Federal Electronic Visit Verification (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 service.
- 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, meaning 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.

Stakeholder Engagement

- Over the past year, California has carefully considered feedback from stakeholders, best practices and the State’s capacity to implement EVV for over 1 million IHSS and WPCS recipients and providers in a consumer-directed environment.
- To date, the state has convened four statewide stakeholder meetings that included recipients, providers and representatives from advocacy groups, labor unions, counties, the Legislature, and the Administration.
  - October 2017 and March, April and July 2018 between 200-250 individuals participated at each meeting, either in person or by phone.
The State routinely participates in numerous stakeholder-organized forums, meetings and small group listening sessions.

Information about EVV is centralized on the CDSS [EVV webpage](http://www.cdss.ca.gov/inforesources/IHSS/EVV).

**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**

- Leverage and enhance the existing Electronic Timesheet System (ETS) and Telephone Timesheet System (TTS) using current IHSS IT system vendors.
- Offer multiple options for EVV: online web portal, telephone (landline or mobile) and a mobile phone application in the future.
  - At some point, EVV will fully replace the current paper timesheet for IHSS and WPCS providers.
- New EVV data requirements not currently captured in ETS are start and end times and location.
- For information about the Electronic Services Portal (ESP) and how to register, please visit the CDSS [ESP webpage](http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/electronic-services):
Prototype Development Timeline

EVV web portal and telephonic systems will be developed on separate but parallel tracks.

<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>&lt;br&gt;Initial Development</td>
<td>Develop workable EVV web portal prototype.</td>
<td></td>
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<tr>
<td><strong>November 2018</strong>&lt;br&gt;Stakeholder Demonstrations&lt;br&gt;Round 1 for EVV Web Portal</td>
<td>Conduct demonstrations of prototype for stakeholder input.</td>
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<tr>
<td><strong>December 2018 – February 2019</strong>&lt;br&gt;Prototype Revisions</td>
<td>Modify prototype based on feedback.</td>
<td>Begin development of basic script.</td>
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<tr>
<td><strong>March–April 2019</strong>&lt;br&gt;Stakeholder Demonstrations&lt;br&gt;-Round 2 for EVV Web Portal&lt;br&gt;-Round 1 for Telephone Timesheet System</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>May–June 2019</strong>&lt;br&gt;Prototype Revisions</td>
<td>Modify prototype based on feedback.</td>
<td>Modify scripts based on feedback.</td>
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