



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

October 15, 2019
EVV (or, How to Build a Time Machine
Without a DeLorean)

Self-Determination Conference
Wisconsin EVV

Agenda

- Welcome and introductions
- Overview
- Sample visit
- Training plan
- Electronic Visit Verification (EVV) timeline
- Your questions and comments

Foreword

We're not done yet!

The information in this presentation is not final policy.

We value your comments and suggestions!

What is EVV?

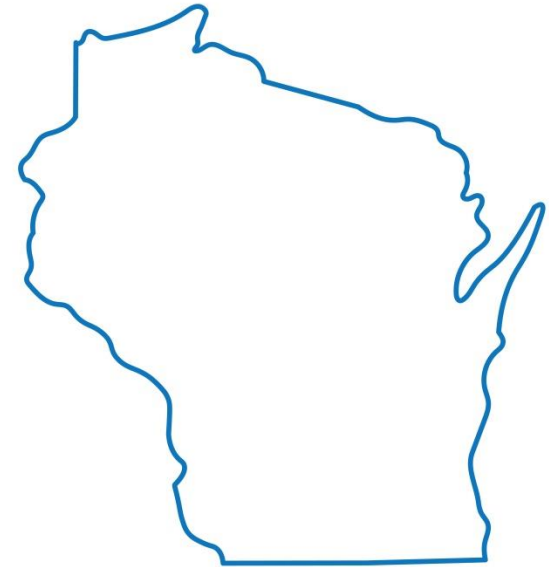
- A. The sound the DeLorean car in “Back to the Future” makes at 88 MPH
- B. A federal Medicaid requirement about personal care services
- C. What happens when a cat walks across your keyboard



Overview of EVV Federal Requirements

The federal 21st Century Cures Act requires states to begin using EVV for Medicaid-covered personal care services.

Wisconsin is on track!



Overview of EVV Federal Requirements (Cont.)

Information collected by EVV during a visit must include:

- Date
- Time
- Type of services
- Location of services
- Individual receiving the services
- Individual providing the services



Overview of EVV Federal Requirements (Cont.)

The following programs are impacted by EVV:

- IRIS (Include, Respect, I Self-Direct)
- Family Care and Family Care Partnership
- Medicaid (ForwardHealth card) and BadgerCare Plus fee-for-service, including Katie Beckett
- BadgerCare Plus and SSI HMOs

What is “personal care”?

- Examples of personal care include activities of daily living:
 - Help getting dressed
 - Help in the bathroom
 - Help with transfers
- Examples also include instrumental activities of daily living:
 - Help with meal preparation
 - Help with meds



Our Priorities

We want to make sure you:

- Maintain services provided.
- Keep your choice of worker.
- Keep the care you need.

Our Priorities (Cont.)

We will keep you in the driver's seat.

We want to keep the system as simple as possible to simplify your staffs' pay.



Our Priorities (Cont.)

We are working to make sure:

- EVV is as easy to use as possible.
- We use the best practices from the industry and other states.
- EVV remains fully Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliant, and privacy is protected.
- We provide good training opportunities.

Caregiver Technology to Collect Visit Information

Three technologies are available for caregivers to collect the required data:

- Sandata Mobile Connect App
- Landline phone system
- Fixed visit verification device



What will it look like?



Sample Visit

The worker:

- Arrives and checks in using one of the following technologies:
 - Mobile phone or tablet app (no Wi-Fi or cell service needed at time of visit)
 - Landline phone
 - Small device that creates time code (no Wi-Fi or cell service necessary but can only be used at home)



Sample Visit (Cont.)

The worker:

- Provides service.
- Checks out using one of the following technologies:
 - Mobile phone or tablet app
 - Landline phone
 - Small device that creates time code

Responses to FAQ

Q: Are GPS locations used?

A: The technology only records the workers' point-in-time location, start and end.

Q: Will my care change?

A: EVV does not change where or how care is provided.

EVV Training Plan

- We are committed to your success!
- We will have training sessions for fiscal employer agents.
- We will have training for caregivers:
 - Web training
 - Handouts
 - Help Desk

When does EVV happen?



2019

Your comments



2020 TBD

Training



2020 TBD

EVV starts



Ongoing

How can we improve?



What about ...

We are finding answers to questions about:

- Live-in caregivers.
- A single shift across two days.
- Shifts that mix personal care and supportive home care services.
- Workers supporting several participants in one home.

Where can I get more information?

- Meetings with IRIS groups
- Forum in Neenah (or watch online) on November 19
- Updates on our EVV webpage:
<https://www.dhs.wisconsin.gov/forwardhealth/evv.htm>

Keep in touch!

- Sign up for EVV emails from our webpage:
<https://www.dhs.wisconsin.gov/forwardhealth/evv.htm>
- Send us an email:
dhsevv@dhs.wisconsin.gov

“Your future is whatever you make it. So make it a good one.”

(Thanks to Doc in “Back to the Future, Part III”!)

Thank you