

# 5 Steps to EVV Compliance

# The Basics of Electronic Visit Verification

Electronic Visit Verification (EVV) is a method designed to electronically capture point-of-service information for certain home and community-based services. In December 2016, Congress passed the 21st Century Cures Act, which “mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider.”<sup>1</sup>

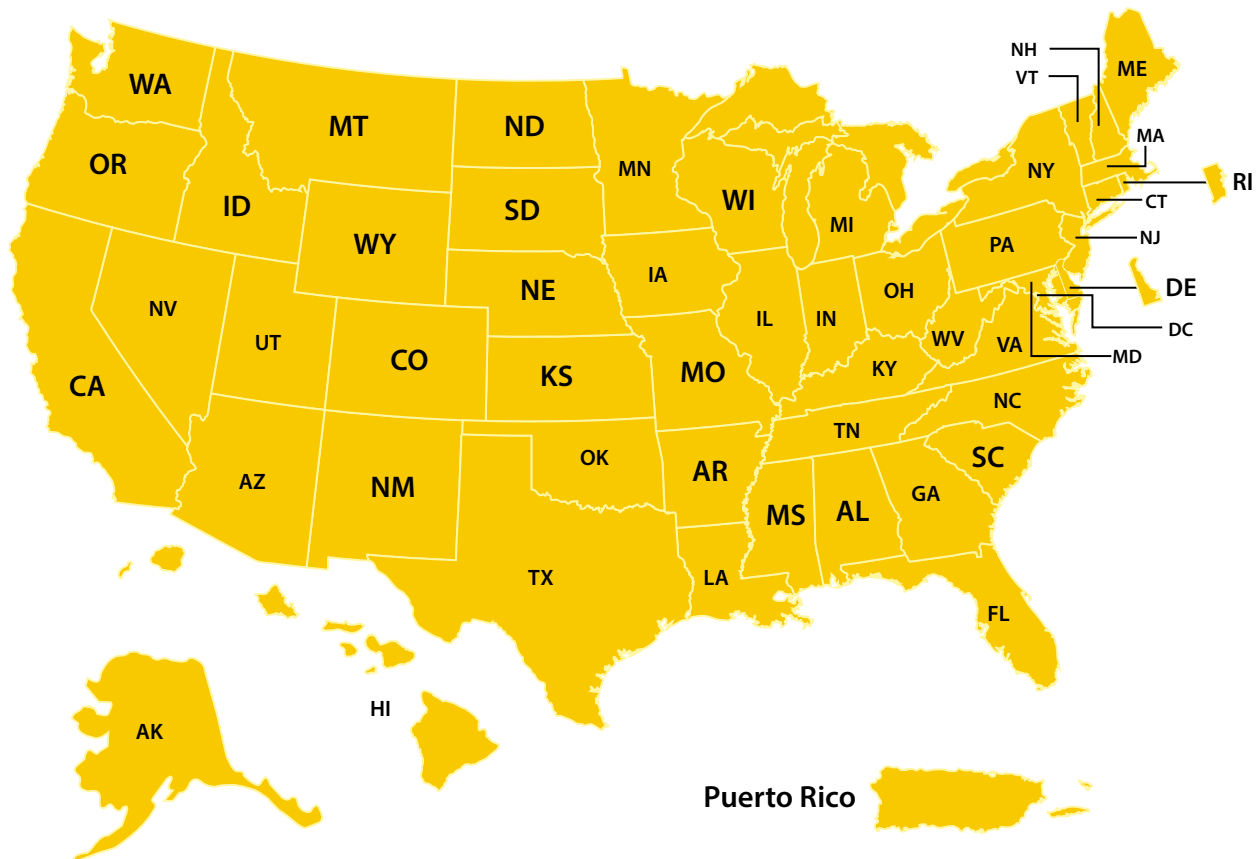
EVV requirements intend to prevent fraudulent activity and ensure that individuals are receiving the support they need by verifying a range of details at the point of service. While states were initially required to implement EVV for personal care services by January 1st 2019, that deadline was delayed through Good Faith Effort exemptions for most states until January 1, 2021. Home Health Care Services (HHCS) are required to implement an EVV system by January 1, 2023.

<sup>1</sup> <https://www.medicaid.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evv/index.html>

# 1

## Find out what services your state has designated as requiring EVV

While the federal government is mandating the use of EVV, many of the other EVV decisions are determined at the state level. States choose what programs and services in their state are required to use EVV. Determine if the services your organization provides are subject to EVV in your state by going to your state's EVV webpages. If you have questions about what services your state is requiring, reach out to us at [www.therapservices.net](http://www.therapservices.net). We are closely monitoring each state's evolving regulations and are happy to assist you.



# 2

## Determine which of the five EVV system models your state has chosen

There are five main models for states to choose from for their EVV system, which vary in terms of state involvement in EVV management and vendor selection. As outlined by the Centers for Medicare & Medicaid Services, the five models are:

### 1. Provider Choice Model

While the state sets standards and requirements for EVV vendors, providers select their own EVV vendor and self-fund their implementation.

### 2. Managed Care Plan (MCP) Choice

Similar to the Provider Choice Model, however the state mandates the Managed Care Plan to contract and reimburse the EVV vendor solution instead of providers.

### 3. State Mandated In-house System

The state creates, operates, and manages its own EVV system. This leads to greater standardization while placing a larger administrative burden on the state.

### 4. State Mandated External Vendor

The state contracts with an EVV vendor to implement one EVV solution and requires all applicable MCPs, providers, families and individuals to use the system for documentation.

### 5. Open Choice Model

A hybrid model where the state either contracts with at least one EVV vendor or creates its own EVV system while also allowing providers and MCPs to continue using already existing EVV systems.

# 3

## Understand the Six Points of Data you need to Collect

As written in the Cures Act, for a visit to be verified under EVV, you need to collect the following six points of data:

1

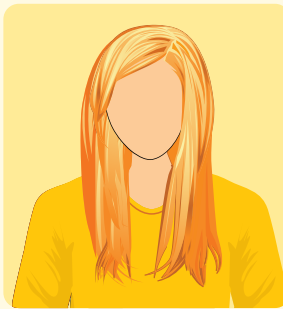
The type of service performed

T1019-Personal Care



2

The individual receiving the service



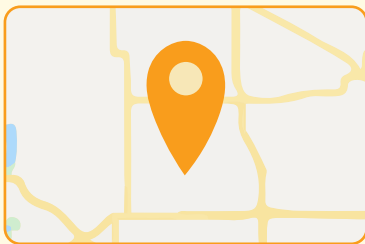
3

The date of the service



4

The location of service delivery



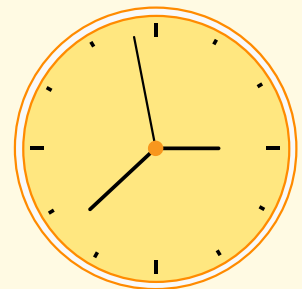
5

The individual providing the service



6

The time the service begins and ends



# 4 Identify your method for collecting EVV data

Apps on mobile devices are the primary method for collecting EVV data, as they provide the most comprehensive and accurate set of information. In particular, the Bring Your Own Device (BYOD) model, letting staff use their own devices, is a popular option that providers are choosing. Other times, agencies provide staff with company-owned devices for checking in.

If you are unable to use a mobile device to capture EVV data, possibly due to poor cell service or lack of devices, you should check with your state to see what secondary options they allow or suggest. Among the secondary solutions are:

- **Offline Mobile Application:** Offline mobile applications are used to capture the GPS data at the point of service. Once you are online you can upload the mobile data.
- **Telephony:** Telephone calls captured with a landline telephone that can be used to capture service period and verify location.
- **Fixed Object (FOB):** Fixed Object devices with a unique ID are registered to a specific location. They produce a time based password that captures service period as well.



# 5

## Practice Implementing

Whatever solution you go with, you will need time to implement your preferred system. It will require practice honing your processes to avoid potential problems that could risk losing funding. A recommended form of practice is to enter in EVV data and compare your EVV results to the billing results from your current processes. By checking how accurate your EVV data is you can identify areas for improvement.



### Expert Advice

“While implementing EVV at your agency may seem daunting, there is no need to feel overwhelmed. By understanding what is required for your agency and breaking down the regulation’s requirements into steps to practice, your agency will be in a great position for success.”

**Stephanie Masters  
Norton**

Senior Training & Implementation  
Specialist

# About Therap Services

Since 2003, we have made it our mission to enhance the lives of individuals supported by service organizations by providing agencies the tools they need to focus on meaningful outcomes for the people they serve. Therap's electronic record and associated functionality is built on our decades of experience as state employees, service providers, managers, and administrators who understand both the challenges and rewards of quality service provision. As a result, we possess a dedication to creating efficiencies, streamlining processes, securely connecting people and exchanging information, and integrating all aspects of service delivery – all while maintaining a focus on individuals, families, and the professionals who support them.

This dedication has led us to becoming the national leader in the industry, supporting providers in all 50 states and internationally, while also meeting the diverse needs of 20 different state contracts across the country. Our partnerships with providers, communities of practice, and a comprehensive array of local/national leadership continue to inform our ongoing development and commitment to being the best at what we do.

If you are interested in learning more about Therap's EVV Software Solution, you can find your local representative here:

<https://www.therapservices.net/find-your-therap-rep/>

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of NEVVA**





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