Electronic Visit Verification (EVV) Phase I

Self-Directed Model for In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS)

RECAP

California Department of Social Services
Adult Programs Division
November 5, 2018
Self-Directed Model for IHSS and WPCS Overview

1. Federal EVV Requirement
2. Self-Directed EVV Model Defined
3. Stakeholder Engagement
4. Guiding Principles
5. Proposed Solution for the Self-Directed Model for IHSS and WPCS
6. EVV Prototype Development Timeline
Federal EVV Requirement

» EVV is an electronic-based system that collects information through a secure website, a mobile application ("app"), or telephone.

» EVV collects service information including hours, location, type, and start and end times of services.

» Federal law, Subsection I of Section 1903 of the Social Security Act (42 U.S.C. 1396b), requires all states implement EVV for Medicaid-funded personal care services by January 2020 and home health care services by January 2023.

» California plans to implement EVV over the course of the next two or so years.
Self-Directed Model for IHSS and WPCS

» IHSS and WPCS are known as “self-directed” or “consumer-directed” services. Individual providers are hired, fired, scheduled, trained and directed by the recipient.

» The EVV solution for the “self-directed” model for the IHSS & WPCS programs is now referred to as **Phase I**.

  > Phase II, led by the California Department of Health Care Services, is focused on an EVV solution for agency personal care services and both self-directed and agency home health services.
Self-Directed Model for IHSS and WPCS Stakeholder Engagement

» Four statewide EVV stakeholder meetings to-date, with 200-250 participants in person or by phone.

» State participation in numerous stakeholder-organized forums, meetings and small group listening sessions.

» Centralized information about EVV on the CDSS EVV website, including direct EVV email and postal addresses to facilitate communications.
Self-Directed Model for IHSS and WPCS Guiding Principles

1. California’s approach to EVV will be consistent with federal law.
2. EVV will be developed through a collaborative stakeholder process.
3. EVV will be developed in a manner that respects recipients and providers, does not alter their Olmstead protections and is minimally burdensome.
4. EVV will not change the number of service hours, nor how or where services are delivered.
5. Use of geo-tracking or global positioning system capabilities (GPS) will **not** be required.

6. Existing electronic and telephonic timesheet systems will be leveraged for EVV.

7. Providers, recipients and other stakeholders will be trained on the use of the EVV system.
Proposed Solution for Phase I: Self-Directed Model for IHSS & WPCS

» Leverage and enhance the existing Electronic Timesheet System (ETS) and Telephone Timesheet System (TTS) using current IT system vendors.

» Offer multiple options for EVV: online web portal, telephone (landline or mobile) and a mobile phone application at some time in the future.

At some point, EVV will FULLY replace the current paper timesheet for IHSS and WPCS providers.
Proposed Solution for Phase I: Self-Directed Model for IHSS & WPCS

» New Data Requirements

> **Service Type:** No tracking of service type needed since IHSS and WPCS only provide personal care services

> **Location:** Add drop down menu to ETS with the option to select: Home, Community or Both

> **Start/End:** Add fields to enter time work begins and ends; then provider would manually enter total time worked, e.g. 3 hours 15 minutes
## Prototype Development Timeline

<table>
<thead>
<tr>
<th>Timeline</th>
<th>EVV Web Portal</th>
<th>Telephone Timesheet System</th>
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<tbody>
<tr>
<td><strong>August–October 2018</strong></td>
<td>Develop workable EVV web portal prototype.</td>
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<tr>
<td><strong>Initial Development</strong></td>
<td></td>
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<tr>
<td><strong>November 2018</strong></td>
<td>Conduct demonstrations of prototype for stakeholder input.</td>
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<tr>
<td><strong>Stakeholder Demonstrations</strong></td>
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<tr>
<td><strong>Round 1 for EVV Web Portal</strong></td>
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<tr>
<td><strong>December 2018 – February 2019</strong></td>
<td>Modify prototype based on feedback.</td>
<td>Begin development of basic scripts.</td>
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<tr>
<td><strong>Prototype Revisions</strong></td>
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<tr>
<td><strong>March–April 2019</strong></td>
<td>Conduct demonstrations of prototype for stakeholder input.</td>
<td>Conduct stakeholder meetings to solicit feedback on scripts.</td>
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<tr>
<td><strong>Stakeholder Demonstrations</strong></td>
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<tr>
<td><strong>Round 2 for EVV Web Portal</strong></td>
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<tr>
<td><strong>Round 1 for Telephone Timesheet System</strong></td>
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<tr>
<td><strong>May–June 2019</strong></td>
<td>Modify prototype based on feedback.</td>
<td>Modify scripts based on feedback.</td>
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<tr>
<td><strong>Prototype Revisions</strong></td>
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Additional Information

» For additional Information and future updates about the Phase I Self-Directed Model for IHSS and WPCS, please visit the **CDSS EVV Webpage:**

http://www.cdss.ca.gov/inforeresources/IHSS/EVV

» For information about the Electronic Services Portal and how to register, please visit the **CDSS Electronic Services Portal Webpage:**

http://www.cdss.ca.gov/inforeresources/IHSS-Providers/Resources/electronic-services