

Electronic Visit Verification: What You Need to Know

What is Electronic Visit Verification (EVV)?

The 21st Century Cures Act requires states have an EVV system to confirm that certain services paid for by Medicaid are being provided. This federal law requires states to have an EVV system in place by January 1, 2019 for Personal Care Services (PCS) and by January 1, 2023 for Home Health Services. The Delaware Division of Medicaid and Medical Assistance (DMMA) is working to implement an EVV system for both services in 2019.

EVV systems work by requiring the person providing PCS or Home Health Services to log into an electronic system using a phone, tablet, or other device to confirm the following each time they provide care to a Medicaid member in his/her home:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends

EVV systems can also collect more information than what is required by federal law and can serve as an alert system for missed or late visits, take the place of paper timesheets, and provide access to up-to-date medical information.

What are DMMA's goals for EVV?

- To improve the health and well-being of Delaware Medicaid members by confirming that services are being provided as agreed upon in the Plan of Care while maintaining the flexibility needed by members to direct their community-based services.
- To support service providers in implementing and maintaining a system that appropriately tracks Medicaid services.
- To reduce and avoid fraud, waste and abuse in the Delaware Medicaid program.

For more information about EVV, the most recent guidance, and Frequently Asked Questions please see the official federal website (<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>).

Your Input is Important

DMMA is in the process of developing its EVV system and would like to hear from Medicaid members, their families and caregivers, advocacy organizations, service providers, and others who will be affected by the EVV requirement. We are planning several opportunities for members who receive these services and their families to receive information and provide feedback/suggestions on how the EVV system will be built and implemented here in Delaware.

During the summer of 2018, DMMA will be holding public forums to walk through the proposed design of Delaware's EVV system. Dates and times for public forums will be posted on this web page. All forums are open to anyone who wishes to attend. Additionally, we will be seeking feedback from providers on any EVV systems that are currently in use and what features might help improve their efficiency and reduce their administrative burden. Public comments are accepted through October 31, 2018. DMMA will publish a FAQ in response to all public comments received.

To submit comments to DMMA or request a written copy of documents provided on this web page:

- Email: DMMA_Publichearing@state.de.us
- Mail: Attn: Glyne Williams
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