

Moms In Motion / At Home Your Way

Answers Help Hope / Happier Healthier Home

Special Edition - July 2019
Electronic Verification

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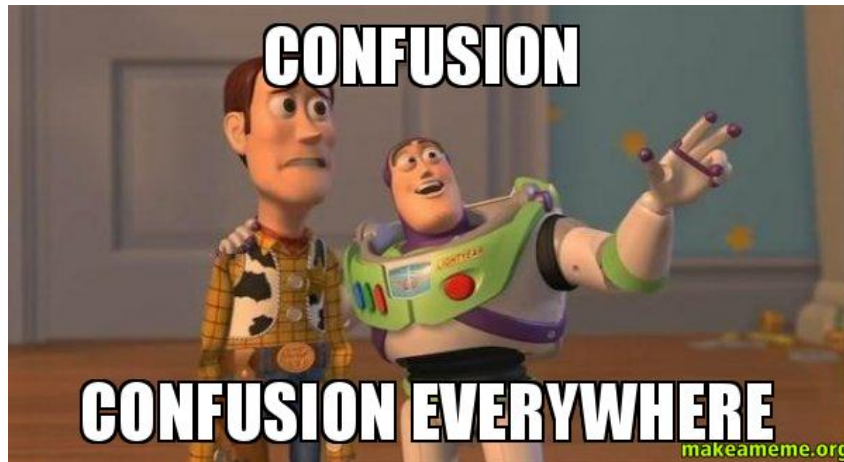
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www.AtHomeYourWay.com



Never fear, Moms In Motion is here to help!

Electronic Visit Verification

What is EVV? Electronic Visit Verification (EVV) uses technology to electronically record when attendants begin and end providing services to Medicaid members. These systems require a device like a mobile phone or landline to collect attendant's start and end times.

Who is affected by EVV? EVV affects attendants providing Consumer Directed personal care, respite care, and companion services to Medicaid members. Effective October 1, 2019, DMAS will no longer accept paper time sheets. This change is required by a **federal rule**.

[Section 12006\(a\) of the 21st Century Cures Act](#) mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services. The federal 21st Century CURES Act signed into law on December 13, 2016 requires states to implement Electronic Visit Verification (EVV).

On July 30, 2018, federal legislation was enacted that extended the deadline for states to comply with the EVV requirement without penalty for Medicaid personal care services to January 1, 2020. There was no change in the date for home health services of January 1, 2023. The Virginia Appropriations Act expanded the use of EVV to include consumer directed personal care and respite and companion services. Since the federal date has changed, DMAS has changed the required implementation date of EVV for Agency and Consumer Directed personal care, respite care, and companion services that originate or conclude in the member's home to October 1, 2019.

[Electronic Visit Verification Report:](#)

Implications for States, Providers, and Medicaid Participants

If you are with Consumer Direct Care Network (CDCN) or with Public Partnerships (PPL), the EVV mobile applications are available now.

We highly recommend EORs and attendants start using the EVV system right away. Do not wait until October 1, since it will take some getting used to. For those with Magellan, which uses Acces\$ as the fiscal agent, the mobile application will be available starting September 1.

In person [EVV town hall meetings](#) happening throughout the state.

[DMAS Electronic Visit Verification \(EVV\) Information Page](#)

Includes:

- Federal Retirements
- Virginia Requirements
- Summary
- and more.

Fiscal Agents and Smartphone Apps

Fiscal agents (CDCN, PPL, and Acces\$) are responsible for training the Employee Of Record (EOR) about EVV, not Moms In Motion's Service Facilitators. However, Moms In Motion Service Facilitators may be able to answer many of the questions you have.

As a Medicaid member, you may be eligible to receive a [free Smartphone](#) to assist with the transition to EVV.

Fiscal agents selected the following Smartphone apps:

- ACES\$ Virginia - CellTrak app
- Consumer Direct Care Network (CDCN) - CellTrak app
- Public Partnerships (PPL) - Time4Care app

Self-help Guides:

CellTrak	Time4Care
Registration Guide User Guide	Install Guide Quick Guide

Please direct your Electronic Visit Verification questions to ew@dmass.virginia.gov or your fiscal agent.

Fiscal agent contact information:

ACES\$ Phone: 1-800-344-7211 Email: SecureVA@mycil.org	CDCN Phone: 1-888-444-8182 Email: InfoCDVA@ConsumerDirectCare.com	PPL 1-833-549-5672 pplva@pcgus.com
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For those with Virginia Premier as their MCO

Virginia Premier is switching fiscal agents. On September 26, 2019 you will be with Consumer Direct Care Network (CDCN). Employees of Record (EOR) and attendants need to fill out transition packets now. Please start doing this now so that the transition in September goes as smoothly as possible for you and your attendants. The paperwork for both the EOR and the Attendant to transition can be found at the link below.

[CDCN EOR and attendant packets](#)

Q&A

1. How exactly does the federal law read that requires this? Have they given any specific guidance on specifically how the systems will work? Or is all of this up to the state/fiscal agent? **It's up to the fiscal agent, but they have very strict guidelines. Please view this [website](#).**
2. Once the attendant clocks in to the EVV system, does the Employer of Record (EOR) or client still have to approve the time worked? **Yes, the EOR has the option to approve/reject time after each shift or at the end of a pay period, as always. Nothing about the overall process is changing with the exception of how the hours get into the fiscal agent's system. Everything else remains the same.**
3. I have an attendant that provides both respite and/or attendant care. If this attendant changes from respite to attendant care, can I assume that they have to log in to change this over? **Yes, they will have to continue to report those hours separately from one another.**
4. Is it up to the attendant for the consumer to log in? **It is the responsibility of the attendant to clock their hours. It is the responsibility of the EOR to make sure they are reported accurately and to approve them for payment.**
5. If there is a "shift change" between two attendants, does one have to log in when they are finished, then the second attendant log in to start? Or can this be handled all at once? **Each aide is responsible for entering their own hours and they cannot overlap with one another.**
6. Is it true that you have to enter your start and end location when clocking in and out of EVV? **Yes, you will be required to enter a start and end location of services. However, the system will not track where you go during the shifts, where the individual who receives services is located throughout, and you are not required to start and stop your shift at the home of the individual receiving services. You can continue to receive services in the community as always.**
7. Can one smart phone or tablet be used for both the Employer of Record and the Attendant to log time and approve? **Yes, one device can be used for both, but each person has to log in individually.**
8. What if I live in a remote area of the state that does not get adequate signal to have cell phones or internet services? **As the exception, not the rule, there will be an Interactive Voice Response (IVR) system for those exceptions made by the fiscal agent which will allow individuals to use a land line in order to call to clock in and out of the EVV system. Each fiscal agent will make the decision about who will be able to use this system and who will not.**
9. Does EVV eliminate time sheets? **Yes**
10. Can I opt out of EVV? **No. In order to continue to receive consumer-directed personal care, respite, and companion services, the use of EVV is required beginning Oct. 1, 2019.**

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

Things to Tell your Moms In Motion's Service Facilitator

Moms In Motion keeps you informed. :-) Please help us help you by keeping your Service Facilitator informed if any of the following happen. Please note: To be sure you do not experience any gap in services, in addition to informing your Service Facilitator, please also send an email to info@momsinmotion.net if:

1. You are switching MCO's during open enrollment later this year
2. You either were recently approved for or have decided to stop receiving HIPP (Health Insurance Premium Payment)
3. Your Medicaid eligibility lapsed or was reinstated after a lapse
4. If you have any general questions or concerns.

Changes to your MCO, HIPP, or Medicaid eligibility affect your authorization for Personal Care, Respite, and Companion hours. Your Service Facilitator is often one of the last to know about these types of changes. It is, therefore, imperative that you inform your Service Facilitator as soon as you are aware of these changes or you may risk a gap in services, which will result in your attendants not getting paid temporarily.

Are you or somebody you know looking for a Service Facilitation Provider?

Moms In Motion is a Consumer-Directed Medicaid Waiver Service Facilitation Provider. We are currently accepting new individuals with disabilities of all ages who are searching for a Service Facilitator! We serve the entire state of Virginia. We do not have a waiting list.

There is no wait list for the CCC Plus Waiver.

Moms In Motion can be your Service Facilitator for Personal Care Attendant Services on the CCC Plus Waiver.

We also serve those receiving services through the Developmental Disability waivers: Family and Individual Supports (FIS) and Community Living (CL) Waivers.

Moms In Motion has been a Service Facilitation Provider for over ten years. We are the best! We are different than most providers as more than 85% of our employees are families receiving waiver services themselves. We've walked a mile in your shoes! Come experience the difference with Moms In Motion!

Contact us now!

(844) 828-5591

<https://momsinmotion.net/>
info@MomsInMotion.net



Moms In Motion / At Home Your Way is a Service Facilitation provider for Medicaid CCC+, CL & FIS Waiver enrollees.

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