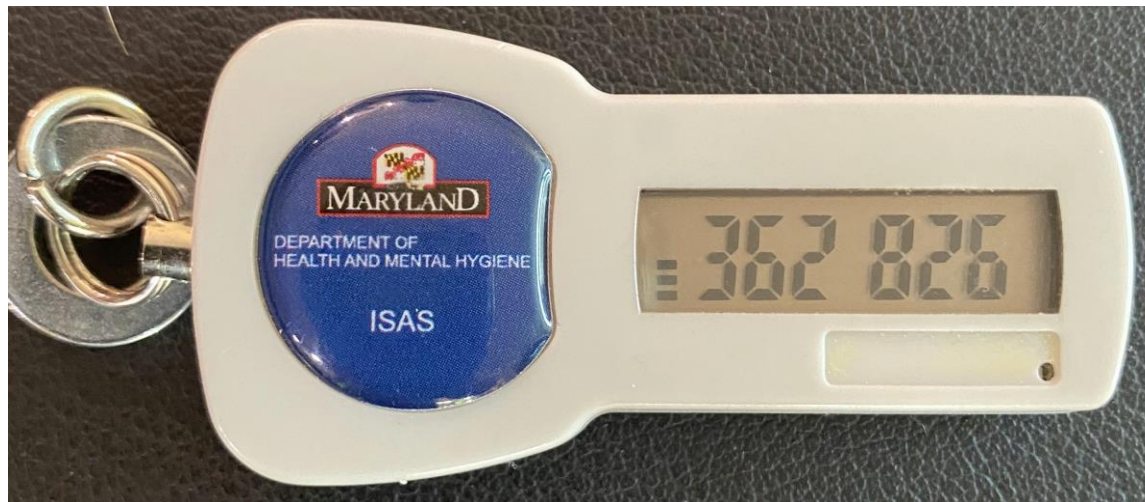
Community Living 40 YEARS

Supporting people who have intellectual and developmental disabilities since 1979.

Carlota Salter,
Community Living, Inc.
Support Services Director

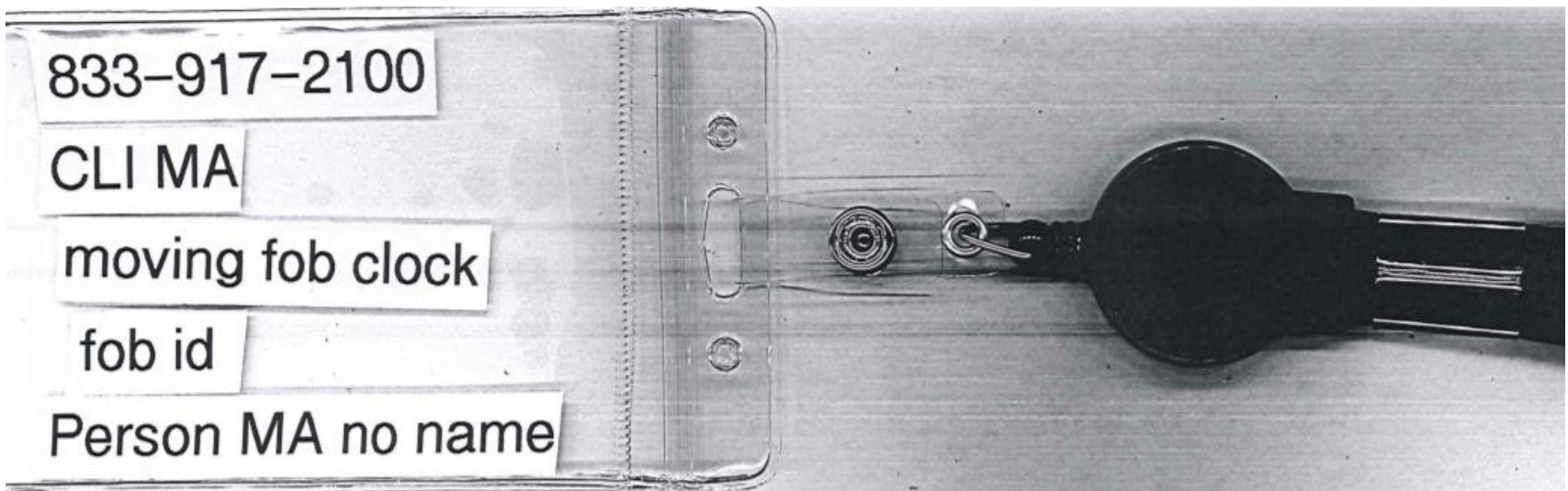


One Time Passcode (OTP) Device



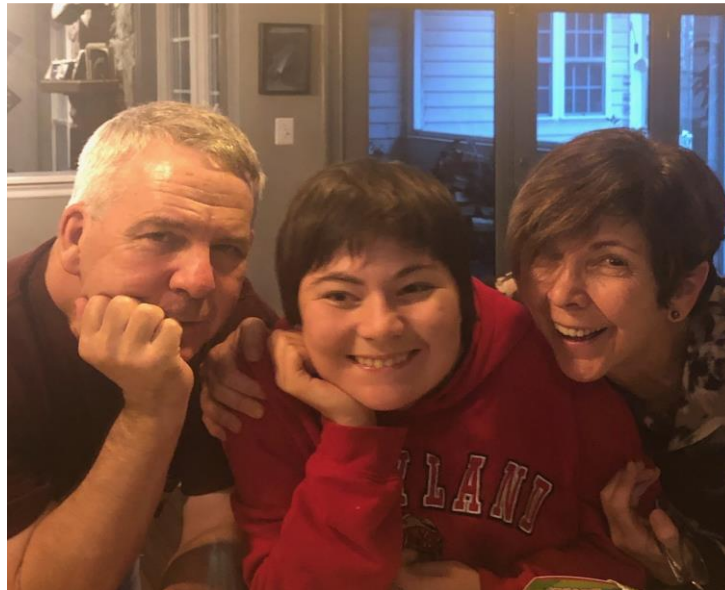


Community Living, Inc. One Time Passcode (OTP) Device





The Pattersons



Bridget Patterson, Parent



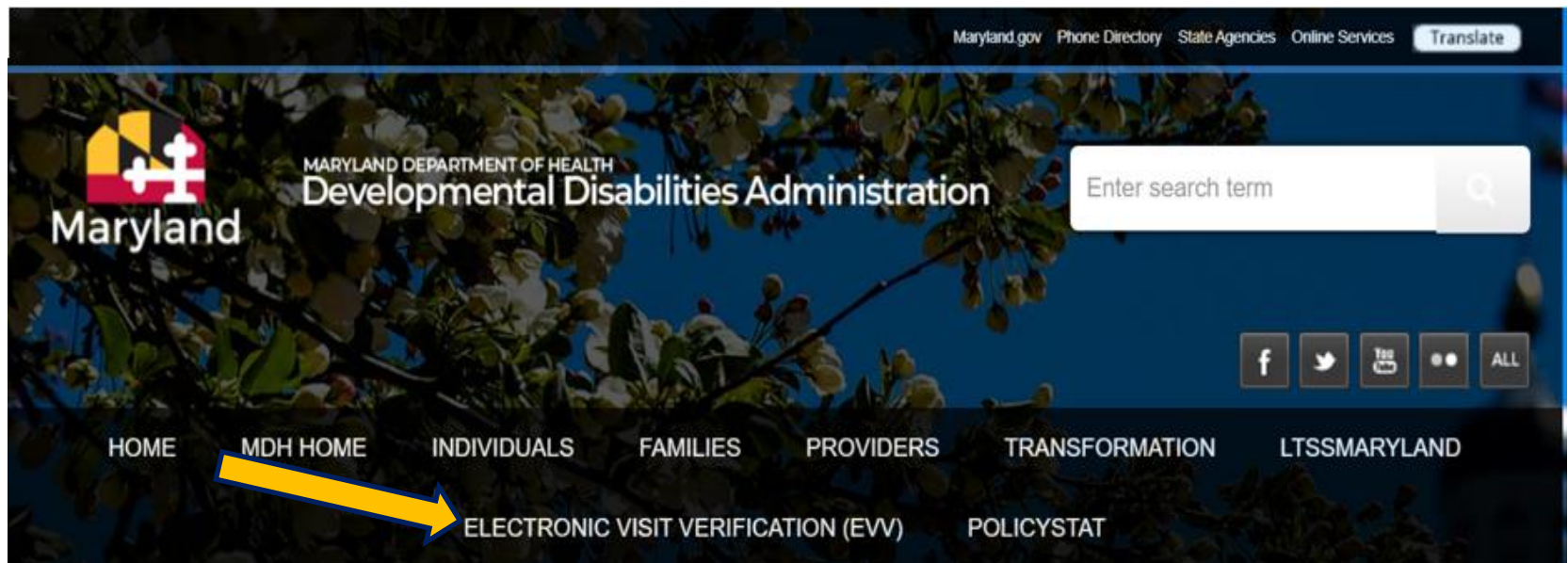
EVV Resources

Eligibility Specific

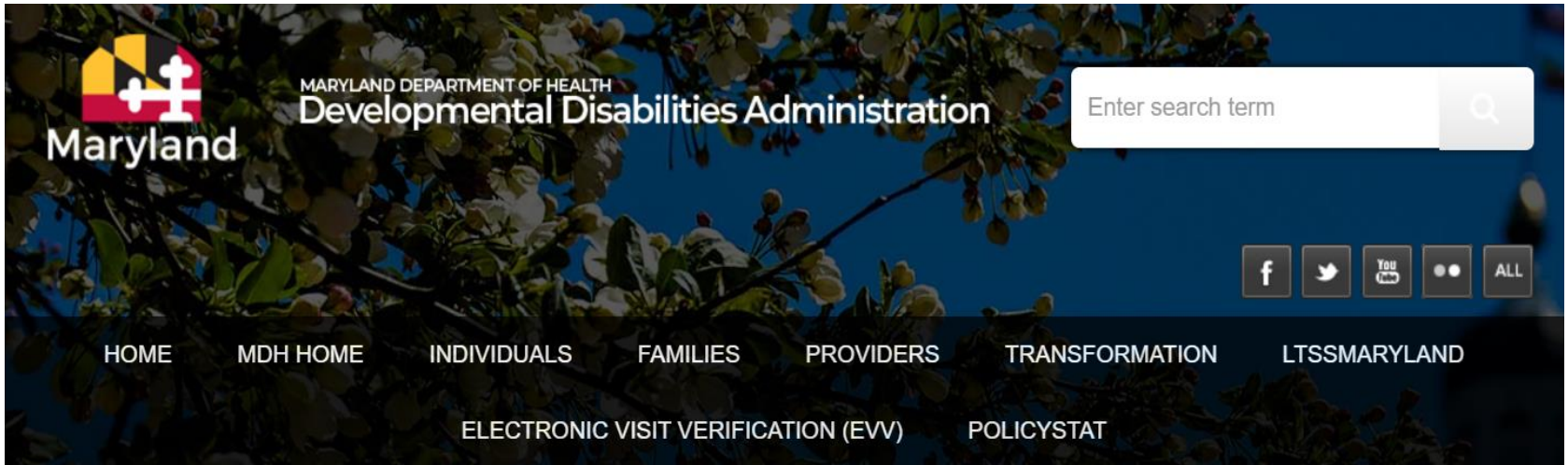
- **MD Developmental Disabilities Administration (DDA)**
<https://dda.health.maryland.gov/Pages/TY.aspx>
- **Electronic Visit Verification Page**
https://dda.health.maryland.gov/Pages/Electronic_Visit_Verification.aspx
[FAQ's EVV for Families of People Receiving Personal Supports](#)
[Electronic Visit Verification for Participants and Families](#)

DDA's HomePage

<https://dda.health.maryland.gov/Pages/home.aspxme>



DDA's EVV Webpage



Quick Links

- [› About DDA](#)
- [› Recommended Websites](#)
- [› Forms & Policies](#)

Services We Provide

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

Maryland.gov Phone Directory State Agencies Online Services Translate

 MARYLAND DEPARTMENT OF HEALTH
Developmental Disabilities Administration

Enter search term

f t   ALL

HOME MDH HOME INDIVIDUALS FAMILIES PROVIDERS TRANSFORMATION LTSSMARYLAND

ELECTRONIC VISIT VERIFICATION (EVV) POLICYSTAT


Quick Links

- > About DDA
- > Recommended Websites
- > Forms & Policies

Services We Provide

- > Behavior Supports
- > Coordination Of Community Services
- > Employment
- > Housing
- > Low Intensity Supports Services (LISS)
- > Nursing
- > Self-Directed Services
- > Training and Webinars

Welcome to the Maryland Developmental Disabilities Administration (DDA)



COVID-19 Information

Customer Service

Join our mailing list



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*