



EVV Provider Forum

October 29, 2020

Delaware Division of Medicaid and Medical Services

Today's Agenda

Welcome

Process Requirements

3rd Party System File Requirements

Q & A

Polling Questions

- Will you be using Aggregator to upload your captured visits OR will you be using AuthentiCare to capture your visits?
- If you are using the Aggregator, will you (the provider) be uploading the files OR will you have your EVV vendor do it for you?

Provider Education

Course	Who should attend	Registration Information
AuthentiCare Overview	MCO's FMSA, Providers and others interested in learning more about Delaware's EVV system implementation.	10/19 and 10/22 Recording is available here. https://attendee.gotowebinar.com/recording/2504474593214777602 Note: Session starts at approximately 5 min in.
Aggregator Workshop	Providers who are using their own EVV systems should attend the Aggregator workshop	https://attendee.gotowebinar.com/rt/3398472104779349261 11/17/2020 1:00-3:00pm 12/09/2020 10:00am-12pm 12/17/2020 10:00am-12pm
FMSA Training	FMSA staff who will be using the AuthentiCare solution or supporting workers and/or providers who do.	https://attendee.gotowebinar.com/register/8571139950483425291 12/10/2020 10:30-11:30am
MCO Training	MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports.	https://attendee.gotowebinar.com/rt/2110268888183092747 11/13/2020 9:30-11:30am 12/7/2020 1:30-3:30pm 11/19/2020 1:30-3:30pm 12/17/2020 1:30-3:30pm
Provider Training	Fiserv will train Provider Agency EVV Admin staff up to 3 people per agency, on how to utilize AuthentiCare web portal for Reports, Claims and other applicable processes.	https://attendee.gotowebinar.com/rt/1410252715733096203 11/16/2020 1:00-3:00pm 12/01/2020 4:00-6:00pm 11/30/2020 4:00-6:00pm 12/03/2020 9:00-11:00am 12/03/2020 12:00-2:00pm 12/08/2020 9:00-11:00am
Training for Trainers	Trainers and individuals identified as responsible for training others within their agency or worker staff.	https://attendee.gotowebinar.com/rt/2609348211147646731 11/5/2020 9am-12pm 12/01/2020 9am-12:00pm 11/18/2020 9am-12pm 12/02/2020 9am-12:00pm
State Training	DMMA Staff and designated contractors	https://register.gotowebinar.com/rt/2476718521553571598 11/9/2020 9:30-11:30 am 12/14/2020 9:30-11:30 am

Federal EVV Requirements

- The following data elements will be collected for each visit:
 - Name of the individual receiving the services
 - Name of the DSW
 - Time the visit started and ended
 - Date of service
 - Service provided
 - Location of the service (geolocation coordinates)

State EVV Policy and Requirements

- Visits provided by DSW who reside with the individual to whom they provide Medicaid services are not subject to EVV.
- Visits provided out of state are not subject to EVV.
- In order to mark claims that are not subject to EVV, a new modifier is being introduced. The **CG** modifier is an informational modifier that will be put on claims for procedure codes that are subject to EVV, but where the visit for one of the reasons stated above is not required to be validated by EVV.

State EVV Policy and Requirements

- EVV replaces the need for paper timesheets and hard copy signatures.
 - It does not replace clinical notes or other documentation required by the State.
- Visits may be manually entered into the provider selected EVV system under limited circumstances (e.g., system downtime, connectivity issues, or landline outage).
 - Documentation must be maintained to support manual entry of visits.
 - Providers shall not exceed a 10% manual entry rate.

State EVV Policy and Requirements

- Providers will have an opportunity to correct errors related to visit data.
 - Supporting documentation is required and must be maintained to support any changes to visit information after a visit has been confirmed.
 - Corrections must be made within 30 calendar days from the date of service.

State EVV Policy and Requirements

- Providers who are using third-party systems are encouraged to upload EVV visit data weekly but all visits **must** be uploaded within 30 days of the date of service.

State EVV System Features

- All providers (regardless of what EVV system used) must upload their workers into AuthentiCare.
 - Workers do not need to be manually entered.
 - You will receive information during training regarding this process.

State EVV System Features

- Activity codes can be collected
- GPS will be used to validate location of services for providers using the AuthentiCare application.
 - Location shall be validated only at the beginning and at the end of the visit.
 - Geo-fencing parameter is 1/8 of a mile.
 - Visits are not prevented from occurring outside the geo-fence.
- For providers using the IVR through AuthentiCare, location will be validated based on the member's phone number.
 - The member's phone must be used for IVR and that phone number must be part of the member's profile.

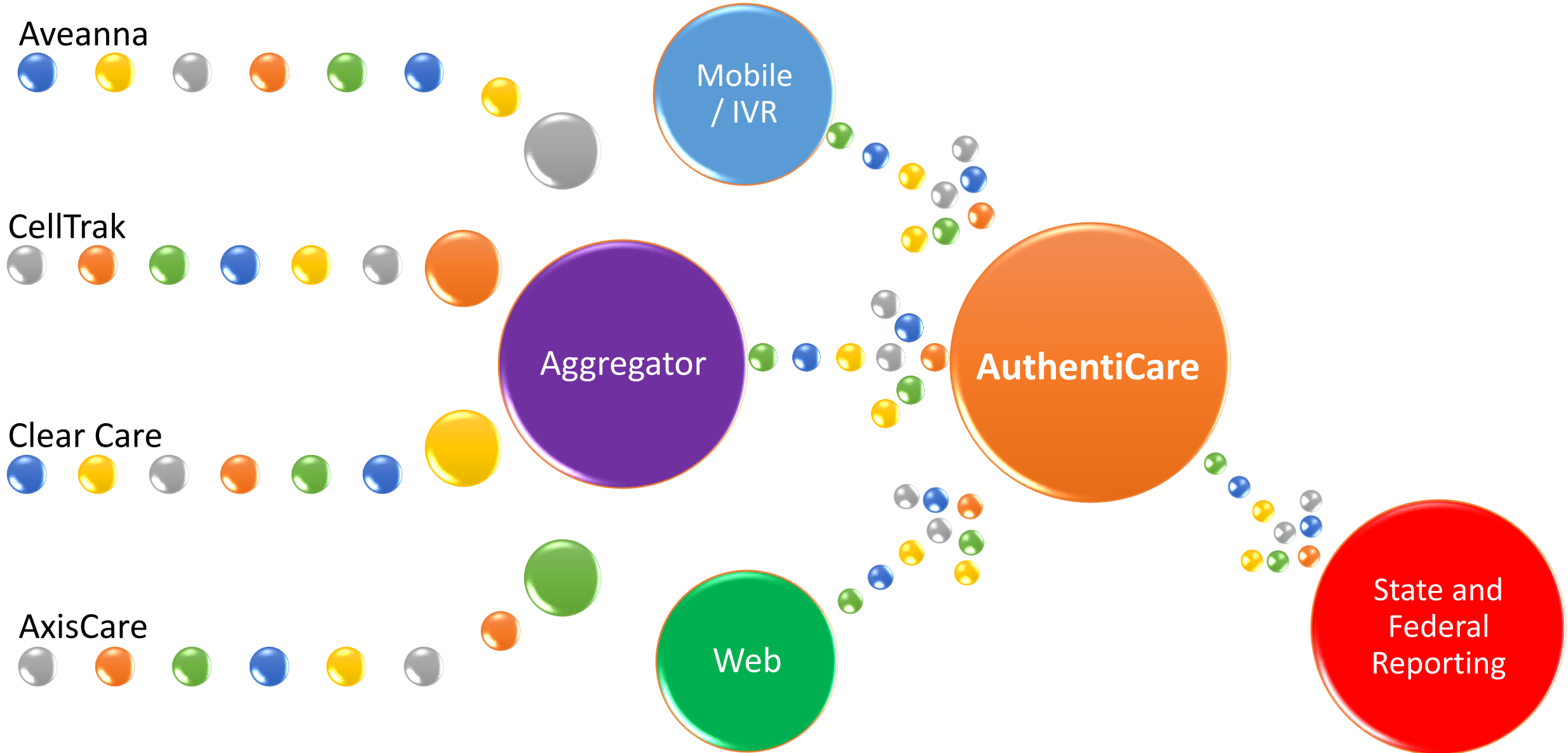
State EVV System Features

- Rounding rules are as follows:
 - 0–7 minutes is rounded down to 0
 - 8–14 minutes is rounded up to 15
- Entering schedules into AuthentiCare is optional but strongly encouraged for alerting.
- Providers who do enter their schedules will get alerted to late (30 minutes past scheduled start time) and missed (60 minutes past scheduled start time) visits.

State EVV Guidance for Visit Validation

- The individual or their designated representative are encouraged to validate the following information at the end of each visit:
 - Time the DSW started their visit
 - Time the DSW ended their visit
 - Tasks performed during the visit (optional)
- For purposes of EVV, the Designated Representative can be any of the following:
 - Legal Guardian, Power of Attorney with authority over health care decisions, Surrogate Decision Maker or Supported Decision Maker as designated by the individual or their legal representative
- The Designated Representative should be identified in the individual's care/service plan.

EVV System Data Flow



Q&A / Wrap-up

