

Electronic Visit Verification (EVV) for Medicaid Services

EVV Launch for Personal Care Services (PCS)

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Introduction of the State EVV Project Team

- ▶ Karen Heng - Deputy Director of Eligibility Operations, DHHS Division of Children and Family Services, EVV Project Sponsor
- ▶ Vince Rea - EVV Project Manager
- ▶ Debbie Flower - EVV Vendor Manager
- ▶ Diane Twehous – EVV Certification Lead
- ▶ Jenn DeBoer - EVV Communications Lead

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Introduction of the State EVV Project Team & Panelists

- ▶ Heather Leschinsky
- ▶ Karen Houseman
- ▶ Sarah Henrichs
- ▶ Joe Schnur
- ▶ Lisa Turner
- ▶ Kristy Pyles

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Agenda

- ▶ Introduction of State EVV Project Team
- ▶ The 21st Century Cures Act
- ▶ Overview of EVV
- ▶ Nebraska DHHS EVV Program Overview
- ▶ Introduction to Tellus
- ▶ Demo of Tellus Mobile Application

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21st Century Cures Act

- ▶ The 21st Century Cures Act, signed into federal law on December 13, 2016.
- ▶ Section 12006(a) of the bill directs State to require the use of an EVV system for Medicaid-provided personal care services and home health services.
- ▶ States that do not require a system for personal care services by 01/01/2020 and home health services by 01/01/2023 will face escalating reductions in federal funding. A Good Faith Effort Exemption allows States extra time to go live before 01/01/2021 for personal care services.

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21st Century Cures Act Continued

- ▶ To fulfill the federal requirement, an EVV system must provide the following information:
 - Date of service
 - Location of service
 - Time the service begins and ends
 - Identity of the person providing the service
 - Identity of the person receiving the service
 - Type of service provided

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What is EVV?

- ▶ Process that uses electronic technology to verify visits:
 - **Accurately verifies visit activity** and services delivered for personal care and home health care
 - **Provides transparency** via real-time data to improve health outcomes, operational efficiencies and program integrity
 - **Improves communications** between provider agency coordinators and providers in the community who are delivering services to participants
 - **Reduces Medicaid fraud, waste, and abuse**
 - **Improves claims processing and provider payments**

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Benefits of EVV

Participants

- ✓ Better health outcomes
- ✓ Better assurance of receiving services
- ✓ Ownership of care
- ✓ Flexibility for appointments and services

Providers

- ✓ Paperless billing
- ✓ Better insight into agency provider activity
- ✓ HIPAA compliant messaging
- ✓ Centralize authorizations
- ✓ Billing automation
- ✓ Faster payment

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Program Overview

HCBS Developmental Disabilities Waivers Services (CDD and DDAD)		
Service	Service Code	Provider Type
Independent Living	2639	Agency and Independent
Supported Family Living	7494	Agency and Independent
Medical In-Home Habilitation	9220	Agency
Behavioral In-Home Habilitation	1796	Agency
Respite	2656	Agency
Respite (In-Home)	8148	Independent
Homemaker	9393	Independent
Homemaker	9769	Agency
HCBS Aged & Disabled Waiver Services		
Service	Service Code	Provider Type
Chore	1691	Agency or Independent
Respite Care – In Home	1113	Agency or Independent
Disability Related Child Care – In Home	2500	Agency or Independent
Medicaid Personal Assistance Services		
Service	Service Code	Provider Type
Personal Assistance	4475	Agency or Independent

**** Home Health Services will be required to use EVV by 2023**

**** Comprehensive Developmental Disabilities (CDD)**

**** Developmental Disabilities Adult Day (DDAD)**

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Introduction to Tellus

Kristy Pyles – Account Manager

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Tellus Nebraska Team

- **Joe Schnur- Senior Account Manager**
- **Lisa Turner- Senior Trainer**
- **Kristy Pyles- Account Manager**

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About Us

A technology company driving the national expansion of **Electronic Visit Verification** for State Medicaid, MLTSS Payers, and Providers

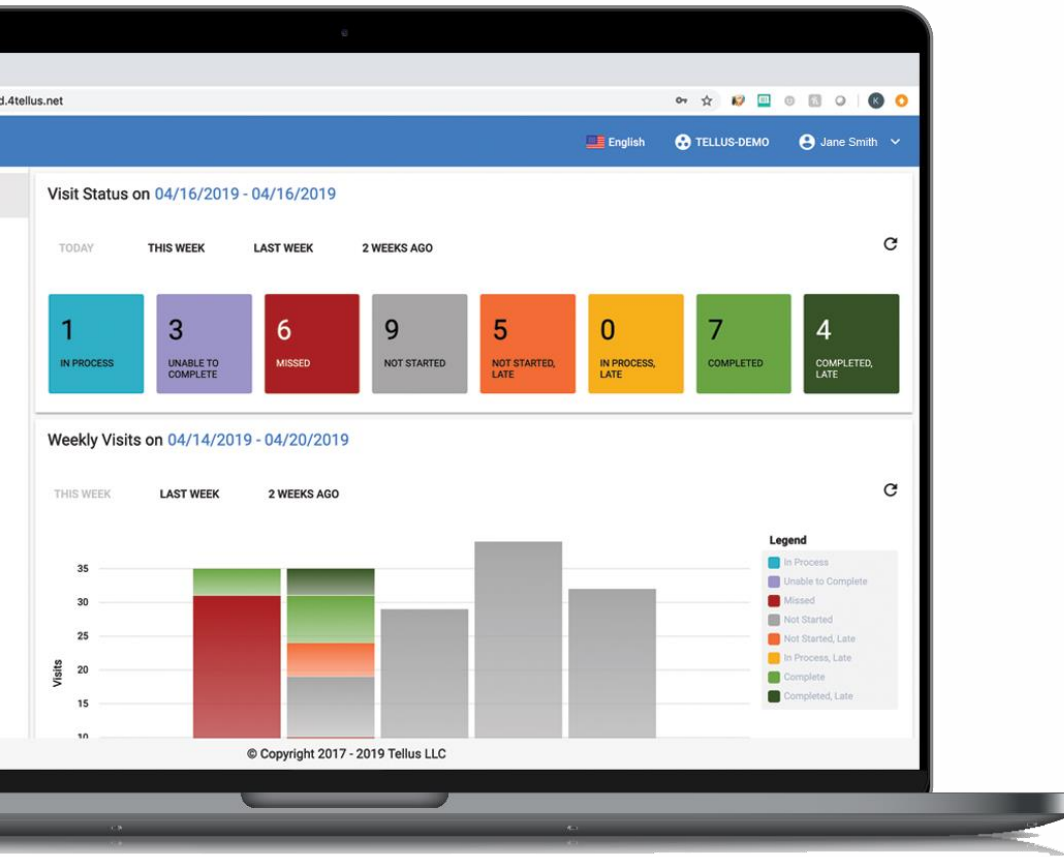
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Provider Portal



- Real-time Dashboard
- Agency Provider Messaging
- Service Authorizations
- Visits & Scheduling (From Portal or Mobile)
- Participant Management
- Agency Provider Management

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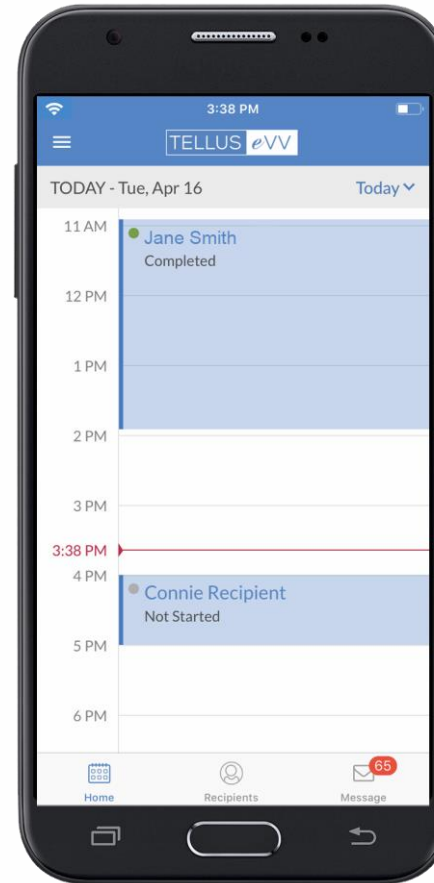
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Smart Devices

- Smart phones, tablets, and other smart devices must be compatible with Android (Google Play) or iOS
- The EVV mobile app has an offline mode where visits are stored until connectivity is established
- GPS is only enabled at the start and end of a visit. DHHS and Tellus do not track or record any location information outside of these times.



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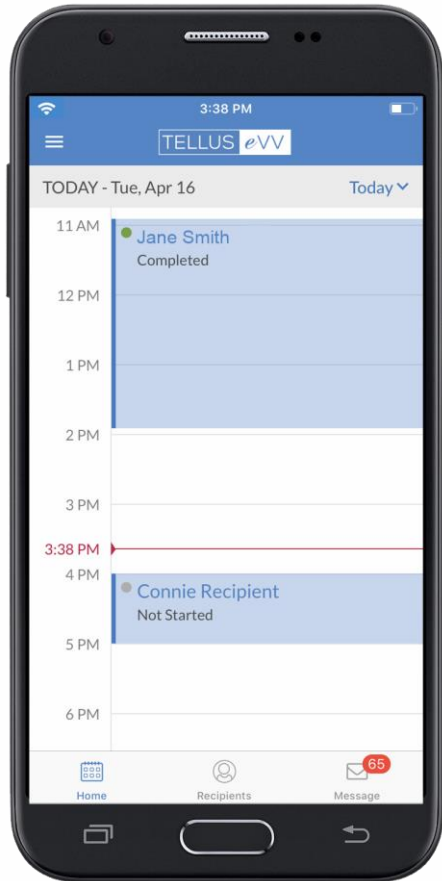
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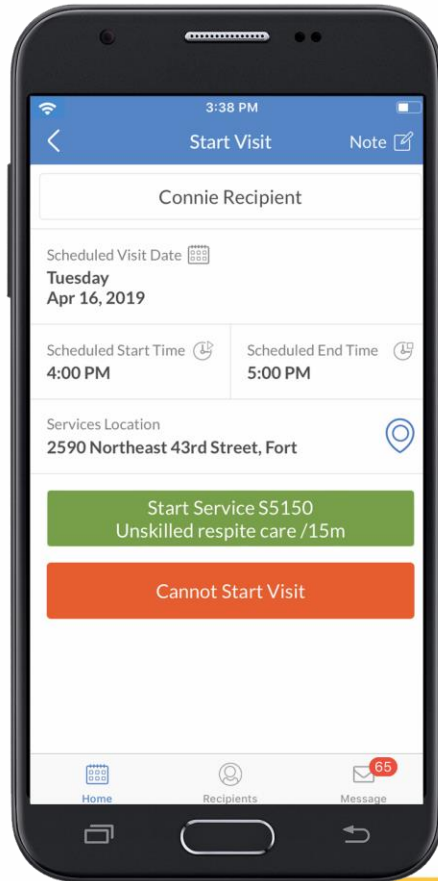
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Mobile Application

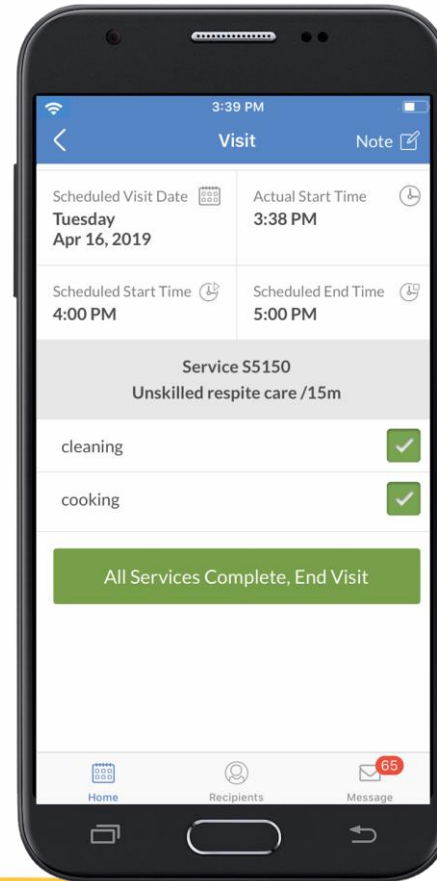
Calendar



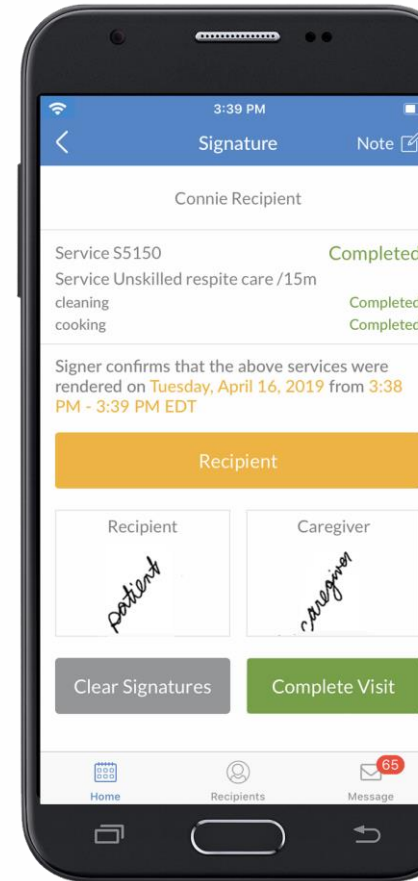
Check In



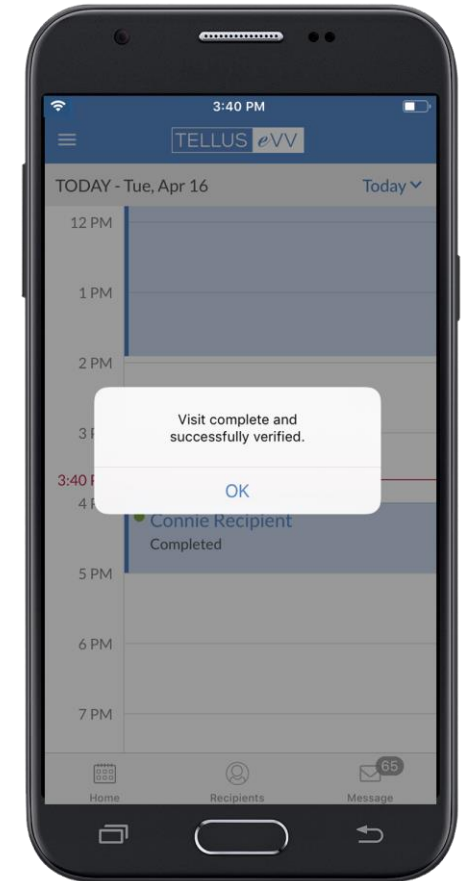
Check Off



Check Out

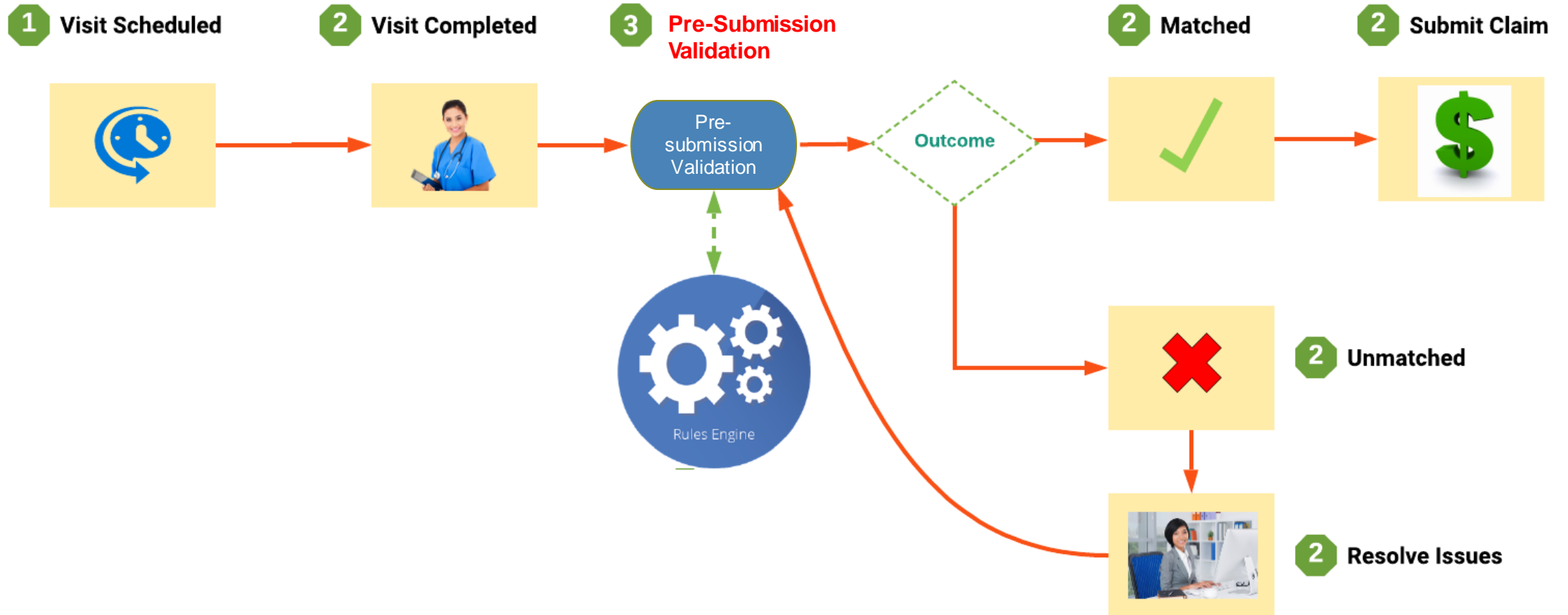


Confirm



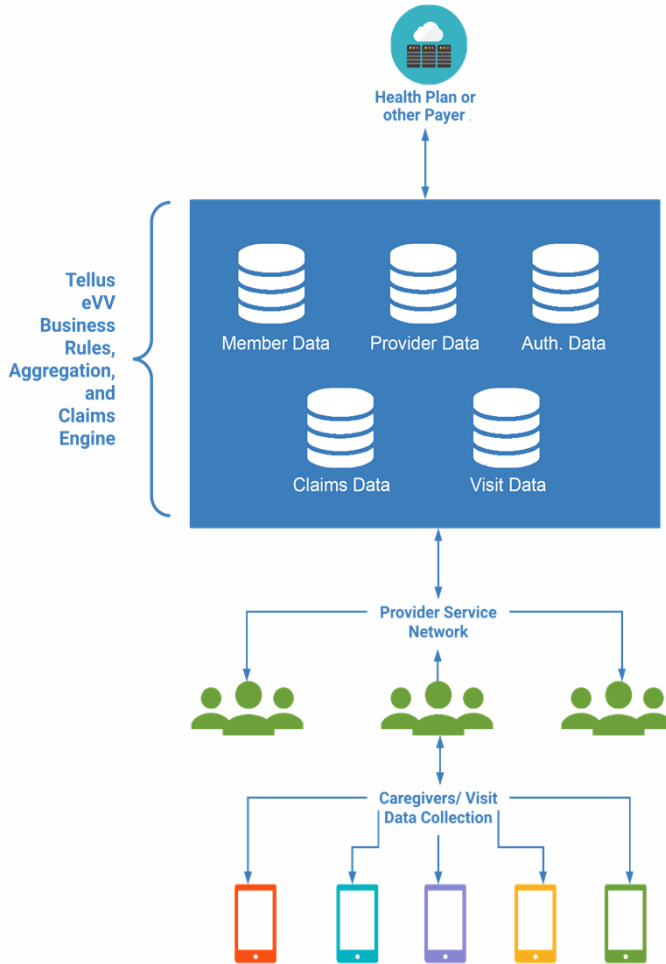
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Data Flow



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Data Aggregation with 3rd party EVV Vendors

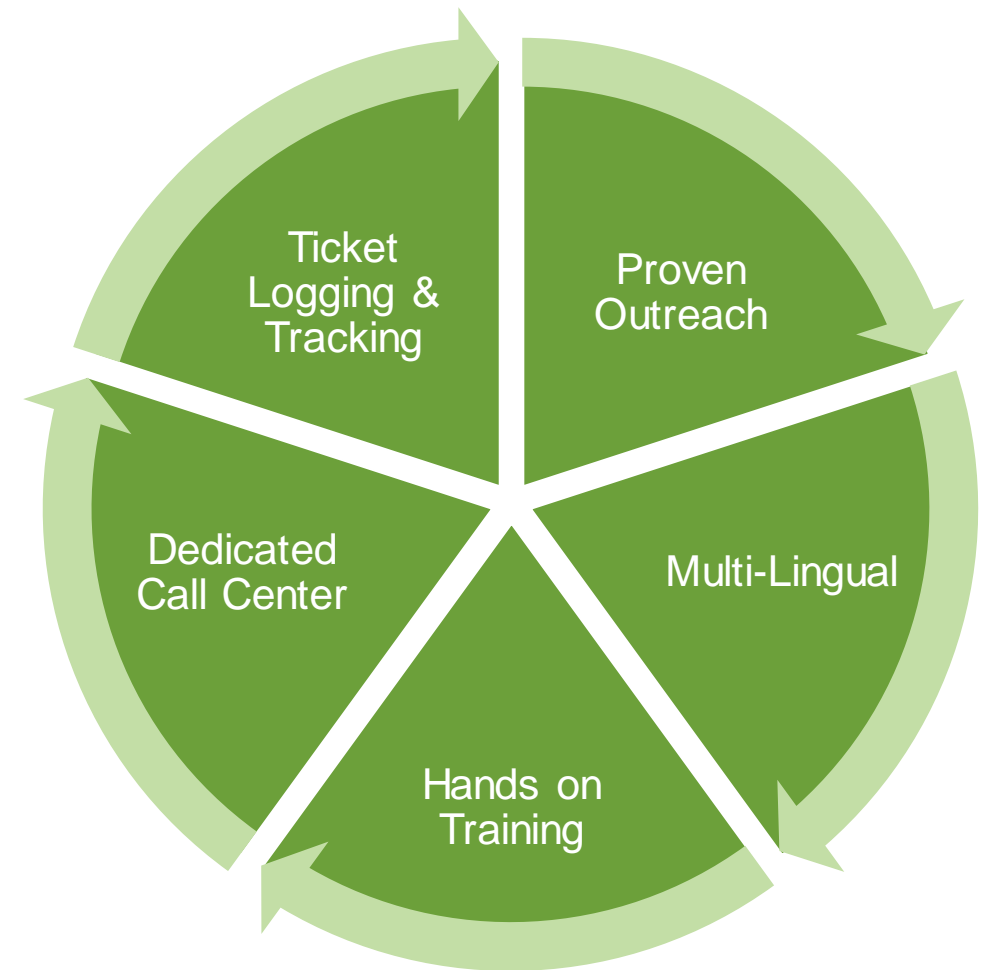


- ▶ Tellus will aggregate data from 3rd party EVV Vendors
- ▶ Tellus has existing integrations with many 3rd party EVV Vendors
- ▶ Integrations are documented, automated and secure
- ▶ DHHS will require 3rd party EVV Vendors and providers using 3rd party EVV Vendors to comply with all requirements listed at <http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>

- Providers will be required to sign an attestation for DHHS saying their vendor is compliant
- Vendors will be required to sign an attestation for Tellus saying their system is compliant

Outreach, Training & Customer Support

- **Comprehensive Outreach and Training** program designed to communicate early, frequently and broadly for optimal adoption and use
- **Training** platform that's multi-media and multi-modal, removing barriers
 - Live interactive webinars
 - Online training and support portal with user guides, FAQs and video tutorials
 - Printable reference guides and cheat sheets
 - Sandbox (*system that mirrors live system*)
 - Ongoing refresher and new feature training
- **Dedicated help desk** and multi-lingual customer service representatives to address questions and provide one-on-one support





Mobile App DEMO

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QUESTION AND ANSWER

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Learn More about EVV and Contact Us

<http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>

<https://4tellus.com/>

[21st Century Cures Act](#)

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Stakeholder Meeting Engagement Calendar

Event	Date	Time
EVV Stakeholder Meeting	July 1 st , 2020	7 PM to 8:30 PM
EVV Stakeholder Meeting	July 2 nd , 2020	2 PM to 3:30 PM
EVV Stakeholder Meeting	August 5 th , 2020	7 PM to 8:30 PM
EVV Stakeholder Meeting	August 6 th , 2020	2 PM to 3:30 PM
EVV Stakeholder Meeting	September 2 nd , 2020	7 PM to 8:30 PM
EVV Stakeholder Meeting	September 3 rd , 2020	2 PM to 3:30 PM



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DHHS EVV PROJECT TEAM THANK YOU FOR YOUR PARTICIPATION!

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