



Electronic Visit Verification (EVV)

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Agenda

- Introduction to EVV
- Implementation of EVV
- Billing using the EVV
- Next Steps

Introduction to EVV

Introduction to EVV

What is EVV?

- **Electronic Visit Verification (EVV)** refers to technology that electronically verifies that services are delivered at the right time, to the right place and to the right person
 - Required for both agency and Self-Directed Services
- **In-Home Supports Assurance System (ISAS)** is how Maryland is implementing EVV; it is a phone based, electronic billing system
- **Direct Support Professionals (DSPs)** will check in at the start of the service and check out at the end of the service using the person's telephone or the **one-time password (OTP)** token

21st Century CURES Act

Federal law requires that Maryland uses EVV to verify six factors for Personal Supports services:

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

Introduction to EVV: Benefits

The Person

- Helps ensure people are receiving authorized services
- Can improve the **quality of care**, because it makes DSPs' activities transparent and measurable

The DDA

- Records when DSPs start and stop working, reducing likelihood of billing errors and fraud
- Holds providers **accountable**
- Allows the DDA to comply with the 21st Century CURES Act

The Provider

- Simplifies the billing process
- Enables providers to view their **service information online**
- Makes reporting more efficient, because it is automated
- Records when DSPs start and stop working, reducing likelihood of billing errors and fraud



Implementation of EVV

Implementation of EVV: Systems (ISAS)

ISAS

- **In-Home Supports Assurance System (ISAS) is the system Maryland is using to implement EVV**
- It is a phone based, electronic billing system
- All traditional service providers who render personal support services will use ISAS to clock in and out of shifts

Process

- DSP calls the ISAS toll free number
- ISAS verifies the provider:
 - Provider Medicaid Number
 - DSP Social Security #
- ISAS verifies the person:
 - Person's Telephone Number
 - Cell Phone
 - Landline
 - OTP serial number
- ISAS verifies the service
 - Person-Centered Plan (PCP) authorizes the service
 - PCP authorizes the # of units

Implementation of EVV: Verifying the Person

Methods of Participant Verification

- **Direct Support Professional (DSP) uses participant's personal landline or cell phone**
 - DSP calls from an approved phone # listed in the LTSSMaryland Participant Profile
 - LTSSMaryland Phone numbers are managed by the participant's CCS Coordinator
 - Phone must belong to participant
- **DSP uses any phone and a small key fob called a One Time Password (OTP) device**
 - DSP calls from a phone # that is not in the LTSSMaryland Client Profile.
 - DSP requires either: a) the client's 11 digit MA # or b) the 9 digit OTP serial code

Implementation of EVV: OTP

OTP Device



OTP Defined

- OTP: One-Time Password token
- Small keychain-sized **device that generates a six digit timestamp**
- **DSPs** use this device when they call to **clock in and clock out**
- **DSPs** can use the 9-digit OTP Serial Number (on back of device) if participant has no MA#

When is OTP Assigned?

- OTPs are issued as needed if:
 - The person does not have a reliable phone that the DSP can use
 - More than one person in the same household receives supports and they share a phone
 - The person often receives personal support services in the community
 - Participant does not have a MA# (state funded participants)

Implementation of EVV: OTP

Assignment Process

1. Medicaid Provider Services (MPS) registers OTP tokens
 2. OTP tokens are distributed, in batches, to Coordinator of Community Services (CCS) Agencies
 3. CCS Agencies maintain batches of OTP and assign individual tokens to persons
 4. CCS Agencies distribute assigned tokens to persons directly
 5. Lost/Broken/No Longer needed tokens can be returned to the CCS Agency for unassignment
 - a. CCS Agency can assign new tokens as needed
- **IMPORTANT NOTES:**
 - **Tokens should stay with the participants at all times**
 - **Return and delivery of devices should be coordinated between the CCS and client directly**

EVV Roles

EVV Roles: Agency

Agency Administrators

Responsibilities include:

1. Manage all DSP staff in the LTSS/Provider Portal system
2. Ensure DSPs are trained to provide services and use ISAS
3. Review and ensure accuracy of services
4. Assist with exception resolution and manual entries

Direct Support Professionals

Responsibilities include:

1. Provide direct supports to participant
2. Use ISAS to clock-in and out
3. Report any issues with clocking in, including missed/forgot times, to Agency Administrators

EVV Roles: ISAS Team

The ISAS Team is your point of contact for helping with:

1. Policy Questions
2. Billing or payment issues
3. General system process questions

Please contact us at:

Email: mdh.isashelp@maryland.gov

Phone: 410-767-1719

Next Steps

Next Steps

- Continue working with Billing Pilot providers to gather feedback on current system

Questions?