Montana Electronic Visit Verification

External Stakeholder Meeting

August 23, 2023

Montana Department of Public Health and Human Services

EVV Stakeholder Agenda

- Montana EVV Implementation
- Project Updates
  - EVV Key Milestones – Important Dates
  - Survey participation
  - Interactive Voice Response
- EVV Workflow Overview - Netsmart
- GPS Functionality/Offline Mode - Netsmart
- Alternate EVV Vendor Status
- Alternate EVV Vendor - Netsmart
- Upcoming Training Opportunities
- Questions

Montana's EVV Implementation

The State is implementing EVV Sept 18th

- Remember the state's system will not cost anything to use

- Although you can use your own system

Goals:

1. Achieve _minimum_ compliance with the 21st Century Cures Act

2. Where possible, reduce the administrative burden to Providers while maintaining compliance with the 21st Century Cures Act

3. Ensure that we achieve compliance with any guidance provided by the Federal Office of Inspector General related to EVV

Visit: **https://dphhs.mt.gov/sltc/EVV** for more information

EVV Key Milestones

Milestone	Planned Start Date	Planned End Date	Status
Provider and Vendor Surveys	5/4/2023	6/30/2023	Ongoing
Conduct Monthly Stakeholder Town Hall Sessions	12/01/2022	8/23/2023	On Track
Train Users for Internal & External User Acceptance Testing		7/26/2023	Complete
Internal User Acceptance Testing Round 1	08/01/2023	08/09/2023	Complete
Internal & Provider User Acceptance Testing Round 2	08/10/2023	08/23/2023	On Track
Internal & Provider User Acceptance Testing Round 3	08/25/2023	08/29/2023	Not Started
User Acceptance Testing	08/01/2023	08/31/2023	On Track
Conduct Operational Readiness with CMS		09/14/2023	Not Started
Final Training Prior to Production Implementation	8/28/2023	09/23/2023	Not Started
Go-Live		9/18/2023	On Track

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EVV Surveys

Netsmart DPHHS site: https://mobilecaregiverplus.com/mt-dphhs/

- Netsmart Survey for Providers using Alternate EVV Vendor
  - Purpose: *To collect information from Montana Medicaid providers that provide personal care and home health care services that are subject to visit verification requirements. The information provided will assist the Department to properly plan communication, rollout, and training activities for the provider community.*
  - Responses to date – **124/168, 74%**
  - Updated as of 8/18/23
    Provider Survey: https://netsmart.az1.qualtrics.com/jfe/form/SV_cMadppHfItPSDdA

- Netsmart Alternate EVV Vendor Survey
  - Purpose: *To collect information from Alternate EVV Vendors that are currently being used by Montana Medicaid Providers. The information you provide will assist the Department to properly plan deployment activities, establish connectivity, and communicate efficiently the status of our implementation of the Netsmart data aggregation solution with the EVV vendor community for Montana Medicaid.*
  - Responses to date – **12 that have active MT providers**
  - Updated as of 8/18/23
    Alternate EVV Vendor Survey: https://netsmart.az1.qualtrics.com/jfe/form/SV_5bCIVW3hWl4IAuO [netsmart.az1.qualtrics.com]

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# Interactive Voice Response (IVR)

- What is IVR?
  - An automated telephony system that interacts with callers and gathers information. Netsmart offers an option for documenting visits using a verified landline phone.

- Who can use IVR?
  - The member and/or aide does not have a smartphone or tablet and cannot obtain one;
  - Documented medical reason where a cell phone application cannot be utilized within a specific vicinity of the waiver participant

- Where and how to apply for IVR?
  - There will be a link on https://dphhs.mt.gov/sltc/EVV that will take you to instructions and an online form to fill out
    - Online form will be live 9/1/23

Interactive Voice Response (IVR) Continued

- Process once form is submitted:
    1. Form is automatically routed to EVVQuestions@mt.gov for Department review.
    2. Once received, DPHHS program staff will review the request and approve or deny
    3. Once a decision is made, DPHHS staff will reach out to the member or personal representative who submitted the request and communicate the following:
        a) The decision:
            If approved,
            a) The date the exemption begins and ends
            b) The expected timeline to receive next steps from DPHHS and Netsmart

        b) The decision:
            If denied,
            a) Reason for denial
            b) Steps to achieve compliance with the mandate or instruction to complete the form and submit again

- Expectations for using IVR?
    - This alternative will be available for use for up to a maximum of 90 days.
    - The member must have a verified landline phone. IVR cannot be used with a cell phone.
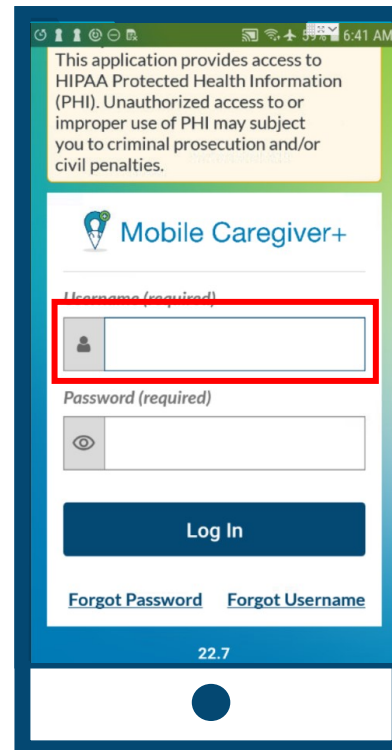
- Questions?
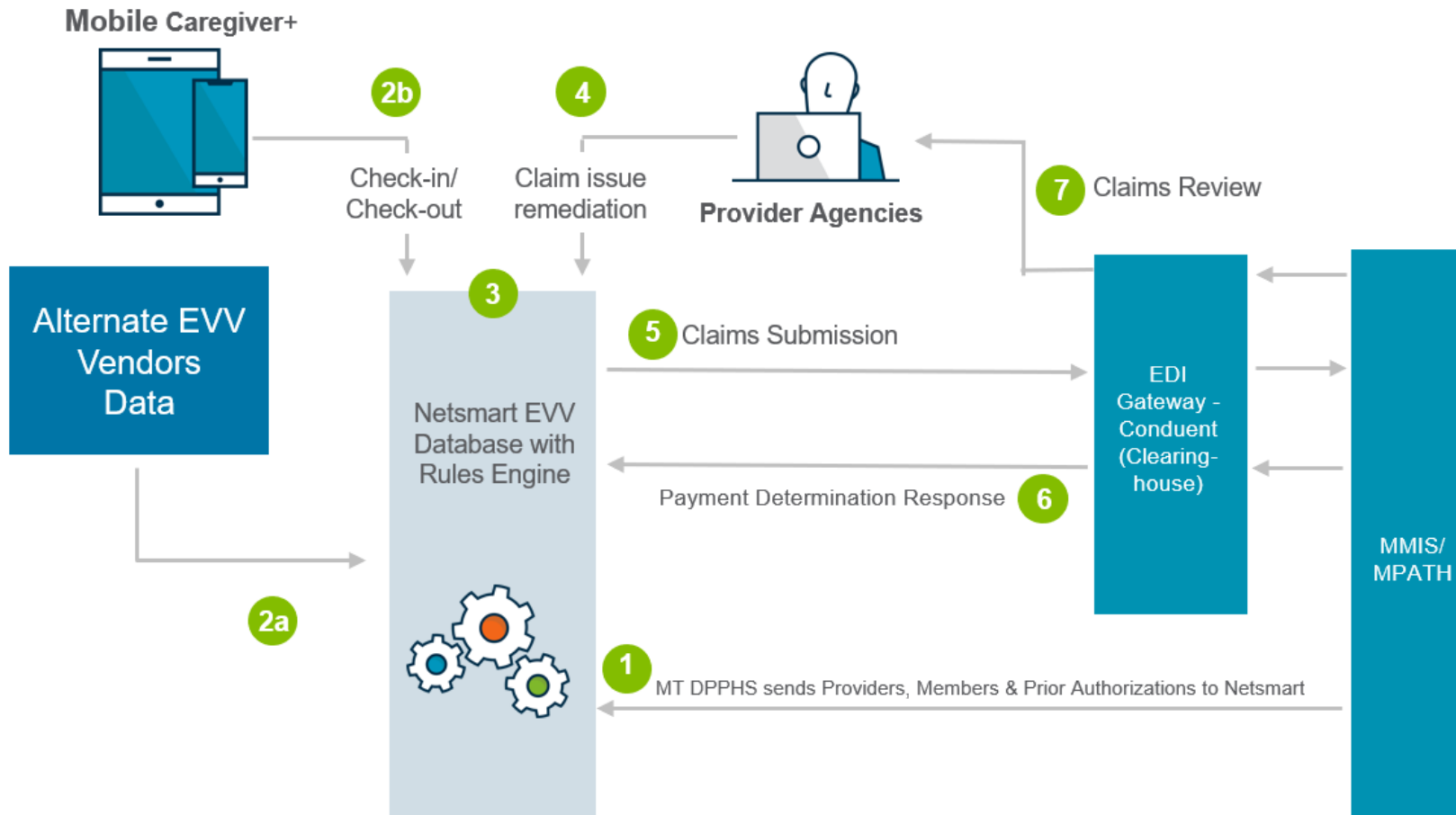
1. Montana DPPHS shares Provider, Member and Prior Authorization data with Netsmart
2. Caregiver completes the visit using one of the following:
   a) Alternate EVV Vendor solution.
   b) Mobile Caregiver+
3. Netsmart EVV Business Rules Engine runs Claims Matching rules as visits are completed, the visit data is made available within the Provider Portal for verification and matching to visits
4. Provider Admin remediates any flagged Claims Matching errors and Matches and Releases the visit for billing
5. Netsmart submits the claims
6. Payment Determination details are sent back to Netsmart
7. Providers review

Offline Mode Slide 1

- Log into the Mobile Caregiver+ Mobile Application BEFORE you enter the area without Internet Connection.

- All visits MUST be scheduled ahead of time from a device that is connected to the Internet.
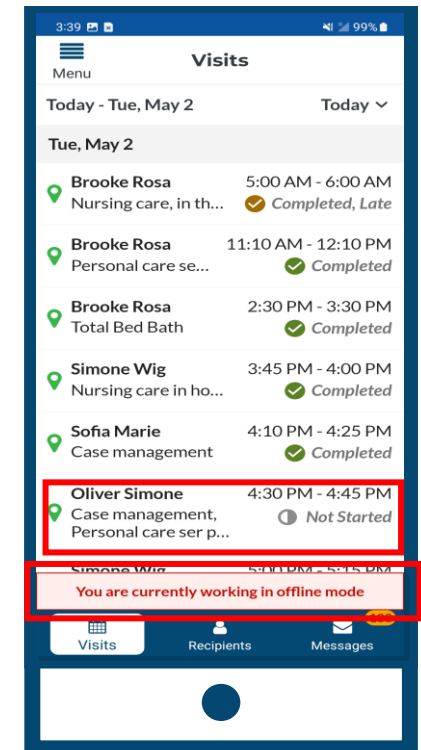

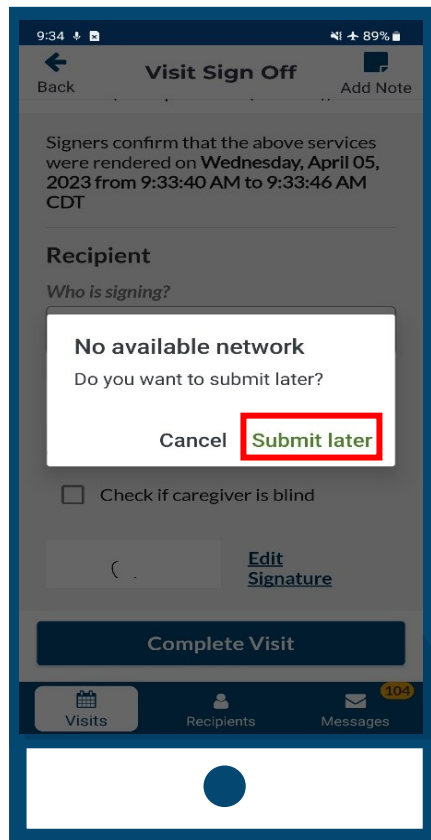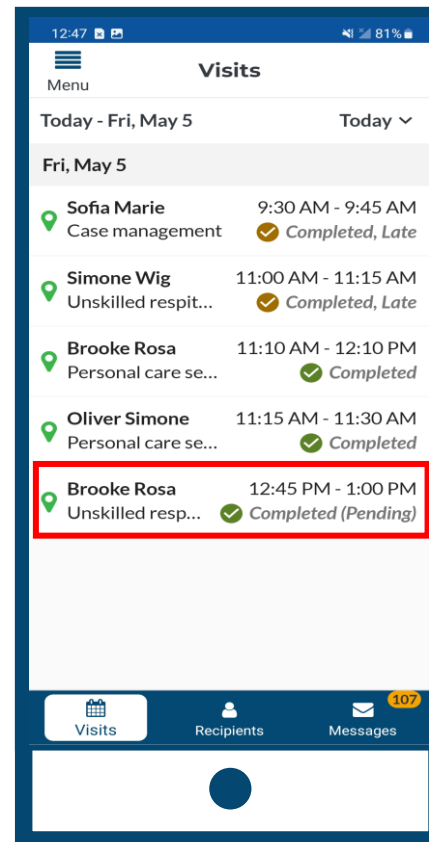Log in WITH Internet Connection → Visits will download → Offline Mode Switch and Visit Selection
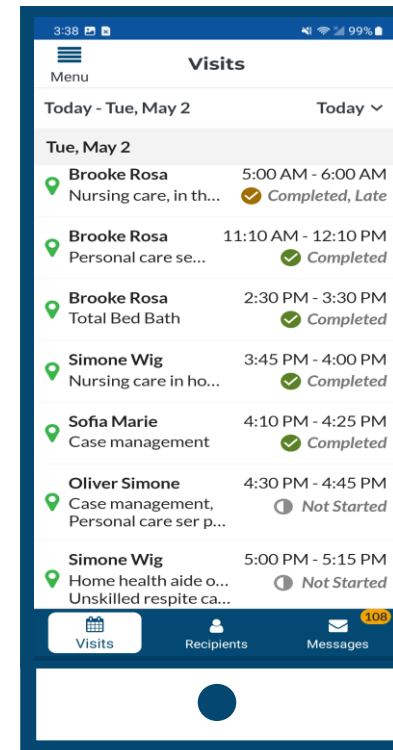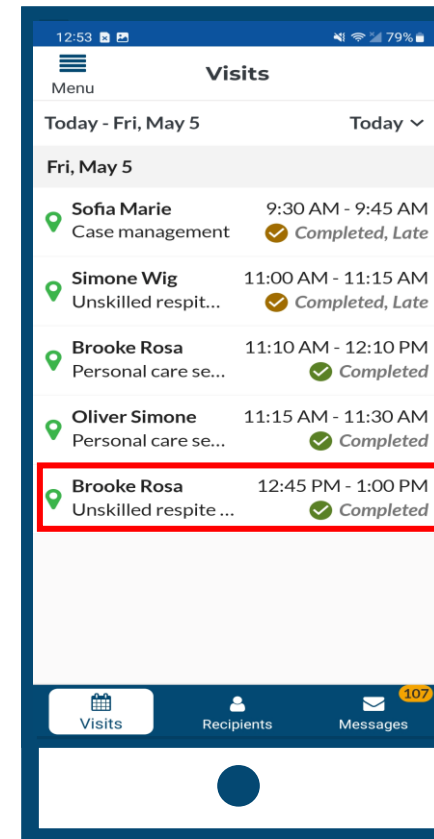
Offline Mode Slide 2

Submit Later → Pending Status → Completed Status
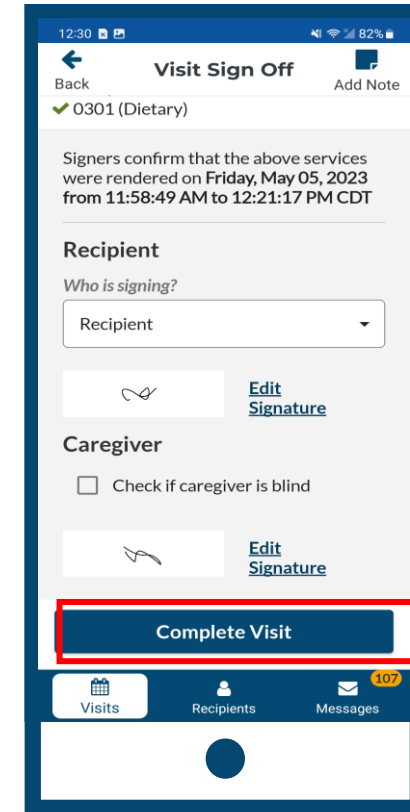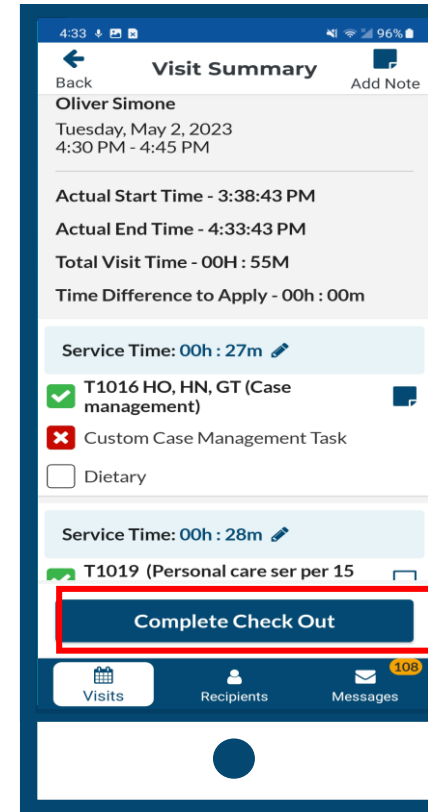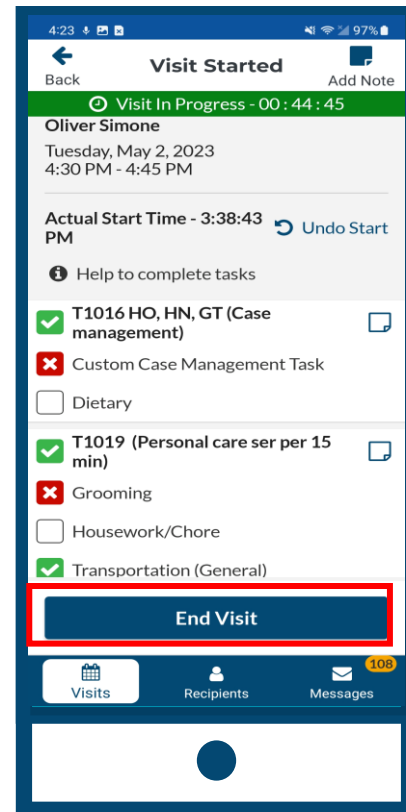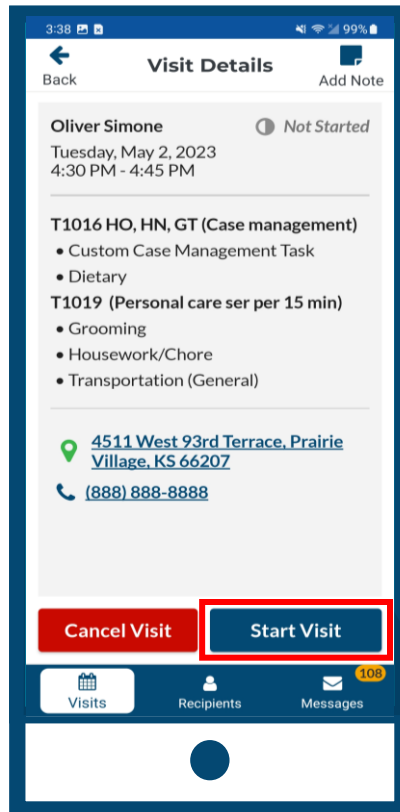
Offline Mode Slide 3

Start Visit → End Visit → Review Visit Summary → Review Signatures

EVV Alternate Vendor Onboarding Status

Pending Signed Attestation/ Netsmart Agreement	Vendor Development	Vendor Testing	Pilot	Ready for Production
Celayix	AxisCare	CellTrak		
HomeCare HomeBase	BrightSpring Health Services			
Direct Care Innovations (DCI)	CareVoyant			
MatrixCare Home Health	Epic			
Sandata				
Therap				
WellSky, Inc				

Using an Alternate EVV Vendor? Follow this Checklist!

❑ Once testing is approved by Netsmart, Alternate EVV Vendor will choose one Provider Agency to begin submitting Production visit data to Netsmart EVV solution. Pilot Provider will provide their Alternate EVV Vendor feedback and confirm all Visit Data looks as-expected in the Netsmart EVV solution

❑ Once the Pilot Provider is deemed successful and formal sign-off is obtained, Alternate EVV Vendor is live with Netsmart EVV solution and approved to transmit Rendered Services data for all Provider Agencies

❑ Provider attends the upcoming EVV trainings to familiarize yourself with:

- how to register for using the Netsmart EVV solution
- accessing training materials

Using an Alternate EVV Vendor? Follow this Checklist 2!

- ❑ Provider completes survey

- ❑ Provider notifies Alternate EVV Vendor they are providing EVV services that are in-scope under the EVV mandate, Provider shares Vendor-specific survey link with Vendor

- ❑ Alternate EVV Vendor completes Vendor-specific survey

- ❑ Alternate EVV Vendor electronically reviews/signs the Integration Agreement and State Attestation with Netsmart

- ❑ Alternate EVV Vendor participates in scheduled Town Hall(s)

- ❑ Integration specifications are provided to Vendor; Alternate EVV Vendor begins developing Rendered Services file and completes testing with Netsmart

- ❑ Provider works with Alternate EVV Vendor to ensure training is completed to understand the use of the Alternate EVV Vendor's system and any requirements needed before transmitting visit data to Netsmart EVV solution

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Important Dates

- **9/18/23 – Provider Registration Begins**

What this means: Provider agency administrators register for access to use the Mobile Caregiver+ Administrator Console so providers can begin scheduling visits. If your agency is using an alternate EVV vendor, you will need this access to link accounts for claims billing once your solution begins sending visits from their system to Mobile Caregiver+.

- **9/25/23 – Visit Capture Begins**

What this means: For services that are subject to EVV, the Department expects providers to capture EVV visits in the Mobile Caregiver + or in their alternate EVV vendor and send to Mobile Caregiver+. Beginning 9/25/23, the Department will post edits on all EVV service claim lines if the claim is not submitted by the Netsmart claims submission solution. This edit will indicate that the claim line should have been submitted through Netsmart. This information will be visible on the remittance advice (RA).

- **Early 2024 – Provider Full Compliance**

What this means: The Department will activate a separate edit that will deny any claim lines with services subject to EVV and with dates of services on or after 9/25/23. Further, all agencies that render services subject to EVV are onboarded and using either Mobile Caregiver+ or an alternate EVV solution certified by the Department and the edit to deny payment for any claim lines with services subject to EVV.

Upcoming Training Opportunities

- Link to the scheduled online trainings for September, October and November:
https://mobilecaregiverplus.com/training/ [mobilecaregiverplus.com]

Questions?

If you would like to ask a question you can put it in the chat directly, or use the steps below if you prefer to speak:

1. Use the option to Raise your hand (or *6 from phone)
2. We will announce your name and unmute your microphone
3. Ask your question live

Email questions:
EVVQuestions@mt.gov

Subscribe for updates:
https://public.govdelivery.com/accounts/MTDPHHS/subscriber/new?topic_id=MTDPHHS_109

For more information visit:
https://dphhs.mt.gov/sltc/EVV

Thank you!

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Shellie McCann

Tim Peterson

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