

## **EVV Q&A Session for Services Facilitators conducted on 6/4 & 6/6**

Q: Is it true that VA Premier will be switching F/EA's at the same time as the EVV takes effect?

A: Virginia Premier will be switching to Consumer Direct Care Network on September 26, 2019.

Q: How will you handle concerns of parents of children receiving services that do not want to have their child's location reported?

A: The 21<sup>st</sup> Century Cures Act, requires an EVV system to be used for any Medicaid funded personal care services provided on or after January 1, 2020.

Q: When will training be given to Service Facilitators so that we can help those families that didn't understand or that might have questions when we visit?

A: Each F/EA will provide additional training during their monthly Services Facilitators calls.

Q: Is there an expectation that the start and end of shifts will happen at the home of the client? Sometimes aides might pick up a child client at school, or at their parents work place, for example.

A: No, EVV does not change the services or location in which services are provided.

Q: Will consumers be reimbursed for landline services if not within a cell area?

A: No, consumers will not be reimbursed for landline services.

Q: When will the two units of management training hours be auto approved?

A: This varies by MCO. Virginia Premier will authorize management training hours in July. Magellan management training units will be approved on an "as requested" basis. United Healthcare will authorize management training hours in August. Please contact Aetna, Anthem, and Optima directly for further details.

Q: Do the EORs have to verify each time the attendant clocks in and clocks out in real time or after the time is submitted?

A: The EOR has the option to approve/reject time after each shift or at the end of a pay period.

Q: Will there be an opportunity for consumers to switch out from VA Premier if they do not want to switch to CDCN?

A: Medicaid Members have the option to choose a health plan during open enrollment.

Q: Free smart phones are for the Medicaid members, not the aides. Are you saying the member should get the free phone and have their aides log in that way?

A: The attendant can use the Medicaid Members phone to clock-in and out.

Q: If the attendant works with a child, and the attendant does not have a smart phone and they are out in the community i.e. getting picked up from school, can the parent request a smart phone for the attendant through the MCO?

A: No, the parent cannot request a smart phone for the attendant. Any person who wants to access the Lifeline program must personally qualify.

Q: Is EVV also mandatory for agency directed services?

A: Yes, EVV is mandatory for any Medicaid funded personal care services provided on or after January 1, 2020.

Q: Are we going to have to tell consumers that cannot afford a landline and out of cell service that they will be discharged?

A: The 21<sup>st</sup> Century cures act requires EVV to be used for members that receive personal care services. This is a mandatory federal requirement.

Q: The timing of this may be good for the attendants with regard to their pay, but with Virginia Premier switching to CDCN and open enrollment will all be happening at exactly the same time. Will there be any extension to continuity of care?

A: Virginia Premier's continuity of care period is 30 days from enrollment and can be extended based on member situation and needs.

Q: If a consumer has PPL or ACES\$ and uses their EVV system and then has a Medicaid lapse, will they then have to use the CDCN EVV during the lapse period?

A: Correct

Q: Can one smart phone can be used for both the EOR and Attendant to log time and approve?

A: Yes, one smart phone can be used for both the EOR and attendant to log and approve time.

Q: What if EOR is on vacation, at work or in a meeting, etc.?

A: EOR's are required to approve time worked. Methods to approve time are by use of smart phone, IVR, or web portal.

Q: How will EORs manually input time if they do not have internet service?

A: The alternative method requires using a landline phone to access an Interactive Voice Response (IVR) system.

Q: Which MCOs are switching to CDCN?

A: Virginia Premier Health Plan and Aetna Better Health of Virginia is offering CDCN as a choice for some of its members.

Q: How will temporarily transfers from PPL to CDCN and back be accomplished?

A: Effective October 1, 2019, EOR's will be required to electronically capture time for services performed. If a member is temporarily enrolled back into fee-for-service, the member must use the CDCN EVV application.

Q: Will the EVV systems be similar?

A: Yes, the EVV systems will be similar.

Q: Will a pin number be required for EVV? How will attendants "clock in and out?"

A: This varies by F/EA.

CDCN:

Mobile App – A pin number is not required when using the CDCN Mobile App. IVR – A pin number is required when using IVR (landline) to verify their identity when calling in to start and end a shift. The [Registration Guide](#) and [User Guide](#) are available on the CDCN website to provide additional information.

ACES\$:

For IVR, Attendant calls from the Members landline, enters their Attendant ID and PIN. They may then check in or out of their shift. When using the mobile application, Attendants will login in the app, select the member they are serving, and check in or out for their shift.

PPL:

The mobile application will require a login and password to clock-in and clock-out. The login and password information will remain the same login and password used today to access the PPL portal.

Q: When will EVV officially take placed?

A: 10/1/2019

Q: What happens is the consumer and attendant is travelling outside the state or country. How do they use EVV?

A: It is not required to be in the home when services start/end. Services in the community should continue as they do currently.

Q: Is the sign up to EVV quick or is there a long process for an account to be verified?

A: This varies by F/EA.

CDCN: Once the attendant has the good to go status in the system, the registration process only takes a few steps.

PPL: Sign-up to use the mobile app is immediate, however, IVR registration for members that plan to use a landline will take longer due to linking the member's address to their telephone number in the IVR system.

MCC: Registration within the EVV application takes only a few steps and minutes.

Q: Are you using an open model and if so who is the aggregator?

A: Consumer Direct Care Network (CDCN) – CellTrak

Aces\$ - CellTrak

PPL – CellTrak

Please address specific EVV application questions to the appropriate F/EA vendor

Q: Will the EVV systems be available for use before Oct 1st?

A: The mobile applications for Members and attendants who participate with Consumer Direct Care Network (CDCN) and Public Partnerships (PPL) are available now. For members and attendants who participate with ACCESS the mobile application will be available September 1<sup>st</sup>.

Q: Will SFs be able to monitor time through the EVV since we won't be able to access timesheets on the FEA's portals?

A: The shifts worked will be uploaded to the F/EA's web portal.

Q: How quickly will shift info be uploaded to the FEA's portal?

A: This varies by F/EA.

CDCN: The shift files are scheduled to be sent every 15 minutes to update the system.

PPL: Immediately, the information will show in portal as soon as it is entered in the mobile app.

ACCESS: Shifts entered via EVV methods will be available on the portal within the hour.

Q: If there are 3 clients in one home, can they all use the same phone? Will they have separate log-ins for each client?

A: Yes, multiple people can use the same phone. Yes, each Member and attendant will have unique log-in credentials.

Q: Is the new CCC+ Manual out yet and available for review?

A: Yes, the new manual has been posted to the DMAS website.

Q: Will all information from PPL be transmitted to CD for VA Premier Individuals?

A: Yes.

Q: Do we still bill the same?

A: Yes, Services Facilitators still bill the same.

Q: When will service facilitators received further information regarding EOR training on this matter?

A: Services Facilitators will receive further training during the monthly services facilitators calls conducted by each F/EA.

Q: Once the attendant clocks in to the EVV system does the EOR or client still have to approve the time worked?

A: Yes, the EOR has the option to approve/reject time after each shift or at the end of a pay period.

Q: Would each F/EA be able to answer more questions on EVV? If so, what department should we reach out to?

A: PPL: 833-549-5672.

ACCESS: (833)-955-4545 or email [supportVA@mycil.org](mailto:supportVA@mycil.org)

CDCN: 888-444-8182 or email [infocdva@consumerdirectcare.com](mailto:infocdva@consumerdirectcare.com)

Q: Some consumers who are located in remote areas do not get adequate signal to have cell phones or internet access. For consumers who are affected by this, are they able to approve time through an IVR system. In the PowerPoint it states through portal or cell.

A: Yes, the consumer will be able to approve time through the IVR. The PowerPoint has been updated to reflect this information.

Q: Will there be a session similar to this for agency directed?

A: Yes, a webinar is in process for EVV for agency directed.

Q: For people who are visually impaired, will they need to use the help of aide to enter?

A: When choosing Consumer Directed services, as the employer, the EOR incurs all responsibilities of an employer. It is important that the EOR understand all that is required of an employer.

Q: Where do we direct EOR and attendants to learn about EVV?

A: For more information, please visit the link below: <http://www.dmas.virginia.gov>. Click on 'Electronic Visit Verification' under new initiatives.

Q: If a client is already using electronic time sheets do they have to use EVV?

A: Yes, you must use a device like a smart phone or landline for EVV.

Q: Can you clarify which MCO's will be using EVV under CDCN and which ones will remain with PPL?

A: Aetna, Anthem, Optima, and United Health Care will use PPL for EVV. Magellan will use ACES\$ for EVV. Virginia Premier and some of Aetna members will use CDCN for EVV. For members not enrolled with a MCO, members will use CDCN for EVV.

Q: How does the system track location if an attendant clocks in on the phone? Telephones don't have GPS.

A: EVV will only collect the location at the beginning and ending of the shift. GPS feature must be enabled on the cell phone.

Q: How would an attendant know if they are clocking in and out for attendant, companion, or respite care? Or would the EOR make this manual change when EOR approves the timesheet?

A: The attendant must pick which service they are providing when they clock-in prior to each shift.

Q: Timesheets can be submitted through the IVR for individuals that can't use internet to submit?

A: Yes. IVR is the alternative method.

Q: If a member uses the web portal, are they also required to use EVV?

A: Yes, you must use a device like a smart phone or landline for EVV.

Q: In instances where an attendant forgets to clock out and another attendant is oncoming to their shift. How would that be handled?

A: The incoming attendant will be permitted to clock in. The attendant that forgot to clock out will be permitted to manually enter the clock out time.

Q: Does EVV eliminate timesheets?

A: Yes, EVV eliminates timesheets.

Q: Can consumers get a smart phone thru all the health care plans?

A: Yes, all health plans offer a smart phone to qualifying members.

Q: Will another packet have to be filled out for consumers and attendants transitioning from PPL to Consumer Direct on 09/26 for VA Premier Elite Plus?

A: Virginia Premier transition packets will be required for all Employer of Record (EOR) and Attendants. The EOR forms allow CDCN to act as the agent. The Attendant forms ensure accurate information and avoid delays in pay.

Q: What do we do if a member adamantly refuses to use EVV?

A: In order to continue to provide personal care, respite care, and companion services, the use of an EVV system is required.

Q: For attendants that may be working personal care and respite care hours on the same day, will it require a sign in and sign out separately for each of those service types?

A: Yes, attendants must clock-in and out for each service type.

Q: How will this EVV prevent time sheet fraud and determine whether the attendant is actually on the premises during their entire shift?

A: EVV is designed to improve the quality of care provided to individuals, it may not necessarily eliminate fraud.

Q: Is this being newly implemented for the entire state of VA on Oct 1st or has this been already implemented in other parts of the state prior to that date?

A: EVV will be effective 10/1/2019 for the state of Virginia.

Q: Is the MCO-VA Premier Elite Plus going to be responsible for the mailing out of the packets for enrollment of the Attendants and Consumers with Consumer Direct or responsibility of the SF.

A: Virginia Premier transition packets will be available soon on the CDCN website for Service Facilitators to assist in the submission of complete and accurate packets

CDCN will also be hosting Stakeholder Meetings during July, August and September. A mailing and email communication will be distributed in the coming weeks with additional information. Service Facilitators, EORS and Attendants are encouraged to attend to complete paperwork, receiving training on and complete register for the Mobile App and web portal.

A paper packet can be requested by emailing [InfoCDVA@consumerdirectcare.com](mailto:InfoCDVA@consumerdirectcare.com) indicating the following:

Email Subject: Virginia Premier Transition Packet Request

Email Message: Include Name of Virginia Premier Member, Name of EOR and Attendant name(s) if requesting attendant packets. Address where packets are to be mailed.

Q: Please clarify the IVR process please.

A: This varies by F/EA. Please contact your current F/EA directly for more information.

Q: Will CDCN use the same enrollment packets for VA Premier that are currently available on their website? If so this will allow us to provide VA Premier Consumers with the paperwork early on so that they can begin to work on those.

A: No, Virginia Premier will have its own branded packet that will be uploaded to the website soon. Virginia Premier will have specific transition and enrollment packets. Transition packets will be available on the CDVA website soon. [www.ConsumerDirectVA.com/forms](http://www.ConsumerDirectVA.com/forms)

Q: For VA Premier with CDCN, will all the aides have to go through the background check again?

A: No

Q: You mentioned about encouraging starting early to use the EVV system, when is that app available and what is the app?

A: The clock-in and clock-out function is not currently available, however the mobile application is currently available today for CDCN and PPL. CDCN mobile application is CellTrak and the [Registration Guide](#) and [User Guide](#) are available on the CDCN website. PPL utilizes the Time4Care mobile application.

Q: For members transitioning from PPL to Consumer Direct on 9/26-VA Premier Elite Plus-will this trigger the system to show the consumers has an existing EIN Number--therefore consumer will have to reach out to IRS Dept., to request LTR Form 147C.

A: No, CDCN will receive transition data from PPL. Additionally, EORs will complete IRS Form 2678 as part of the transition packet appointment CDCN as their agent and permission to communicate with IRS as required.

Q: Will ACES\$ hold training for SF regarding this change and how it will affect members enrolled with them. I currently do not receive notifications on any meetings for this FEA.

A: Yes, ACES\$ will provide training on their system. If you do not currently receive communications from ACES\$, please call (833)-955-4545 M-F between 8am-8pm or email [supportVA@mycil.org](mailto:supportVA@mycil.org) to update your contact information with them.

Q: For CDCN- do we need to send a FARF for all our VA Premier individuals?

A: No, CDCN will receive transition data from Virginia Premier and PPL.