Phase I EVV Stakeholder Meeting
April 5, 2019

HOW TO LISTEN TO THE WEBINAR

Please double-check to ensure you are using the correct conference line number below.

Call the conference line: 1.800.230.1059

Tell the operator you are calling into the EVV Stakeholder Meeting.
In-Home Supportive Services (IHSS)

Electronic Visit Verification (EVV) Implementation Proposal

April 5, 2019
Agenda

• EVV Background
• Rollout Concept
• Pilot Proposal
• CDSS Support Activities
• Preparing for EVV
• EVV Information
Electronic Visit Verification (EVV) is a federal mandate that requires all states to implement EVV for Medicaid-funded personal care services by January 2020. California is meeting the federal mandate by:

• Implementing an easy to use, electronic-based system that collects service delivery information including hours, location, and start/stop times of service, through a secure website or a telephone (land-based or mobile) or a mobile application (“app”).

• EVV will eventually replace the current paper timesheet process for IHSS and WPCS providers. Recipients will be able to approve timesheets either online or by telephone.
EVV Background (continued)

• EVV is being developed through a collaborative stakeholder process

• EVV is being developed in a manner that respects recipients and providers, does not alter their Olmstead protections and is minimally burdensome

• EVV will not change the number of service hours or how they are delivered
EVV Background (cont.)

• CDSS is leveraging and enhancing the existing Electronic Services Portal (ESP) and Telephone Timesheet System (TTS)

• Recipients and providers DO NOT have to use the same system, so they can use either ESP or TTS

• Multiple options to access the EVV system through online ESP that can be used on any devices with internet access (computers, tablets, smart phone) or via telephone (landline or mobile)
Rollout Concept

EVV implementation will be modeled after the one used for electronic timesheets. The rollout concept includes:

• Roll-out of EVV over an 18-month period with a pilot between July and December 2019.

• Statewide rollout is scheduled to begin in January 2020 and end in December 2020.

• After pilot, the state is proposing to divide counties into 6 multi-county waves. Each wave will be a two-month roll-out, with recipients and providers currently using electronic timesheets going live in Month 1, and the remaining population going live in Month 2. Month 2 would include any recipients/providers selecting the EVV telephonic option.
Pre-Go-Live Activities

• 2-months prior to go-live:
  • Recipients and providers will be notified EVV implementation is approaching
  • CDSS will begin to train county staff and coordinate the scheduling of in-person trainings for recipients and providers at county locations.

• 1-month prior to go-live:
  • Recipients and providers will receive another mailing depending on how they are currently submitting their timesheets:
    • Those who already use the ESP or TTS will be informed that they will now have to enter three additional EVV data fields
    • Recipients and providers utilizing paper timesheets will be informed that they need to enroll in ESP or TTS, with instructions on how to do both.
  • Continued in-person and web-based trainings for recipients and providers
Go-Live

• Month 1 of go-live:
  • All recipients and providers currently using the ESP and TTS will begin to submit and approve timesheets that include the new EVV data fields
  • Recipients and providers using paper timesheets will need to register for either ESP or TTS
• Month 2 of go-live:
  • All recipients and providers will need to electronically submit and approve timesheets with the new EVV data elements
  • Counties will continue to assist and encourage recipients and providers with registering
Pilot Proposal

CDSS is proposing to pilot EVV in Los Angeles County beginning in July 2019. Some of the benefits of this approach include:

• Allows the focus to be on one county and gives more flexibility during the pilot period.
• Considering a 6-month pilot period allows for issues to be identified and corrected without affecting a large number of counties.
• Los Angeles has a diverse population, most implementation challenges can be identified and addressed before the statewide implementation begins.
• Approximately 40% of the population of IHSS recipients and providers will be using EVV once pilot is complete.
CDSS Support Activities

• Development of training and outreach materials, as well as online resources including webcasts, that will be translated into the threshold languages – Spanish, Armenian and Chinese
• Mass mailings to recipients and providers
• In-person training for recipients and providers in the counties
• Online resources including webcast trainings that are available multiple times during the week
• Increased Help Desk staffing available to assist recipients and providers
Preparing for EVV

CDSS continues outreach to counties and stakeholders and provide support in preparation of the EVV implementation by:

• Scheduling online ESP trainings and conducting webinars in English and Spanish
• Sending mailers and timesheet stuffers to recipients and providers encouraging them to enroll in ESP
• Developing and providing trainings and applicable support materials for county use
• Encouraging early enrollment to allow recipients and providers the opportunity for added support from CDSS
EVV Additional Information

For additional information and future updates, please visit the CDSS EVV Webpage: [http://www.cdss.ca.gov/inforesources/IHSS/EVV](http://www.cdss.ca.gov/inforesources/IHSS/EVV).

To be added to the State’s EVV Distribution List or submit EVV-related questions: [EVV@dss.ca.gov](mailto:EVV@dss.ca.gov).