

FOCUS ON THE PRESENT EVV RULE AND CREATE YOUR FUTURE SUCCESS

Electronic Visit Verification



EVV Rules & Regulations

- ▣ PM- 16-17 VM- 16-17
- ▣ 19 CSR 15-9.100
- ▣ 19 CSR 15-9.200
- ▣ 660.023 RSMo
- ▣ 208.909 RSMo



EVV FAQs

- ▣ Can a participant decline using the telephony/EVV system?

YES

- ▣ Provider must document why the EVV system is not being utilized .
 - If participant is refusing EVV altogether
 - Or when a single circumstance occurs
 - ▣ Timesheet
 - ▣ Separate Form

Client/ Consumer Refusal to Utilize EVV

Client/ Consumer Refusal to Utilize EVV

I acknowledge that EVV is a program requirement for In-Home and CDS services set by 19 CSR 15-9-100 and I was given proper education by _____ on this matter. However, I decline the utilization of EVV for the following reason(s):

No land line available
 Limited minutes available on personal cell phone
 Foly Validator installation refusal
 Other (please specify): _____

Client Signature _____ Personnel Signature _____ Date _____

Office Use Only


Second Attempt: _____

Date _____ Personnel Signature & Title _____

Notes: _____

EVV FAQs

Is there a list of telephony/EVV companies that providers are able to select from?



Choose your company wisely!
 Do they meet your needs ? State statute ?
 Regulation?

**CHOOSE
 WISELY**

EVV FAQs

What are the requirements the telephony/EVV system must meet?

At a minimum, the EVV system must meet the following requirements:

- Document and verify the participant's identity, either by the participant's personal telephone, a unique number assigned to the participant, or through alternative technology;
- Document and verify the attendant by the assignment of a personal identification number unique to the attendant or through alternative technology;
- Document the exact date of services delivered

Requirements the telephony/EVV system must meet continue...

- Document the exact time the services begin;
- Document the exact time the services end;
- Support changes in the care plan which are approved by the DHSS;
- Allow for the addition of services approved by DHSS



Requirements the telephony/EVV system must meet continue...

- Be capable of retrieving current and archived data to produce reports of services delivered, tasks performed, participant identity, beginning and ending times of service, and date of services in summary fashion that constitute adequate documentation of services delivered. Any report shall include an explanation of codes utilized by the provider/vendor (e.g., 10 – Personal Care) and include the vendor/ provider's identity by either name of vendor/ provider and/or NPI

Sample of CDS & In- Home EVV Visit Reports



Telephony Visit Report

Patient Name	Address	Employee Name	EE ID	Date/Time In	Date/Time Out	WTR Hours	Service Desc.	Tasks Performed
Sung, King A. DCN1112233		SMS 88765 Hui, Cui	88888	5/1/2015 10:00:00 AM	5/1/2015 2:15:00 PM	4.25	In Home Services	IMS: Orientation/Training; IMS: Medication; IMS: Health/Status; IMS: Emotional/Behavioral; IMS: Personal Care; IMS: Mobility/Transfer; IMS: Medical/Personal Care
Sung, King A. DCN1112233		SMS 88765 Hui, Cui	88888	5/1/2015 10:00:00 AM	5/1/2015 2:15:00 PM	4.25	In Home Services	IMS: Orientation/Training; IMS: Medication; IMS: Health/Status; IMS: Emotional/Behavioral; IMS: Personal Care; IMS: Mobility/Transfer; IMS: Medical/Personal Care



Telephony Visit Report -

Patient Name	Address	Employee Name	EE ID	Date/Time In	Date/Time Out	WTR Hours	Service Desc.	Tasks Performed
Dinh, Anh P. DCN		CDS 88888 Pat, Eugene B.	88888	5/1/2015 4:15:00 PM	5/1/2015 5:00:00 PM	0.28	Consumer Directed Services (P)	CDS: Orientation/Training; CDS: Medication; CDS: Health/Status; CDS: Emotional/Behavioral; CDS: Personal Care; CDS: Mobility/Transfer; CDS: Medical/Personal Care; CDS: Personal Care; CDS: Mobility/Transfer; CDS: Medical/Personal Care
Dinh, Anh P. DCN		CDS 88888 Pat, Eugene B.	88888	5/1/2015 9:00:00 AM	5/1/2015 9:00:00 AM	0.28	Consumer Directed Services (P)	CDS: Orientation/Training; CDS: Medication; CDS: Health/Status; CDS: Emotional/Behavioral; CDS: Personal Care; CDS: Mobility/Transfer; CDS: Medical/Personal Care; CDS: Personal Care; CDS: Mobility/Transfer; CDS: Medical/Personal Care

EVV Report -Manual Entry

Norman Acn. ID	W99	216218	5/1/2011	M	6:00:00	PH	8:40:00	PH	5/1/2011	2:47	Consumer	Services - AC	Tasks - AC	Service - AC
2022222														

Norman Acn. ID	W99	216218	5/2/2011	M	6:00:00	PH	8:40:00	PH	5/2/2011	2:47	Consumer	Services - AC	Tasks - AC	Service - AC
2022222														

Over. Invt. ID	W99	848948	5/1/2011	M	12:11:00	PH	7:42:00	PH	5/1/2011	7:50	Consumer	Services - AC	Tasks - AC	Service - AC
3033333														

Over. Invt. ID	W99	848948	5/2/2011	M	1:13:00	PH	7:13:00	PH	5/2/2011	6:00	Consumer	Services - AC	Tasks - AC	Service - AC
3033333														


Sample Report

Sample Telephony Visit Editor Report

Start	End	Duration	Admit ID	Client	Employee	Tasks	Service
Exception - The visit end date is required							
11/00/2013 9:21	Unknown	Unknown	IHS 00000	Client, Mary	Caregiver, Sally	Unknown	Unknown
Exception - The visit start date is required							
Unknown	12/05/2013 11:18	Unknown	IHS 11111	Doe, Jane	Caregiver, Bobby	6300, 6306, 6367, 6366, 6382	NON APC Client
Exception - Service was not authorized							
12/16/2013 11:59	12/16/2013 15:58	3:98	PP 00000	Client, Jack	Caregiver, Nancy	7121, 7128, 7151, 7152, 7153, 7171	Nurse Aide

Requirements the telephony/EVV system must meet continue...

- Maintain reliable backup and recovery processes that ensure that all data is preserved in the event of a system malfunction or disaster situation



EVV FAQs

- ☐ If there are two participants receiving services within the same household, can the aide/attendant use the same telephone number to report time for each participant?
 - When the EVV systems does not accommodate more than one person in the same household- Paper timesheet
 - The same telephone number may be utilized for more than one participant - But must distinguish each participant individually.

EVV FAQs

- ☐ When using the EVV system is it necessary to print the system timesheet and have both the participant and aide sign it for accuracy?



Must be able to produce EVV service reports and give to participant if requested.

- ☐ If the participant's landline or cell is not working properly , can the aide use their personal cell to clock in/out?



EVV FAQs

- ☐ If the aide forgets to clock out of the system, the time is adjusted within the system and a comment is entered as to why the change was made, is it still necessary to have the aide/participant sign a timesheet?



Missing Information?

- ☐ How, when and where to document missing information from an EVV record.
- ☐ Manual modifications can be made to EVV entries as needed and the provider shall document the justification of these modifications.
 - In the EVV system
 - Participant's file
 - Case note
 - Paper timesheet

What is your best practice?

TELEPHONY VISIT - Scenario	Necessary Documentation			
	Direct Monitor	Complete Report	Signature/Initials	Supervisor Conf.
*Telephony does not have a begin time				
**Telephony does not have an end time				
**Telephony is missing task codes				
**Telephony has wrong task codes				
**Telephony a visit is longer than 8:59 hours				
*Overlap visit in DND or the TVE with another attendant				
Overlap visit in DND or the TVE has been had				
**SMTS exceeded actual visit time				
*Attendant clocked in under wrong admission				
SMTS does not contact in DND or the TVE				
* = Supplemental Timesheet Required				

EVV FAQs

- ☐ What constitutes appropriate task documentation in CDS?
 - ☐ 19 CSR 15 - 8 (O)
- ☐ Routine tasks....
 1. Bowel and bladder elimination;
 2. Dressing and undressing;
 3. Moving into and out of bed;
 4. Prep and consumption of food and drink;
 5. Bathing and grooming;
 6. Shopping/transportation;
 7. Maintenance and use of prostheses, aids, equipment
 8. Ambulation, housekeeping, or other functions of daily living,....



CDS TASKS

- ☐ CDS vendors must document all task delivered, not just those listed under routine tasks .
- ☐ 13 CSR 70-91, 19 CSR 15-7, and 19 CSR 15-8
- ☐ CDS task list 3.25 Personal Care Assistance - State Plan (Consumer-Directed-Model)
- ☐ Bathing, dressing/grooming, Ostomy/catheter hygiene, bowel and or bladder routine, assistance with toileting, transfer device.....

CDS and EVV

- ☐ Who do you Train on EVV ?
 - Consumer / Attendant
- ☐ MCM -Do you review?
 - Reasons why EVV was not used during MCM
 - Tasks competed and tasks not delivered
 - Services delivered in accordance with the care plan
 - Constant missing or questionable documentation



CDS and EVV

- ☐ How do you use EVV with essential transportation?
 - Timesheet/EVV?
- ☐ How do you handle missing EVV documentation?
 - Contact attendant or Consumer?
 - Frequent omit of clock in
 - Frequent omit of clock out
 - Tasks not recorded
 - Time in and out are exactly the same every day
 - Long Shifts



CDS and EVV

- ☐ How does the Consumer approve the EVV ?
 - Biometric voice verification
 - Care notes/EVV reports
 - Listen in while attendant clocks out



CDS and EVV

- ☐ EVV systems shall be capable of producing reimbursement requests for participant approval.

CDS Care Notes
 From 2/28/2016 through 4/1/2016
 Medicaid - All Other • MO Medicaid - CDS

Consumer, Happy B.
 111 Mary Street
 No Where, MO 64029

CDS 101010

Personnel Name & ID	Service Desc	Hours	Task Descriptions
Attendant, Lucky • 222222 2/23/2016 10:57:00 AM 2/23/2016 11:44:00 PM	Consumer Directed Services - PC	2.78	CDS Bathing • CDS Clean Bath • CDS Clean Kitchen • CDS Dressing/Grooming • CDS Laundry • CDS Meal Prep and Assist with Eating • CDS Mobility and Transfer • CDS Shopping and/or Errands • CDS Wash Dishes
Attendant, Lucky • 222222 2/23/2016 9:44:00 AM 2/23/2016 11:47:00 AM	Consumer Directed Services - PC	2.05	CDS Bathing • CDS Clean Bath • CDS Clean Kitchen • CDS Dressing/Grooming • CDS Laundry • CDS Meal Prep and Assist with Eating • CDS Mobility and Transfer • CDS Shopping and/or Errands • CDS Wash Dishes

CDS and EVV

- ☐ Timesheet Polices - Suggestions
 - EVV is required
 - Only the Attendant is to clock in and out
 - Include EVV instructions
 - How and where to record reason when unable to use EVV
 - EVV correction -How to resubmit incomplete documentation



EVV FAQ

- ☐ The EVV system I use allows the aide to clock in when their shift starts, clock out at the end of their shift and enter what tasks they are delivering while they were working. Does this meet requirements?
 - Yes it does!
 - If provider prefers to only document the service types delivered during each visit in their EVV system, tasks may continue to be documented on paper.

EVV FAQs

- ☐ How to document PC/HC and APC tasks and services ?
- ☐ EVV systems can document tasks delivered and bill by services type.
- ☐ How to document the services that do not have an applicable task, such as Respite Care Services?
- ☐ For services that do not have an applicable task, such as Respite Care Services, EVV shall document the service provide rather than the task.

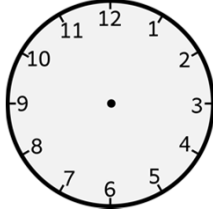
Sample Report

Telephony Service Allocation

Visit#	Personnel	Task Code List			Qty/Hrs
Date	Time In	Date	Time Out	ServiceDesc	
Kansas City					
IHS Kansas City					
KC-IHS-TL					
		Resident Sys: 132103	EpisodeSys: 7114	Admission ID: IHS 71164	
542559	Last Name, First	6321,6324,6325,6326,6351,6361,6371,6374,6375,612			
	5/4/2015 11:10:00 AM	5/4/2015 11:22:00 AM	IHS HC	Homemaker	0.00
	5/4/2015 11:22:00 AM	5/4/2015 3:14:00 PM	IHS PC	Personal Care	3.75
5428363	Last Name, First	6321,6324,6325,6326,6351,6361,6371,6374,6375,612			
	5/5/2015 11:07:00 AM	5/5/2015 11:19:00 AM	IHS HC	Homemaker	0.25
	5/5/2015 11:19:00 AM	5/5/2015 3:08:00 PM	IHS PC	Personal Care	3.75
5480801	Last Name, First	6395,6321,6325,6326,6329,6351,6371,6373,6374,612			
	5/29/2015 10:05:00 AM	5/29/2015 12:55:00 PM	IHS R2	R2 Respite	3.00
	5/29/2015 12:55:00 PM	5/29/2015 3:59:00 PM	IHS PC	Personal Care	3.00
		Resident Sys: 37904	EpisodeSys: 46048	Admission ID: IHS 46048	
5436147	Last Name, First	6127,6321,6324,6325,6326,6351,6352,6354,6361,637			
	5/8/2015 2:28:00 PM	5/8/2015 2:43:00 PM	IHS AC	Advanced Personal Care	0.25
	5/8/2015 2:43:00 PM	5/8/2015 6:30:00 PM	IHS PC	Personal Care	3.75

EVV FAQs

- When Utilizing EVV , the system records the exact minutes clocked in and out by the aide and the minutes do not equal full units. How do I bill for the extra minutes?

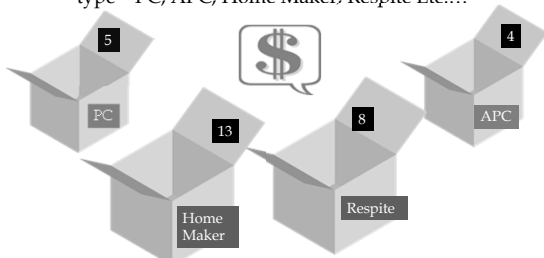


What is a Partial Unit?

- Partial Units are defined as the delivered minutes of a service that do not add up into a full billable unit of service.
- Do not confuse with rounding, which is a program violation.
- Partial units should be accrued and billed.

EVV Records Time to the Minute

- Left over minutes = money
 - Left over minutes must be accumulated by service type - PC, APC, Home Maker, Respite Etc....

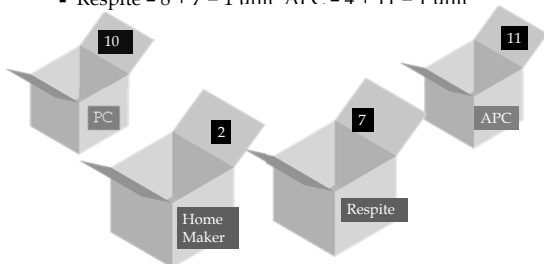


EVV Records Time to the Minute

- ▣ Bill all **FULL UNITS** delivered in a month by Client/Consumer
 - Left over minutes must be accrued by service type
 - Accrual only in the same month
 - Once reached 15 minutes in a service type can bill 1 unit
 - Continue to accrual minutes throughout the month
 - Bill full accumulated minutes
 - Billed on the next available visit
 - Or at the end of the month
 - Remaining minutes at the end of the month are thrown out

EVV Records Time to the Minute

- PC - 5 + 10 = 1 unit HM - 13 + 2 = 1 unit
- Respite - 8 + 7 = 1 unit APC - 4 + 11 = 1 unit



Example for Accrual of Partial Units



- ▣ Feb. 3rd aide delivered
 - 37 minutes of PC
 - 62 minutes of HC
- ▣ Feb. 5th aide delivered
 - 39 minutes of PC
 - 73 minutes of HC
- ▣ Feb. 9th aide delivered
 - 32 minutes of PC
 - 57 minutes of HC
- ▣ Feb. 12th aide delivered
 - 35 minutes of PC
 - 61 minutes of HC

The Provider's Billing Cycle is the 1st through the 15th of the month and the 16th through the last day of the month.

- ☐ In preparing the billing for Feb. 1st through the 15th, the provider should bill:
 - $37 + 39 + 32 + 35 = 143$ minutes = 9 units and 8 minutes of PC.
 - $62 + 73 + 57 + 61 = 253$ minutes = 16 units and 13 minutes of HC.

Date Specific Billing

- ☐ The "date of service" for billing purpose can be any date during the month.
 - The date of service is the date the partial unit becomes a full unit. Or
 - The date of Service is the last date of the provider's billing period.
 - At the end of the provider's billing cycle, the provider should add all of their partial units for each service type together and bill for them.

Accrual Units

- ☐ EVV system automatically produce a report of minutes to accrual
- ☐ If not - Use a spreadsheet
- ☐ The task does need to "follow" the left over minutes
- ☐ You do not need to unattach and reattach the task



13.14 C. (3) Accrued Units

Personal care providers may not bill for more than one date of service per detail line. The following instructions apply to billing accrued units on separate detail lines of a claim:

- When billing each date of service, partial units may be accrued and billed on the first date a whole unit is accrued. For example, a provider delivers care from 10:00 to 11:40 on June 1, then provides care from 10:00 to 12:10 on June 4. Six units of service are billed for June 1, and 9 units of service are billed on June 4. Units of the same type of services may accrue, but units of different types of services may not be combined.

EVV

EVV in Focus and on the right path to Success !

InFocus



Questions