



# Electronic Visit Verification (EVV)

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The New York State Association of Health Care Providers, Inc. (HCP) is a trade association representing licensed home care services agencies, certified home health agencies, health related organizations and organizations that support the home care industry. Through advocacy, information and education, HCP influences the future of the home care industry, leads the industry in adapting, evolving and thriving in a changing health care environment, and sets the industry standards for quality, cost-effective client care. Alyssa ensures the legislative and regulatory agendas are heard throughout NY state.

## **Q: What is EVV?**

**A:** EVV is Electronic Visit Verification. This is a provision within the federal 21st Century Cures Act, which was signed by President Obama. The Act sought to bring innovation and quality assurance to patient care, including having states implement an EVV system for Personal Care Services (PCS) by Jan. 1, 2019 and for Home Health Care Services by January 1, 2023. EVV is a form of technology that tracks the beginning and end of a nurse's and home health aide's visit to the consumer's residence. He or she will use a mobile app or landline system to record details of the visit. Information specifically tracked is the consumer; date and location; who the caretaker is; and the time of the visit and when it concludes.

## **Q: What problem(s) does EVV solve?**

**A:** It's expected that this will reduce fraud and abuse, and assist with billing, compliance and quality assurance. It will also assist providers with consumer records and work schedules.

## **Q: Who does it apply to?**

**A:** This will apply to all Medicaid-reimbursed home care providers, nationwide. The consumer is a Medicaid recipient.

## **Q: What is the deadline for me to implement an EVV solution?**

**A:** The deadline to implement EVV is Jan. 1, 2019 for Personal Care Services and Jan. 1, 2023 for Home Health Care Services.

### Q: What is a verifying organization?

**A:** A VO by law is an entity which uses electronic means including telephone verification or electronic data to confirm whether a service or item was provided to the Medicaid recipient. A VO must ensure that EVV is active and data is collected and stored in a location which can be accessed by DOH, the OMIG and the appropriate subcontractor. The VO may also submit claims on behalf of a provider.

### Q: What are the various types of EVV Models out there?

**A:** *Provider Choice Model:* The state requires the provider community to select, implement and pay for the EVV vendor they choose.

*MCO Choice Model:* The state requires the MCOs to select, implement and pay for the EVV they choose.

*State Choice Model:* The state Medicaid program contracts with a single EVV vendor and mandates that all Providers use that vendor's EVV system. The State would directly oversee – this could be burdensome for NYS.

*Open Vendor Model:* The Open Vendor allows the State to select the EVV vendor, and allows providers to use that vendor at no-cost, or continue using their current EVV vendor.

### Q: What model has NY adopted?

**A:** At this time, NY is an open model and adopted for Provider Choice in which the state requires the provider community to select, implement and pay for the EVV they choose. All costs are to the provider directly.

### Q: Can a Provider implement their own system?

**A:** Yes, a provider may implement their own or choose the vendor appropriate for their business model.

### Q: Can I access the data collected from the VO?

**A:** DOH, the OMIG and their subcontractors may access this information.

### Q: Where can a LHCSA access more EVV information?

**A:** The Centers for Medicare and Medicaid Service website is a great resource. CMS is expected to release guidance providing training and educational materials related to best practices to States by this month.