Electronic Visit Verification (EVV)

California’s Proposed Approach to the Federal EVV Mandate

California Department of Social Services
Adult Programs Division

April 19, 2018
3rd EVV Stakeholder Meeting
Overview

1. Stakeholder Input on EVV Implementation
2. Proposed Conceptual Framework for EVV
3. Proposed Approach/Next Steps
Stakeholder Input on Implementation of EVV in California
Keep It Simple.

Data entry must be VERY simple (non-high-school-graduate level); the platform should do the calculations (not the provider or consumer) for allowable remaining overtime hours, travel time, and authorized hours per each consumer/provider in real time.

There should no begin/end times for individual tasks.

Broad categories could be checked off such as “Personal care within the “home”, “personal care outside the home” or “both.”
Stakeholder Input on Implementation of EVV

» Minimize the difficulty for services provided outside the home.

» Allow for an easy and timely correction process.

» No tracking by GPS or any other means.

» Establish minimal check in/check out procedures.

» For those that are not able to or simply choose the Paper Timesheet option, a monthly/bimonthly telephone call should suffice.
Stakeholder Input on Implementation of EVV

» Develop EVV in house; do not rely on an external vendor.

» Leverage and Integrate EVV with the Electronic Timesheet System.
  > It would take minimal adjustments, to have the provider log in, once during in pay period, and next to the daily entry of hours worked, they add two more boxes, one for start time and end time of hours for that day. This would be a great option for live in providers, who already provide 24/7.

» Ensure that testing of the system is done with real providers and recipients before going live, including future updates.
Stakeholder Input on Implementation of EVV

» Provider scheduling MUST be flexible.

» Recipients must have access to information entered from all/any of their providers, in real time. This is necessary in order to schedule effectively. It is particularly important for self-directing recipients with multiple providers.

» Any notification that goes to the provider or recipient from the EVV needs to go to both. The recipient is the employer.
Proposed Conceptual Framework for EVV in California
Proposed Conceptual Framework for EVV in CA

» California intends to comply with the federal law in a manner that respects recipients and providers, does not alter their Olmstead protections, and minimizes state costs relative to federal penalties.

» California will request a good faith effort extension of time.

» California will work with stakeholders and CMS to identify a realistic implementation timeline that will allow for full stakeholder engagement and development of the least burdensome EVV approach for recipients and providers.

» California’s approach to EVV will be consistent with federal law.
Proposed Conceptual Framework for EVV in CA

» Leverage and build on the current system
  ⟷ Enhance the existing Electronic Timesheet System (ETS)
  ⟷ Enhance the current Telephonic System
  ⟷ Can be accomplished with current vendors
  ⟷ Will minimize development and implementation costs

» Offer multiple options for EVV: an online web portal, a telephone (landline or mobile), and mobile phone application. Develop both an Individual Provider and Agency Provider Model based on program operational functionality.

» 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
Proposed Conceptual Framework for EVV in CA

» GPS will not be required.

» Real time data entry will not be required.
   > Provider can choose when to enter, i.e., daily, weekly, or pay period.
   > Recipient would review and approve after each pay period. Difference, instead of paper, approval would be by phone, app or online.

» No additional documentation for timesheets will be needed. The system will automatically generate paychecks from the EVV information, once approved by the recipient at the end of each pay period.
Proposed Approach/Next Steps

» Schedule meetings to collect input on EVV/ETS Portal enhancements, e.g.,
  • Prompts alerting providers if they are close to exceeding their authorized hours, travel time or overtime hours
  • Functionality to support advance pay recipients
  • Ability to see review timesheet history from ETS Portal
  • Ability to print timesheets
  • Add functionality to telephonic system such as more time to input information for visually impaired recipients

» Develop prototype

» Convene provider/recipient focus group to test prototype and provide feedback

» Demonstrate prototype to legislative, labor and county staff, etc. and collect feedback

» Pilot prototype

» Develop phased rollout plan and timeline
Additional Information & Questions

» For additional Information and future updates, please visit the CDSS EVV Webpage: http://www.cdss.ca.gov/inforesources/IHSS/EVV

» If you would like to be added to the State’s EVV Stakeholder Distribution List or submit EVV-related questions, please send an email to EVV@dss.ca.gov.