

Brian Sandoval  
Governor



Marta Jensen  
Administrator  
Division of Health Care Financing and Policy

## Personal Care Services

# Electronic Visit Verification & PCA Enrollment Requirement

Public Workshop  
March 20, 2018

Division of Health Care Financing and Policy  
Long Term Services and Supports Unit



# HR 34, 21<sup>st</sup> Century Cures Act

- December 13, 2016 – Congress passed the 21<sup>st</sup> Century Cures Act, HR 34
  - Requires the use of Electronic Visit Verification (EVV) systems for Medicaid-funded personal care services (PCS)
    - Implement use of EVV for PCS by January 1, 2019
    - Required for PCS provided under State Plan or waiver authority, including 1915(c) waivers



# Providers/Recipients Affected:

- PT30 – Personal Care Services Agency providers
- PT83 – Intermediary Service Organization (ISO) providers of self-directed services
- PT48, Frail Elderly Waiver, and PT58, Physically Disabled Waiver, Providers = licensed PCS providers
  - attendant care, homemaker, chore, and respite services



# What is EVV?

EVV is a system that electronically verifies the provision of care.

- allows for increased PCS program oversight
- automates the documentation of services received and reduces administrative burden associated with manual time sheets



# System Requirements

- By law the system must verify:
  - Type of service provided
  - Individual receiving the service
  - Individual delivering the service
  - Date of the service
  - Location of the service
  - Time the service begins
  - Time the service ends



# How are services verified?

## OPTIONS:

- Recipient's home landline telephone
- Smart phones
- Biometric recognition systems
- Fixed Visit Verification Device – an electronic random numbers device in the recipient's home.



# Provider EVV Benefits

- Scheduling tool at no cost to provider (if State Operated option is chosen)
- Elimination of paper time sheets
- Technology to improve business processes
- (Possible) Automatic receipt of client and care plan data in EVV system
- Alerts to provider when care plan changes
- Simple and automated claim submission
- Reduced risk of failed audits/recoupments due to more accurate billings
- View and manage visits in real time
- Detailed reporting



# Recipient EVV Benefits

- Opportunity to eliminate time sheets
- Assurance that services will not be disrupted
- Captures Check in and Check out – GPS configuration
- Captures Visit Tasks
- Improves Continuity of Care





# Two EVV System Options

- State Operated System

OR

- Provider Agency Operated System



# State Operated System

## **Factors to consider:**

- What options are available?
- Funding for the system?



# Provider Agency Operated System

## **Factors to consider:**

- How will the system be paid for?
- Can any system of the provider's choice be used?
- What system requirements will need to be met?
- How does each provider's unique system tie into Medicaid's system?



# To be compliant states must:

- Consult with PCS provider agencies to ensure:
  - System is minimally burdensome
  - System takes into account best practices and existing EVV systems in the state
  - System is conducted according to HIPAA privacy and security law
- Implement a process to seek input from recipients, family caregivers, individual agency caregivers and any other stakeholders
- Ensure opportunities for training are available to all caregivers on use of EVV system



# Guidance

- HR 34 states that the Secretary of Health and Human Services will collect and issue best practices no later than January 1, 2018:
  - Training individuals who furnish PCS on EVV system, including operation and prevention of fraud
  - Notice and educational materials to family caregivers and recipients, including use of system and preventing fraud



## In conjunction with EVV....

Servicing Provider ID for all individual personal care

attendants (PCAs)

- Require that all PCAs enroll as a provider with Nevada Medicaid
  - Obtain a unique ID = NPI
- SFY 2016, approximately 9,000 recipients
  - Unknown number of PCAs – estimate 7,000?
  - Survey in process



# Input/Questions

