

EVV

Electronic Visit Verification



- ✓ **BEST PRACTICES**
- ✓ **EXPECTATIONS FROM YOUR EVV VENDOR**
- ✓ **HOW TO TRAIN YOUR PERSONNEL**
- ✓ **LESSONS LEARNED**





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EVV Best Practices



✓ OBTAIN A SIGN ACKNOWLEDGE

According to a memo released by the DHSS, PM-11-02: The provider must obtain written permission from each client to use their telephone for service delivery verification. In the event that the electronic system is not functioning or a given client does not have a telephone, the provider will utilize a hard-copy paper documentation in all cases to verify services and this documentation will contain the client's signature to verify services.

✓ DOCUMENT REFUSAL OF EVV

Rule 19 CSR 15-9.100 section 4:

In instances where a telephone or other electronic verification options, as stated in section (1) of this rule, are not available or accessible in the participant's home, or the participant refuses to allow the use of EVV, the vendor/provider must have documentation on file explaining the reason the attendant is not using EVV. When not utilizing an EVV system, the vendor/provider shall file a claim for services rendered as specified in 13 CSR 70-3.030.



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EVV Best Practices Cont.



- Be capable of retrieving current and archived data to **produce reports** of services delivered, tasks performed, participant identity, beginning and ending times of service and date of service in summary fashion that constitute adequate documentation of service delivery. Any report shall include an explanation of codes utilized by the provider/vendor (e.g., 10 – Personal Care);

Sample of CDS & In- Home EVV Visit Reports



Telephony Visit Report

Patient Name	Admission ID	Employee Name	EE ID	Date/Time In	Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Song, Sing A. DCN: 11122233	IHS 98765	Hall, Cia	866866	5/1/2015 10:00:00 AM	5/1/2015 2:15:00 PM	4.25	In Home Services	IHS Dressing/Grooming; IHS Meals/Dishes; IHS Bathroom; IHS Bathing/Personal Hygiene; IHS Medical Related HC
Song, Sing A. DCN: 11122233	IHS 98765	Hall, Cia	866866	5/4/2015 10:00:00 AM	5/4/2015 2:15:00 PM	4.25	In Home Services	IHS Dressing/Grooming; IHS Toileting; IHS Bathing/Personal Hygiene; IHS Meals/Dishes; IHS Kitchen; IHS Bathroom; IHS Medical Related HC



Telephony Visit Report -

Patient Name	Admission ID	Employee Name	EE ID	Date/Time In	MD	Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/1/2015 4:12:00 PM		5/1/2015 9:29:00 PM	5.28	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Shopping and/or Errands; CDS Make Bed; CDS Treatments; CDS Clean and/or Maintain Equipment
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/2/2015 9:30:00 AM		5/2/2015 2:48:00 PM	5.30	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Clean Kitchen; CDS Shopping and/or Errands;



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E VV Service Line Report



Telephony Service Allocation

VisitSys	Personnel	Task Code List			Qty/Hrs
	Date Time In	Date Time Out		ServiceDesc	
Kansas City					
IHS Kansas City					
KC-IHS-T1~					
		Resident Sys: 123108	EpisodeSys: 71164	Admission ID: IHS 71164	
5425539	Last Name, First	6321,6324,6325,6326,6351,6361,6371,6374,6375,612			
	5/4/2015 11:10:00 AM	5/4/2015 11:22:00 AM	IHS HC	Homemaker	0.00
	5/4/2015 11:22:00 AM	5/4/2015 3:14:00 PM	IHS PC	Personal Care	3.75
5428363	Last Name, First	6321,6324,6325,6326,6351,6361,6371,6374,6375,612			
	5/5/2015 11:07:00 AM	5/5/2015 11:19:00 AM	IHS HC	Homemaker	0.25
	5/5/2015 11:19:00 AM	5/5/2015 3:08:00 PM	IHS PC	Personal Care	3.75
5480801	Last Name, First	6395,6321,6325,6326,6329,6351,6371,6373,6374,612			
	5/29/2015 10:05:00 AM	5/29/2015 12:55:00 PM	IHS R2	R2 Respite	3.00
	5/29/2015 12:55:00 PM	5/29/2015 3:59:00 PM	IHS PC	Personal Care	3.00
		Resident Sys: 37904	EpisodeSys: 46048	Admission ID: IHS 46048	
5436147	Last Name, First	6127,6321,6324,6325,6326,6351,6352,6354,6361,637			
	5/8/2015 2:28:00 PM	5/8/2015 2:43:00 PM	IHS AC	Advanced Personal Care	0.25
	5/8/2015 2:43:00 PM	5/8/2015 6:30:00 PM	IHS PC	Personal Care	3.75



Processes when employee/attendant does not follow your EVV Standards

EVV Issues

- Does not use EVV consistently
- Employee clocks in when not authorized to work
- Employee calls from an unrecognized location
- Employee clocks out early and/or clocks in late
- Employee forgets to clock in
- Employee forgets to clock out
- Overlapping visit
- Incorrect or No tasks codes used

Supervisor Response

- Contact employee to discuss issue, if client does not give access to the phone consistently recommend a Validator.
- RETRAIN!
- Counsel employee on EVV issue.
- If issue continues, i.e., clocking in or out early, forgetting to clock in or out, etc...counsel employee further and possibly remove them from the affected client's home.

Processes when employee/ attendant does not follow your EVV Standards Cont.

Sample EVV Visit Editor Report

Start	End	Duration	Admit ID	Client	Employee	Tasks	Service
Exception - The visit end date is required							
11/30/2013 9:21	Unknown	Unknown	IHS 00000	Client, Mary	Caregiver, Sally	Unknown	Unknown
Exception - The visit start date is required							
Unknown	12/5/2013 11:18	Unknown	IHS 11111	Doe, Jane	Caregiver, Bobby	6200, 6326, 6387, 6386, 6382	NON APC Client
Exception - Service was not authorized							
12/16/2013 11:59	12/16/2013 15:58	3.98	PP 00000	Client, Jack	Caregiver, Nancy	7121, 7128, 7151, 7152, 7153, 7171	Nurse Aide

Vendor Expectations



What To Expect From Your EVV Vendor



What Are Your EVV Systems Expectations?



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- To be able to document the justification of manual time modifications, adjustments, or exceptions after the attendant has entered the information. (In the EVV system or other documentation method).
- To be able to monitor for fraudulent entries.
- To have the opportunity to review call and visit information before the billing and payroll exports are generated.
- To be able to accrue partial units pursuant to 13 CSR 70-91.



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EVV Report Reflecting Manual Time Entry



Telephony Visit Report -

Patient Name	Admission ID	Employee Name	EE ID	Date/Time In	MD	Date/Time Out	Visit Hours	Service Desc	Tasks Performed
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/2/2015 4:00:00 PM	M	5/2/2015 9:00:00 PM	5 :00	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Shopping and/or Errands; CDS Make Bed; CDS Treatments; CDS Clean and/or Maintain Equipment
Fishing, Apple, Pie DCN:	CDS 66666	Pell, Eugene B.	888888	5/3/2015 9:30:00 AM	M	5/3/2015 2:00:00 PM	4.50	Consumer Directed Services - PC	CDS Dressing/Grooming; CDS Mobility and Transfer; CDS Medications; CDS Toileting; CDS Bathing; CDS Meal Prep and Assist with Eating; CDS Wash Dishes; CDS Clean Kitchen; CDS Shopping and/or Errands;

What To Expect From Your EVV Systems Provider?



- To customize your EVV system to suit your companies work flow.
- To support changes in the care plan.
- To allow for the addition of services.
- To accommodate more than one participant and/or attendant in the same home or at the same phone number. (If system doesn't distinguish between clients then you must utilize paper to document visit.)
- To accommodate more than one schedule shift.
- If desire, EVV options if a participant does not have a landline.

What To Expect From Your EVV Systems Provider?



- To record the exact date services are delivered.
- To record the exact clock-in and clock out times.
- To incorporate tasks in the EVV system.
- To document the services delivered to each participant.
- To verify the telephone number from where the services were completed.
- To verify the participant’s personal identity, either by the participant’s personal telephone, a unique number or through alternative technology.
- To verify the attendant by a unique personal identification, or through alternative technology

What To Expect From Your EVV Systems Provider?



- To produce reports of current and archived data which include:
 - Services delivered
 - Tasks performed,
 - Participants identify
 - Attendants identify
 - Beginning and ending times of service
 - Date of service
 - Documentation for any changes that were made to the visit after the initial visit

When To Train EVV



- Train during orientation and in-services
- Training during APC class
- Training when EVV is an invalid entry
- Do not forget to train your Field and Office Staff
- Create Videos of recordings of your EVV system
- Create Instruction Guides
- Add EVV phone number to badges
- Have hands-on practice time during orientation
- Once schedule is receive review EVV to clock in tasks on client's plan of care
- Place telephony instruction on back of timesheets and or name badge.

EVV – Add to:



- Application
- Time Sheet
- Pay Roll Protocol
- Vendor-Attendant Contract
- Consumer Training Program
- Handbook
- Documentation Process
- Initial participant packet

Train – How Your EVV Systems Works



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How to enter:

- ✓ Attendants Access Code
- ✓ Start A Visit
- ✓ End A Visit
- ✓ More than one service
- ✓ More than one participant in the home
- ✓ Add Tasks
- ✓ Delete Tasks
- ✓ Review Documentation Entered
- ✓ Approved Tasks Entered

EVV is your timecard!

More Training



What To Do When:

- ✓ When the EVV System is not working
- ✓ Forgot to clock in
- ✓ Forgot to clock out
- ✓ Did not enter all of the tasks performed
- ✓ Forgot assess code
- ✓ Forgot tasks to perform
- ✓ When perform tasks not on the POC
- ✓ When added APC task not authorized to perform
- ✓ Not able to clock in or out due to reasons beyond the attendants control

Remember that continuous training is key for success with EVV!



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Lessons Learned



Lessons Learned

Think About:



How will you?

- Modify your billing process once EVV is in place?
 - You will continue to bill the same way
 - Be mindful with EVV you can still accrue units per service type
- Add EVV to timesheet process and protocols?
- Add reasons of EVV refusal to your timesheet?
- Prepare your EVV reports compare to the EVV rule ?
- Modify your payroll process once EVV is in place ?
- Respond to your records request (EDL, Audits) once EVV is in place?
- Develop your own guidelines for modifying visits?
- Update your refusal of EVV process to fit your organization?
- Proceed with invalid entries-Errors and Exceptions?
- Who will be your EVV support and when will they be available?
 - Think about weekends and after hours

Lessons Learned



- Add tasks codes to timesheets
- Only teach APC task codes to CNA’s and APC aides
- Key Staff to understand how your EVV system works with your billing and payroll systems
- Changes are allowed only by APPROVED staff
- When modifying your EVV ,PILOT how these changes may alter your billing and payroll systems
- Understand how the minutes are accruing in your system.
- **ROUNDING IS NOT ACCEPTABLE**
- If POC is tied into your EVV System – have a plan in place of KEY staff entering the POC into the system and when to make modifications



Lessons Learned Cont.

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- Understand how and when your staff are modifying an EVV visit
- Process to review billing process periodically to ensure ALL documentation rules are in place
- Check and double check that your reports meet EVV guidelines
- When pulling data for record request do not forget to pull the manual entries reasons/timesheets.
- Limit/Control who can modified an EVV visit
- If EVV System has broadcasting message capabilities develop process for who and when a message can be recorded.
 - Do not forget to limit the time frame the message can be heard.
 - Do not forget to limit the length of the message.

Lessons Learn Cont.



- Invalid Entries – Look at frequently!
- Archived data – If change EVV Providers
- Process to remove employees from your EVV systems/broadcast message
- Supervisor to review daily reports to ensure the tasks are delivered in accordance with the service plan
- Caregivers not entering the tasks properly are coached and trained on the correct procedure immediately.
- If there are no supporting tasks to validate the services provided then billing does not occur.



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