

# AHCCCS E.V.V.

## ELECTRONIC VISIT VERIFICATION Frequently Asked Questions (FAQ) Installment 1 | September 2019

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Additional information on EVV can be found on the AHCCCS website at [www.azahcccs.gov/evv](http://www.azahcccs.gov/evv) under the “Information for Members and Family Members” and “Information for Providers and MCOs” tabs.

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## General Questions

### *What providers and services will require EVV?*

The list of providers and services that will be mandated to use EVV is found on our website, at <http://www.azahcccs.gov/EVV> under the “Information for Providers and MCOs” tab. AHCCCS is currently evaluating whether or not Board Certified Behavior Analyst (BCBA) services are subject to EVV. More information on that decision and compliance timeline will be forthcoming.

### *Why is AHCCCS implementing an EVV system?*

Congress passed a federal law in December 2016 requiring State Medicaid programs to implement an EVV system for personal care and home health services. The law is commonly referred to as the 21st Century Cures Act. The provisions of the Cures Act that address EVV can be found at section 12006 of the H.R. 34 (114th Congress) (2015-2016).

### *What are AHCCCS' objectives for EVV?*

AHCCCS is using EVV to help ensure, track and monitor timely service delivery and access to care for members. This means AHCCCS wants to use EVV to make sure that members get the services that they need when they need them. More specific goals for members and providers can be found on the EVV website at [www.azahcccs.gov/evv](http://www.azahcccs.gov/evv).

### *What are some other benefits of an EVV system?*

In addition to measuring access to care for members, the EVV system captures individual worker's activity (i.e., check-in, check-out and service performed), which reduces the likelihood for error or fraud. It increases efficiency because reporting is automated and claims submission is cleaner. Lastly, EVV helps to reduce provider administrative burden associated with scheduling and hard copy timesheet processing.

### *How can I ensure that I receive all the information I need about the AHCCCS EVV program?*

Please sign up for AHCCCS' constant contact email distribution list on our website at [www.azahcccs.gov/EVV](http://www.azahcccs.gov/EVV) under the "Stay Informed" tab.

### *Does EVV mean less service hours?*

EVV has no bearing on what services people get or how much of a service they get. EVV captures service delivery data such as the type of service performed, member receiving the service, Direct Care Worker (DCW) providing the service, the date and time of the service and the location of service delivery. This will help AHCCCS ensure that members are getting the care they need when they need it.

### *Who is paying for the EVV system?*

AHCCCS will provide funding for the development and initial implementation of the statewide EVV system and additional funding options are currently being explored to compensate for ongoing vendor maintenance costs (e.g. devices and transaction fees) of the statewide EVV vendor for Medicaid members receiving services subject to EVV. Funding considerations include financial constraints, administrative and programmatic costs and provider assurances of cost neutrality.

### *Can I use EVV for my other services/programs?*

AHCCCS will pay for the EVV system for members in the Medicaid program receiving Medicaid covered services. Providers have the option to independently contract with Sandata Technologies to use EVV for other services/programs.

### *Will EVV be required for the DDD service code HID?*

EVV is required for DDD Individually Designed Living Arrangement settings that do not utilize a service matrix to establish total support hours needed for members living in a shared apartment or home and the provider bills hourly Habilitation (HAI).

EVV is not required for DDD Individually Designed Living Arrangement settings that do utilize a service matrix which establishes total support hours needed for members living in a shared apartment or home and the provider bills a daily rate for Habilitation (HID).

### *When will Home Health providers be expected to implement EVV?*

AHCCCS has chosen to implement EVV for both personal care and home health services on a simultaneous timeline in response to stakeholder engagement. Please refer to the question and answer immediately below.

### *Must providers comply with the January 2020 and 2023 timelines for personal care and home health services respectively?*

The timeline in the federal regulation is the timeline for AHCCCS to comply without incurring penalties. AHCCCS sets the compliance timeline for providers. At this time, AHCCCS expects our timeline to be extended through the first half of 2020. Before November 30<sup>th</sup>, AHCCCS will be submitting a request and justification to the Centers for Medicare and Medicaid Services (CMS) to extend the timeline for compliance. A copy of the request will be posted to the AHCCCS website.

## **EVV System Questions**

### *CMS released guidance in August 2019 and gave states the flexibility to consider whether or not to require EVV for circumstances under which the member and caregiver live together in the same household. What does AHCCCS plan to do?*

AHCCCS will still require EVV for live in caregivers, to ensure the system helps to track and monitor timely service delivery and access to care for all members. That said, AHCCCS is currently working with Sandata to create a system that is designed to have flexible options to support members and their families with how they manage their care including scheduling and monitoring service hours.

### *How do members and families verify service delivery through EVV?*

Members and families will have the option to choose which device is used to verify that they have received a service based upon such factors as personal preference, connectivity to technology, etc. If using the Sandata system, verification can be completed from the Direct Care Worker's (DCW) smartphone at the end of the visit, telephonically via the member's or DCW's phone, or through a fixed device furnished by the state located in the member's home.

### *Does EVV restrict member's activities in the community? Do members have to be in their home for the EVV device to capture their location?*

The EVV device captures certain elements as required by the Cures Act, including the location when a provider starts and ends a visit. That verified location is not required to be in the member's home and can occur anywhere in the community.

### *Does the EVV system track people receiving services?*

The EVV device is not a tracking device and does not track an individual's movements. Rather, the EVV device captures certain elements that are required by the Cures Act, including the location when the provider starts and ends a visit. AHCCCS understands members and DCWs do not want their location to be tracked, and therefore, want to reiterate that the device is not tracking individuals, families, and/or their movements, but simply capturing where a provider starts and ends the visit in order to comply with the Cures Act. When making decisions about device options, members and families can consider how the device will verify location of service delivery.

### *Will EVV eliminate paper timesheets?*

For the most part, EVV will eliminate timesheets. AHCCCS will be establishing criteria for limited exceptions to the EVV system requirements when technological infrastructure is limited, unreliable or nonexistent. In addition, when allowable, the use of paper timesheets will be required to be used in combination with a fixed device to generate a code with a time and date stamp to verify the beginning and end of service delivery.

## **Provider Expectation Questions**

### *I already use an EVV system; do I have to use the Sandata EVV system?*

AHCCCS is employing the system as an Open Vendor Model with one statewide EVV contractor, Sandata. Providers will be able to continue to use existing EVV systems or choose an alternate EVV vendor that has been approved by AHCCCS to meet general and Arizona specific requirements for EVV. Providers using an alternate EVV Vendor will incur any and all related costs, including costs related to system requirements necessary to transmit data to the Sandata data aggregator.

### *Will Sandata demo their EVV product in Arizona?*

Sandata will provide a webinar demonstration of their EVV software. The webinar will be recorded and posted to AHCCCS' website. Please sign up for AHCCCS' constant contact email to stay informed of the webinar dates, **how to register for the webinar, how to submit questions** and the recording availability at [www.azahcccs.gov/evv](http://www.azahcccs.gov/evv) under the "Stay Informed" tab.

### *If my alternate EVV vendor already went through the Sandata certification process in another state, do I need to complete the certification again?*

Yes. Even though a provider has an approved interface from an alternate EVV vendor to the Sandata data aggregator in another state, it does not guarantee it will satisfy to meet Arizona specific requirements. The provider must complete the testing process to ensure the interface works with the alternate EVV System and to meet both general and unique compliance standards in Arizona.

### *Can providers use a Hybrid model of systems? For example, use one EVV system for some populations served, and use Sandata for other populations?*

No. The provider will need to use one EVV system for all populations pertaining to their Medicaid line of business.

*What if I have additional questions about EVV?*

If you have additional questions you would like to see answered in a forthcoming FAQ, please direct your questions to [EVV@azahcccs.gov](mailto:EVV@azahcccs.gov).