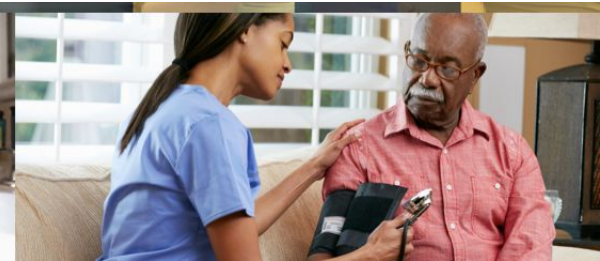




# **Developmental Disabilities Administration (DDA) Self-Directed Services Electronic Visit Verification (EVV) Lunch and Learn**

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**December 15, 2022**



# Agenda

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- Electronic Visit Verification (EVV) Definition and Benefits
- EVV Self-Direction Requirements
- The Financial Management and Counseling Services (FMCS) Role in EVV
- Service Modifications
- EVV Transition Period
- EVV Non-compliance and Corrective Actions
- Contact Information and Resources
- Questions

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# Definition and Benefits

# What is Electronic Visit Verification?

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- Electronic Visit Verification or EVV is the technology that electronically verifies that services are delivered
  - At the right time
  - In the right place
  - To the right person
- Under the Maryland Department of Health's DDA operated Medicaid Waivers, EVV is required for
  - Personal Support Services
  - Respite Care Services



# The Federal 21st Century Cures Act

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- The 21st Century Cures Act was signed into Federal Law in December 2016
- Requires that Maryland use EVV to verify
  - 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

# Benefits of EVV

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- Helps ensure the participant is receiving authorized services
- Makes employees' activities transparent and measurable
- Improves the quality of services
- Helps participants be good stewards of public funds
- Allows participants to view their service information online
- Makes submitting timesheets and reviewing them easier for employees and employers
- Provides records when employees start and stop working
- Reduces billing and payroll errors
- Helps prevent fraud

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# **Self Direction Requirements**

# EVV Requirements for Self-Direction

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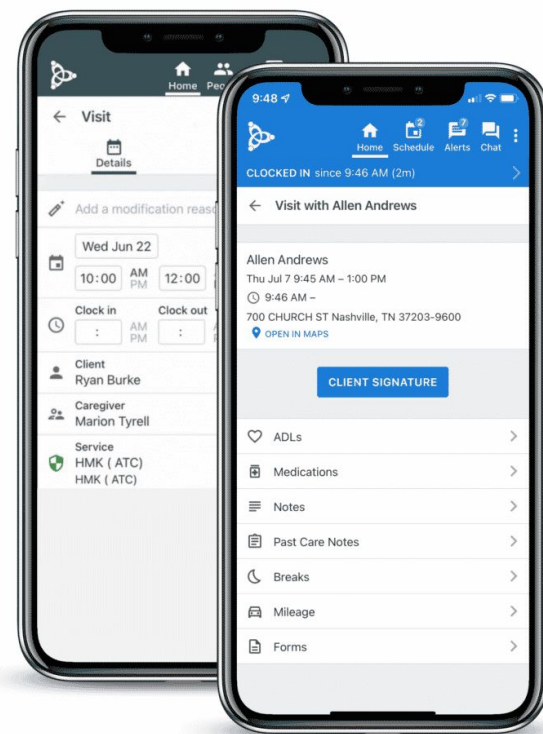
- On January 1, 2023, EVV is required for **Personal Supports** and **Respite Care services** for all DDA participants who self-direct
- All Direct Support Professionals (DSPs) who provide Personal Supports and/or Respite must use EVV, including
  - Family members hired as employees
  - Other hired employees
  - Vendors and providers





# Participant Responsibilities

- EVV is carried out using the EVV system of the Participant's chosen FMCS agency
  - Phone / tablet application
  - Telephonic
  - Other
- Participants, as the employer, must make sure that all Personal Support and Respite employees, vendors, and providers use the EVV system of their FMCS



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# **Financial Management and Counseling Services Role**

# FMCS Agency Support

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- Each FMCS agency has a different EVV system to support the participants they serve
- The FMCS will work with participants and their employees/vendors to ensure
  - All employers and DSPs have a way to log into the EVV system
  - All employers and DSPs know how to use the EVV system

# FMCS EVV Systems

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- MDH's FMCS Agencies
  - GT Independence
  - Public Partnerships LLC
  - The Arc Central Chesapeake Region
- Reach out to your FMCS if you have any questions about their EVV system

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# **Service Modifications**

# Service Modification

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- A “Service Modification” occurs any time a service needs to be manually entered, edited or voided in the FMCS billing system
- A modification can be submitted as a new service, as an edit to an existing service, or as an edit to a service with an associated claim
- If a DSP is unable to clock in or out of a shift, they or another team member may manually enter the time or edit it after the shift is over - this is called a *Missing Time Request (MTR)*

# Missing Time Requests (MTRs) [1 of 3]

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- A MTR modification can be submitted as a new service, as an edit to an existing service, or as an edit to a service with an associated claim
- All service modifications must reflect the EXACT date, time and reason for the modification
- If a DSP does not use the FMCS EVV system to clock-in or clock-out for their shift, they must submit a MTR by *manual entry*

# Missing Time Requests (MTRs) [2 of 3]

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- A MTR *manual entry* is when a DSP, the participant, or designated representative on the participant's behalf, edits the clock-in or clock-out time for a DSP after their shift has been completed
- Example of an MTR *manual entry*
  - A Personal Support DSP works from 8am - 4pm on Monday
  - The employee forgot to clock-in when they arrived at work, and clocked-in at 9am when they remembered
  - The employee clocks-out at 4pm (ending their shift)
  - The employee later edits the clock-in time to 8am, when the employee began working



# Missing Time Requests (MTRs) [3 of 3]

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- All MTRs must be reviewed by the FMCS
- MTRs should be completed within 30 days; late entries may result in delayed payment
  - Maryland requires that employees are paid every two weeks, or twice per month
  - All FMCS agency payroll calendars follow a pay calendar of every two weeks

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# Transition Period

# EVV Transition Period

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- From **January 1, 2023 - June 30, 2023**, participants will be in a transition period to learn the EVV systems of their FMCS agencies
- During this transition period, participants will still required to comply with all of the EVV requirements
- Corrective actions for non-compliance will not be assessed during the transition period
- FMCS agencies will be providing oversight of compliance and communication with self-directed participants to support learning. This include email and letters with recommended actions (web based training, in person training, etc.)

# Thinking Ahead - Employer Considerations

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- During the EVV Transition Period, participants may consider developing written policies for how they will support employees to use the EVV system
- *Examples of policies:*
  - Employees with three months of EVV compliance in a row receive a \$.25 raise
  - Employees with two months of EVV non-compliance in a row will go on unpaid leave for a week
  - Employees with three months of EVV non-compliance are immediately terminated

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# **Non-compliance and Corrective Actions**

# EVV Non-compliance (1 of 2)

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- MTRs for Personal Supports and Respite Care services that do not meet the EVV requirements are considered *non-compliant*
- The MDH allows each DSP **up to 6** unexcused MTR manual time edits/changes per month
  - Unexcused means the DSP did not clock in/out due to failure of the DSP / their agency or that the reason for the modification was researched and found unverifiable/inaccurate
  - Unexcused time edits/changes are counted for each missed time entry. For example:
    - Missed Clock-in = 1 MTR,
    - Missed Clock-Out = 1 MTR,
    - Missed Clock-in and Missed Clock-out = 2 MTRs

# EVV Non-compliance (2 of 2)

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- **An Occurrence of Non-compliance happens when a DSP has more than six (6) unexcused MTRs in one month**
- When any DSP has more than six (6) MTRs in a month, the participant with the support of their team, will need to take corrective action

# Personal Supports and Respite Only

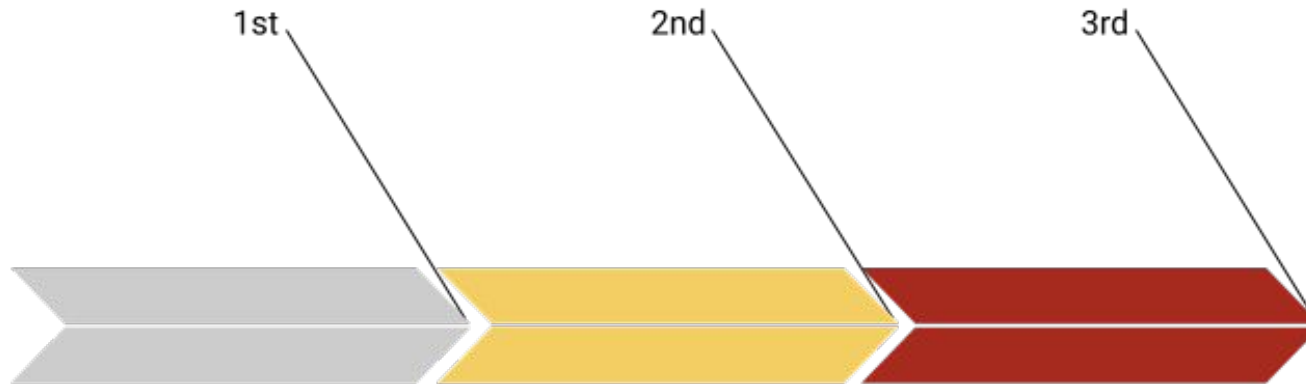
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- Occurrences of EVV non-compliance only occur when an a DSP manually enters their time while providing **Personal Supports or Respite Care Services**
- All other services may be manually entered without any negative consequences including
  - Community Development Services (CDS)
  - Employment Services - Ongoing Job Supports
  - Nursing Support Services
  - Support Broker Services
  - Paid Time Off and Training Hours



# Non-compliance and Corrective Action Timeline

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## First Occurrence

Email and non compliance letter

Web-based training required

## Second Occurrence

Email and non compliance letter

Call from FMCS

Online or in-person training required

## Third Occurrence

Email and non compliance letter

Plan of Correction Required

# First Occurrence - Noncompliance

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- Within 7 days of the 7th MTR for a DSP, the FMCS will
  - Send an email and a letter to the participant to alert of the occurrence and corrective action required
  - *Corrective action*: FMCS EVV web-based training for the participant and identified DSPs
- The FMCS will include the CCS, Support Broker, and Regional Office SDS Lead on the letter

# Second Occurrence - Noncompliance

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- Within seven 7 days of the 7th MTR for a DSP, the FMCS will
  - Call the participant to inform them of the 2nd non-compliance occurrence
  - Send an email and a letter to the participant to alert of the occurrence and corrective action required
  - *Corrective action*: Online or in-person EVV retraining for the participant and identified DSPs
- The FMCS will include the CCS, Support Broker, and Regional Office SDS Lead on the letter

# Third Occurrence - Noncompliance

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- Within 7 days of the 7th MTR for a DSP, the FMCS will
  - Alert the participant's CCS via email to notify them of the 3rd occurrence
  - Send an email and a letter to the participant to alert of the occurrence and corrective action required
  - *Corrective action:* Participant, with the support of their team, to develop a written Plan of Correction (POC)
- The FMCS will include the CCS, Support Broker, and Regional Office SDS Lead on the letter

# Third Occurrence - Plan of Correction (POC)

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- Within 7 days of receiving the 3rd Occurrence notice from the FMCS, the CCS will **call a team meeting** to develop the POC
- The POC must:
  - Be written by the participant, legal guardian, and any other team member the participant chooses
  - Include action steps, timelines, and monitoring plans to make sure DSPs are in compliance

# Writing the POC

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The POC must include:

- A list of all employees who have more than six (6) MTRs in any month, leading to the notice of non-compliance
- A plan for training employees who have more than six (6) MTRs in the previous month
- Personnel actions (as applicable) for employees

# Considering Personnel Actions

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Participants, as the employer of record, could consider personnel actions such as:

- Giving raises to employees who demonstrate improvement with using the EVV system well
- Putting employees who are not using the EVV system well on unpaid leave
- Terminating employees who are not consistent about using the EVV system

# EVV Exceptions

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- MDH will make exceptions based on extenuating circumstances
- MDH will support cultural and religious exceptions regarding the use of technology
  - The employer should alert the FMCS of the specific cultural/religious exception (Example: Saturdays from sun up to sun down, the use of technology is prohibited for me.)
  - The MTRs submitted should note the exception



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# Contact Information and Other Resources

# GT Independence Contact Information

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- Customer Service Line: 1-877-659-4500
- Customer Service Email:  
[customerservice@gtindependence.com](mailto:customerservice@gtindependence.com)
- Jennifer Drganc, Director of Relationships:  
[jdrganc@gtindependence.com](mailto:jdrganc@gtindependence.com), 651-247-7107
- Kirsten Capeless, Director of Business Development:  
[KCapeless@gtindependence.com](mailto:KCapeless@gtindependence.com), 207-465-6488
- [GT Independence - Website](#)

# The Arc Central Chesapeake Region Contact Information

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- Customer Service Line: 1-866-252-6871
- Customer Service Email: [FMSParticipants@thearcccr.org](mailto:FMSParticipants@thearcccr.org)
- Karen Bradbury, Director of Outreach:  
[kbradbury@thearcccr.org](mailto:kbradbury@thearcccr.org), 443-924-4477
- Leigh McHargue, Employee-Employer Relations Manager:  
[lmchargue@thearcccr.org](mailto:lmchargue@thearcccr.org), 410-384-4406
- [The Arc Central Chesapeake Region - Website](#)

# Public Partnerships Contact Information

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- Customer Service Line: 833-660-2509
- Customer Service Email: [PPLMDDDA-CS@pcgus.com](mailto:PPLMDDDA-CS@pcgus.com)
- Chantielle Tally, [ctally@pcgus.com](mailto:ctally@pcgus.com), 770-799-6885
- Kimberly Jackson, Director of Client Success, [kismith@pcgus.com](mailto:kismith@pcgus.com), 609-385-0932
- [Public Partnerships LLC \(PPL\) - Website](#)

# DDA Contact Information

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- Kristi Culbreth, DDA Statewide Coordinator of Self-Directed Services - [kristina.culbreth@maryland.gov](mailto:kristina.culbreth@maryland.gov)
- Jonna Krabill, Eastern Shore Regional Office SDS Lead - [jonna.krabill@maryland.gov](mailto:jonna.krabill@maryland.gov)
- Ola Otuyelu, Central Regional Office SDS Lead - [olasubomi.otuyelu@maryland.gov](mailto:olasubomi.otuyelu@maryland.gov)
- Tia Henry, Southern Regional Office SDS Lead - [tia.henry2@maryland.gov](mailto:tia.henry2@maryland.gov)
- Cara Buckman, Western Regional Office SDS Lead - [cara.buckman@maryland.gov](mailto:cara.buckman@maryland.gov)

# DDA Guidance

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- [DDA FMCS Webpage](#)
- [Guidance for Electronic Visit Verification for Self-Directed Services](#)

# Questions

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