

# Electronic Visit Verification (EVV) Stakeholder Webinar

August 24, 2021



# HOUSEKEEPING



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."

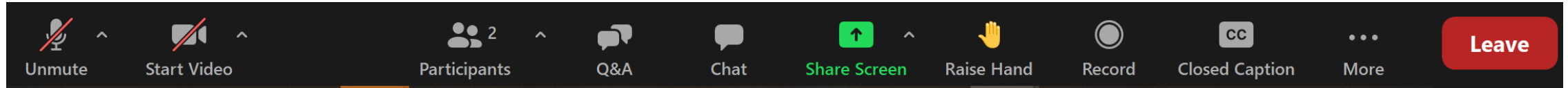


ASL interpreters have been "Spotlighted" and live closed captioning is enabled



Materials will be available at: <https://www.dds.ca.gov/services/evv/>

# ZOOM TIPS



All attendees can type questions or comments in the Q&A

Leave the webinar at the end of the meeting



- For attendees, your video and microphone will not be available
- You will only see/hear DDS staff and presenters on screen

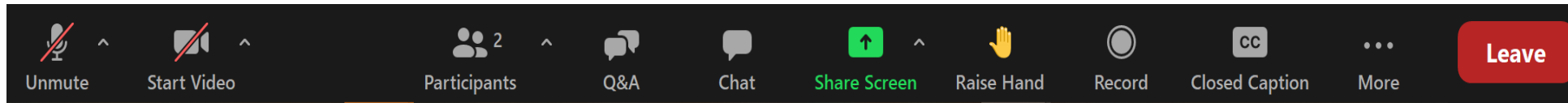


- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# PROVIDING COMMENTS

For all attendees:

Please use Zoom's Q&A function to comment or ask questions



DDS staff are monitoring and will provide comments/answers live or written when we can



Submit written comment via email to [EVV@dds.ca.gov](mailto:EVV@dds.ca.gov).

# Agenda Items for Today

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## Current Activities

A Phase II solution vendor has been selected and approved.

Initial on-boarding activities for vendored providers of personal care services (PCS).

## Frequently Asked Questions (FAQs)

## Next Steps

## Resources/Questions/Comments/Stay Connected

A time for questions and to provide comments.

# EVV – Current Activities

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# State Solution Contract Awarded

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Sandata Technologies, LLC has been awarded the state solution contract for Phase II of EVV and will:

- Provide the solution for EVV data entry which is free for our providers to use;
- Provide and manage the aggregator of our EVV data;
- Develop and provide training and technical assistance for state, county, regional center and vendor users;
- Provide quick delivery of systems to meet January 2022 timeline for PCS implementation, and January 2023 for HHCS implementation to eliminate federal penalties; and
- Report EVV data to the federal government to meet certification requirements.

All the state agencies that are part of Phase II are beginning initial on-boarding now that the state solution contractor has been federally approved.

# Initial EVV On-Boarding

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DDS will generate a Provider Master File through outreach with regional center vendored providers by their regional center and will not use a survey at this time.

DHCS, and other Phase II agencies (CDSS, CDPH, CDA), will send out a survey regarding EVV to their providers

The surveys are designed to collect information about the providers at each state agency.

Providers need to respond to each department who contacts them regarding EVV so that implementation can move forward and meet the timeline for PCS implementation by January 2022.



# Provider Master File

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Provider Master File for regional center vendors identifies:

- Vendor name and Vendor ID;
- Vendor street address, city, state and zip code;
- Vendor 10-digit business phone number;
- EVV service codes provided by the vendor; and
- An initial point of contact's name, title and email address.

Vendors can confirm their information with their regional center for automatic upload into the EVV system

OR

Vendors can enter their information into the EVV portal manually at a later date.

# EVV Regional Center Services/Codes

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Initial on-boarding and development of a Provider Master File is for all providers of personal care services (PCS) identified through their service code.

Currently identified regional center PCS include:

- Respite: codes 465, 862, 864
- Supported Living Services: code 896
- Homemaker Services: code 858, 860
- Personal Assistance: code 062

# Initial EVV On-Boarding

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Vendors who decide to have their Provider Master File information automatically uploaded into the EVV system need to:

1. Confirm their information with their regional center:

- Vendor Name

- Vendor ID Number(s)

- Vendor street address, city, state and zip code

- Vendor Phone Number

- The personal care services and code(s) vendor provides

2. Identify an initial on-boarding point of contact person (initial POC) at their agency to include:

- POC Name

- POC Title

- POC Work email address

# Initial EVV On-Boarding

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The initial POC at the provider agency is someone who:

- Will have initial authorities and responsibilities, on behalf of the vendor, to complete initial on-boarding tasks;
- Has access to an email account used for work; and
- Will have between 1 to 2 hours in the next few weeks to complete the initial on-boarding tasks.

# Initial EVV On-Boarding

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Initial On-Boarding Tasks for Regional Center Providers:

- Assisting the regional center in verifying information in the Provider Master File;
- Logging into the EVV system at a later date and verifying the information from the Provider Master File regarding their agency was uploaded accurately; and
- Once the role of provider administrator is defined, identify in the EVV system who at their agency will have that administration role/responsibility.

Again, each vendor will need to provide information for the Provider Master File either now for the electronic upload or later via their own manually entry.

## A Pause for Questions....

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# EVV – Frequently Asked Questions (FAQs)

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**Question:**

What happens if the DSP/care provider forgets to check in and out? Or, what if they cannot check in or out because of a power outage in their area?

**Answer:**

Emergency issues may arise where EVV data cannot be captured electronically and will be captured manually. Now that we're beginning to work with Sandata Technologies, the state's solution contractor developing the system, we'll ask for more information about how this will work.



# Frequently Asked Questions (FAQs)

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## Question:

On last month's webinar it was mentioned EVV data could be collected through the use of a FOB. Who gets that? How is it used? And, is there technical support for the user?

## Answer:

If providers choose to use the state's EVV data collection system, the use of a FOB would be a free device. The FOB is a fixed in-home device generating unique codes at check-in and check-out. It does not retain any information.

There will be initial and on-going technical support for the use of the FOB. Now that we're beginning to work with Sandata Technologies, we'll ask for more information about how this will work.

# Frequently Asked Questions (FAQs)

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**Question:**

If our time and attendance via our current electronic system also meets the 6 data points. Will we be given instructions on how to import the information into the EVV system using our current system?

**Answer:**

Yes. The requirements for vendors who decide to use an EVV solution other than the state's (ie: an alternative or 3<sup>rd</sup> party solution) will be provided information about how these systems will interact with the state aggregator system.

## Next Steps

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# Current Activities

I am a **consumer/family member**, what do I need to do at this point?

Talk with your service providers and regional center to determine if you have any live-in caregivers. This is just to start the conversation. More information to come.

I am a **DSP/staff person** providing PCS, what do I need to do at this point?

Identify if you might be a live-in caregiver. Discuss with your employer and the IPP teams of the consumer/families you work with. This is just to start the conversation. More information to come.

I am a **service provider/self-vendored service provider** preparing for EVV, what do I need to do at this point?

Communicate with your regional center about your initial on-boarding activities. Either confirm your information for the Provider Master File or let them know you will enter your information manually at a later date.



# Upcoming Activities

I am a **consumer/family member**, what will I need to do in the next few weeks?

More information to come regarding live-in caregivers.

I am a **DSP/staff person** providing PCS, what do I need to do in the next few weeks?

More information to come regarding live-in caregivers.

I am a **service provider/self-vendored service provider** preparing for EVV, what will I be doing in the next few weeks?

When the roles and responsibilities of the vendor's administrator are better defined, determine who at your agency will fulfill this role. This can be one or several people. More information to come on this role/responsibility.



# On-going Activities for Everyone

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Ask questions if you have them.

Provide input on EVV implementation.

Attend upcoming webinars and trainings.

Email [EVV@dds.ca.gov](mailto:EVV@dds.ca.gov) and ask to receive updates regarding EVV from DDS.

# Additional Resources

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More information can be found on the DDS webpage:

[Electronic Visit Verification - CA Department of Developmental Services](#)

Including links to:

[DDS EVV FAQs](#)

[DHCS EVV Stakeholder Website](#)

[Medicaid.gov EVV Guidance Documents](#)

Anyone who would like to receive email notification when DDS has updates for EVV, can email [EVV@dds.ca.gov](mailto:EVV@dds.ca.gov) and request to be added to the notification list.

Questions/Comments

