



# Arkansas Department of Human Services

## Introduction to Electronic Visit Verification and Other Policy Updates

January 15, 2019

# Agenda

1. Electronic Visit Verification (EVV) Update
  - a. What is EVV & Why
  - b. What are Arkansas's plans for EVV
  - c. EVV Provider Survey Results
  - d. Product Features of Careify
  - e. Estimated Rollout Timeline
  - f. Support Plan
  - g. Communication Plan
2. Other Policy Updates

# What is EVV & Why

What - Electronic verification of HCBS related visits

Why - Federal requirement (21<sup>st</sup> Century Cures Act)

Visits are electronically verified with respect to:

- ✓ **Type of service performed**
- ✓ **Individual receiving the service**
- ✓ **Date of the service**
- ✓ **Location of service delivery**
- ✓ **Individual providing the service**
- ✓ **Time service begins and ends**

# What Are Arkansas's Plans For EVV

- Arkansas will provide a State-sponsored solution
- No cost to providers for software
- Bring your own device (smartphone)
- Providers may use their own EVV system
- Full Implementation by Fall 2019

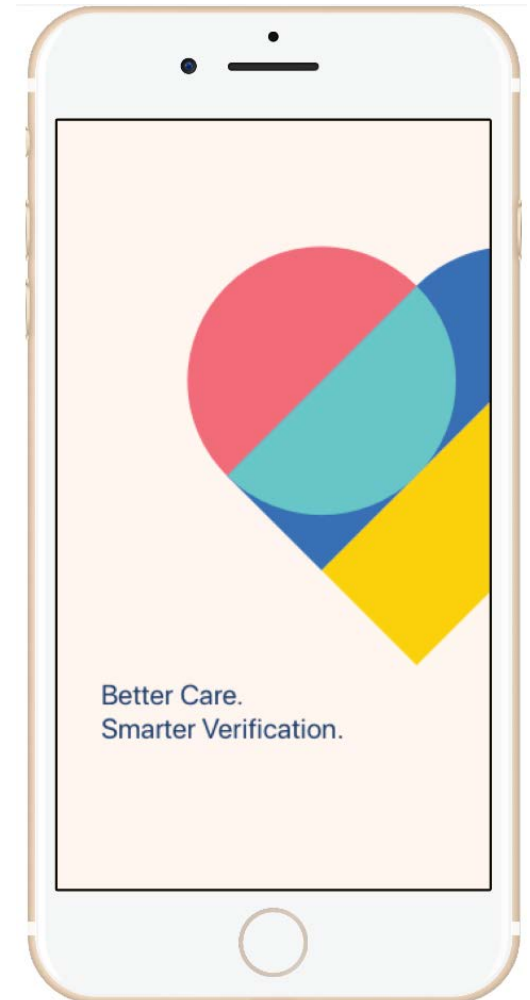
# EVV Provider Survey Results

## Summary of Results from December 2018 Survey:

- Over 100 participants
- 71% use paper to record services performed
- 13% currently use an EVV solution
- 38% prefer telephone support (#1)
- 78% primary concern was cost of new equipment
- 76% primary concern was ability to successfully implement
- 79% most beneficial - electronic capture of visit begin and end times
- 39% preferred method of input was Webinars
- 54% are interested in participating in an EVV pilot

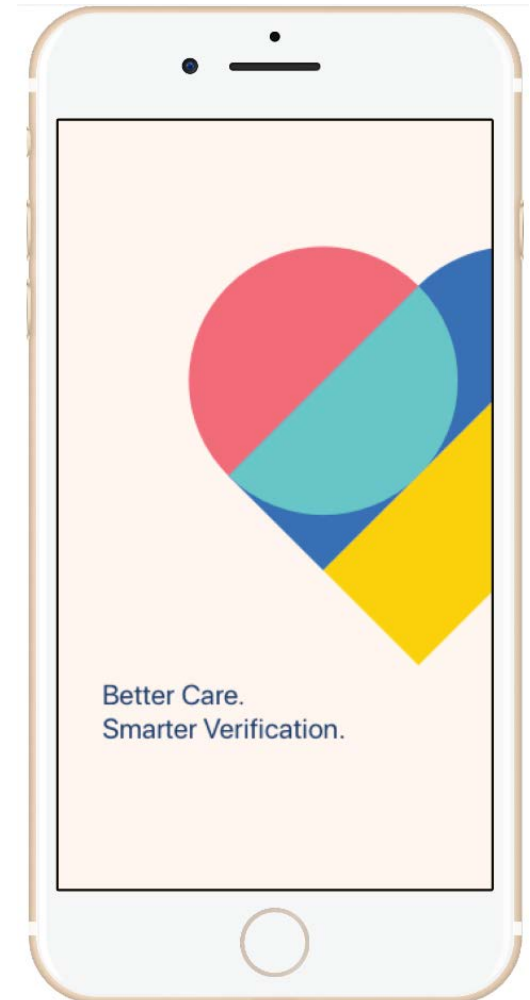
# Product Features of Careify

- **Mobile Application**
- **Website**
- **Scheduling Component**
- **3<sup>rd</sup> Party Data Aggregator**
- **Produce 837 file for Claims Validation**

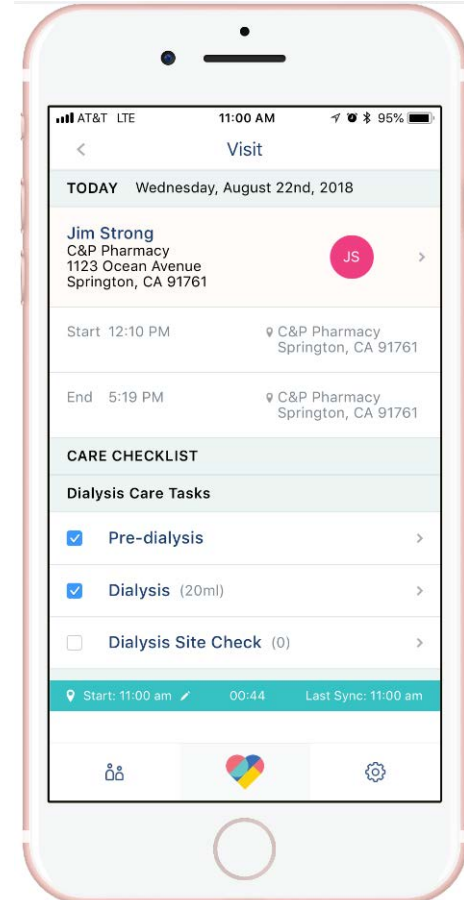
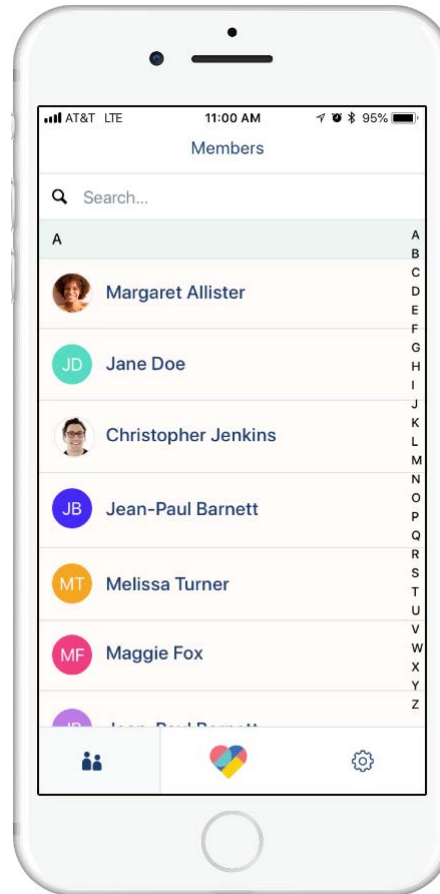
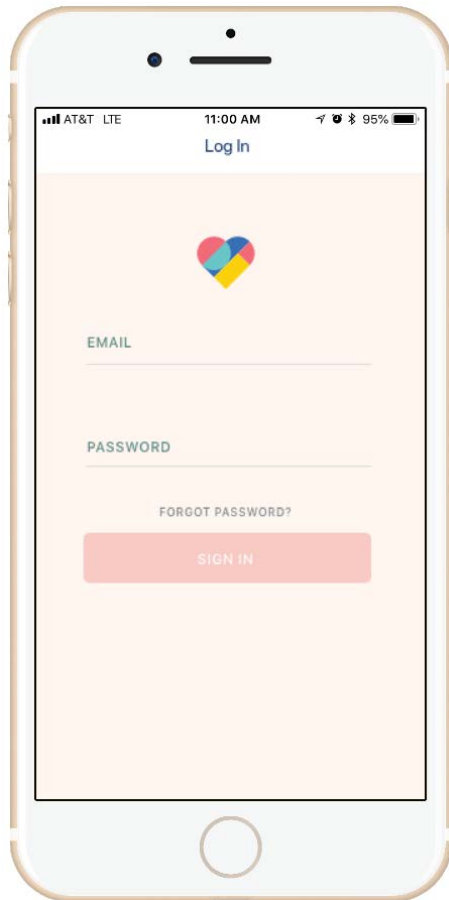


# Product Features of Careify

- **Mobile Application** – record visit information
  - Individual providing service
  - Location of the service (GPS validation)
  - Member receiving the service
  - Time service begins & ends
  - Type of service(s) performed
  - ❖ Offline mode
- **Website** – reporting and managing users
  - View visit information
  - View providers, caretakers and members
  - Manage users
  - Show flags
  - View, create, download reports



# Product Features of Careify





# Tentative Rollout Timeline

- January 2019 – Configuration begins
- Summer 2019 – Pilot period(s)
  - Providers Using Careify
  - Providers Using Other EVV Systems
- Fall 2019 – Staged Implementation Begins
- January 1, 2020 – Federal Deadline for Complete Implementation

# Support Plan

## Training & Phone Support

- In-person training
- Webinar
- Phone support



# Communication Plan

- Webinar updates
- Email blasts
- In-Person Meetings
- Website to learn more regarding:
  - Timeline
  - Technology features
  - Product features
  - What you'll be responsible for

Questions?



# Other Policy Updates

- ARChoices
- Independent Assessment
- Personal Care
- Questions?

# Summary of AR Choices Assessment Results

**Tier 0:** Beneficiary does *not* require “hands-on” assistance with these activities of daily (ADL) living: eating, bathing, dressing, personal hygiene, toileting, and ambulating. Hands-on assistance in at least one of these areas is required.

**Tier 1:** Beneficiary does require “hands-on” assistance with these activities of daily (ADL) living: eating, bathing, dressing, personal hygiene, toileting, and ambulating. Hands-on assistance in at least one of these areas is required.

**Tier 2:** Beneficiary scored high enough in at least two of the Activities of Daily Living (ADLs), such as Eating and Toileting, or has a diagnosis of Alzheimer’s or related dementia and requires substantial supervision from another person and does NOT require a skilled level of care delivered by a licensed medical professional on a daily basis longer than 21 days.

**Tier 3:** Beneficiary requires a skilled level of care delivered by a licensed medical professional on a daily basis longer than 21 days.

# Summary of Waiver Care Assessment Process



Trained Assessor (RN) Performs Interview



Beneficiary  
Family/  
Guardian/  
Caregiver



Platform calculates and Assessor Reviews Tier Determination



DAABHS Uses Tier Determination to Authorize Service Hours

## Activities of Daily Living (ADLs)

- Eating, Bathing, Dressing, Personal Hygiene, Toileting, Mobility, Positioning, Transfers

## Instrumental ADLs (IADLs)

- Medication, Meals, Transportation, Housework, Telephone, Shopping, Finance

## Health

## Memory and Cognition

## Sensory and Communication

## Caregiver

## Psychosocial

# Summary of Scheduling Process

- Notification
  - Beneficiary will receive a notification letter that an assessment is required
- Scheduling:
  - Call Center based appointing
  - Targeted appointing based on location
  - **Call Center number: 844-809-9538**
- Appointment:
  - Once the initial appointment is made, the Optum RN calls the day before to confirm the appointment with the beneficiary and the day of as necessary.



# Summary of Personal Care Referral Process

- Send both the 618 and PC Referral Form to [referrals@Arkansas.gov](mailto:referrals@Arkansas.gov) and cc the DHS RN for that client in one email only
- If the client has a change in status (hospitalized, moved, different provider) send a 9511 to [referrals@Arkansas.gov](mailto:referrals@Arkansas.gov) and cc the DHS RN for that client in one email only
- Prior Authorizations are reviewed by DHS RNs, so email the client's DHS RN or RN supervisor for assistance with PAs

# Summary of Personal Care Referral Process

- Optum has 10 days to set up an appointment and assess new referral PC clients
- Optum will now leave the client's file open for an extra 20 days after the initial 10 day period to allow the client to call Optum's call center and schedule an appointment for assessment
- DO NOT re-do your assessment for a 618 unless specifically requested by the DHS RN
- If Optum asks you to resubmit referral paperwork, they mean to resend your request to [referrals@arkansas.gov](mailto:referrals@arkansas.gov)

# Summary of how you can help

- Always provide accurate contact information for contacting beneficiaries
- If the phone number provided for a beneficiary is a central phone number, ensure it is a contact number that will be answered by appropriate staff
- Relay message that Optum will be contacting beneficiaries-alert them we will be contacting them
- Make sure beneficiaries know it is okay for a new entity to come in to do a functional assessment—alleviate concerns and any fears
- Encourage or assist beneficiaries to make contact with the call center to schedule their appointment once they receive their notification letter

Questions?

