Operational Guidelines for Electronic Visit Verification (EVV)

Guiding Principle

The 21st Century Cares Act is federal legislation that requires all state Medicaid agencies to implement an EVV (Electronic Visit Verification) solution to manage their PCS (personal care services) by January 1, 2020. EVV is a technology solution which electronically verifies the delivery dates, times, and locations of home and community-based services. EVV uses multiple technologies to verify details of service delivery and prevent fraudulent claims. It is important that UCP is compliant with this regulation to reduce fraud and to ensure appropriate reimbursement.

Purpose

The purpose of these guidelines is to define how the EVV system (MatrixCare for HomeCare or Telephony) works and what to do if the EVV system in nonoperational in various situations or circumstances. This standardization allows for consistency across the organization.

Guidelines

Mobile Application Utilization
1. UCP utilizes a solution called MatrixCare for HomeCare which is a mobile technological application installed on a device such as an IPAD or smartphone. The application collects the required EVV data r including clock in time, clock out time, location, participant name, Direct Support worker name and service.
2. The Direct Support Worker arrives and confirms the prior worker has clocked out of their shift through the mobile application.
3. The Direct Support Worker clocks-in using the mobile application on their preferred device
4. The Direct Support Worker documents service in the mobile application throughout the shift if possible or the last few minutes at the end of the scheduled shift.
5. This documentation includes tasks completed throughout the shift and the participants performance on the assigned tasks.
6. The Direct Support Worker clocks-out using the mobile application on their preferred device.
7. The Direct Support Worker leaves the home when the next Direct Support Worker arrives or at the end of their scheduled shift.

Telephony Utilization (Telephone system)
1. Telephony is the backup option if the MatrixCare for Home Care application does not work on either your IPAD or smartphone.
2. The Direct Support Worker will call the 866 number at the start of the shift from the participants landline phone, enter their ID number and press 1 for arrival.
3. The Direct Support Worker will provide the appropriate support throughout the shift.
4. At the end of the shift, the worker will call the 866 number again from the participants landline phone, enter their ID number and press 2 for departure.

No Mobile App or Telephony Available
1. The Direct Support Worker will call the division on-call phone on arrival for the shift.
2. The on-call phone team member will document on the smartsheet the time and reason for the call.
3. The Direct Support Worker will call the division on-call phone at the departure of the shift.
4. The Direct Support Worker will document the tasks/goals completed during the shift with the participant and include a narrative summary of the shift.
5. The on-call phone team member will document on the smartsheet the time and reason for the call.

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