

# Montana Electronic Visit Verification

External Stakeholder Meeting

May 17, 2023

Montana  
Department of  
Public Health  
and Human  
Services



# EVV Stakeholder Agenda

- Montana EVV Implementation
- Project Updates
  - EVV Key Milestones – Important Dates
- Update on survey participation
  - Netsmart Provider Survey
  - Netsmart Third Party Survey
- Website Updates
- EVV Process
- Self Direct Workflow
- Communication from Acumen
- Future Townhalls
- Questions



# Montana's EVV Implementation

The State is implementing EVV Sept 18<sup>th</sup>

- 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	On Track
Conduct Monthly Stakeholder Town Hall Sessions	12/01/2022	8/18/2023	On Track
Train Users for Internal & External User Acceptance Testing	7/13/2023	08/01/2023	Not Started
Internal User Acceptance Testing Round 1	08/01/2023	08/09/2023	Not Started
Internal & Provider User Acceptance Testing Round 2	08/10/2023	08/17/2023	Not Started
Internal & Provider User Acceptance Testing Round 3	08/18/2023	08/31/2023	Not Started
User Acceptance Testing	08/01/2023	08/31/2023	Not Started
Conduct Operational Readiness with CMS	09/11/2023	09/15/2023	Not Started
Final Training Prior to Production Implementation	8/28/2023	09/23/2023	Not Started
Go-Live		9/18/2023	On Track



# 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 – 23
  - Please submit by 6/30/23  
Provider Survey: [https://netsmart.az1.qualtrics.com/jfe/form/SV\\_cMadppHfItPSDdA](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 – 1
  - Please submit by 6/30/23  
Alternate EVV Vendor Survey: [https://netsmart.az1.qualtrics.com/jfe/form/SV\\_5bCIVW3hWI4IAuO](https://netsmart.az1.qualtrics.com/jfe/form/SV_5bCIVW3hWI4IAuO)  
<https://netsmart.az1.qualtrics.com>



# Website Updates

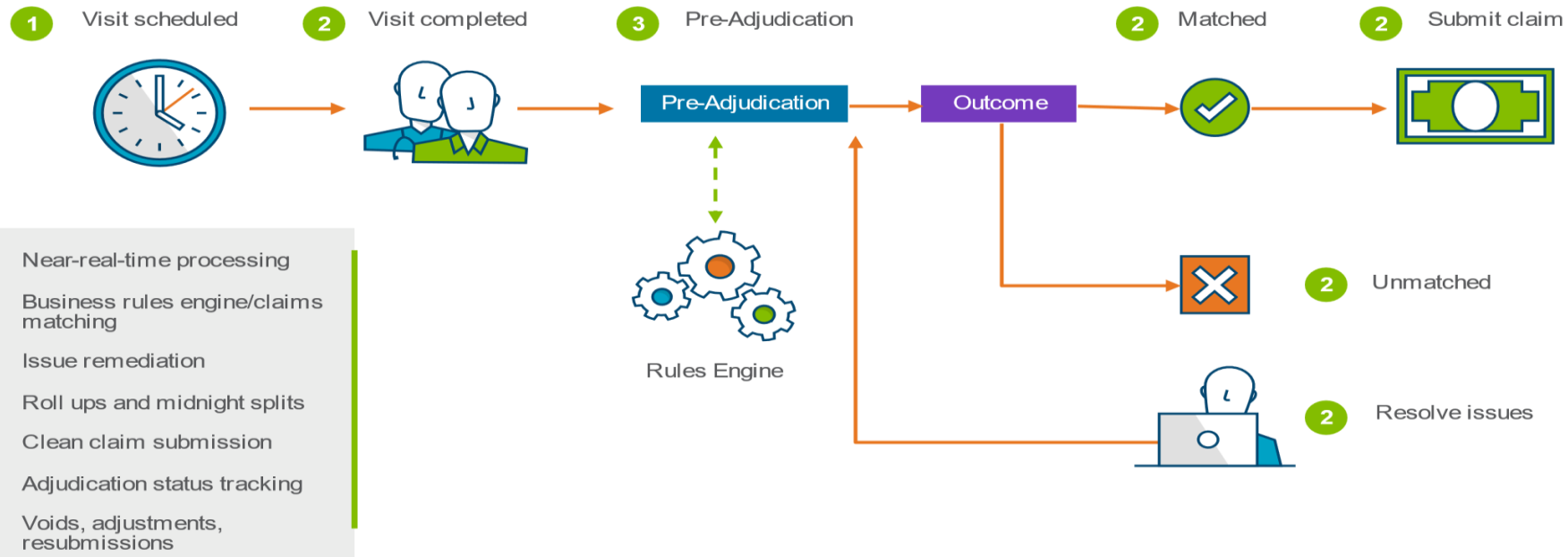
- Frequently Asked Questions
- Services

**Montana EVV Website:** <https://dphhs.mt.gov/sltc/EVV>

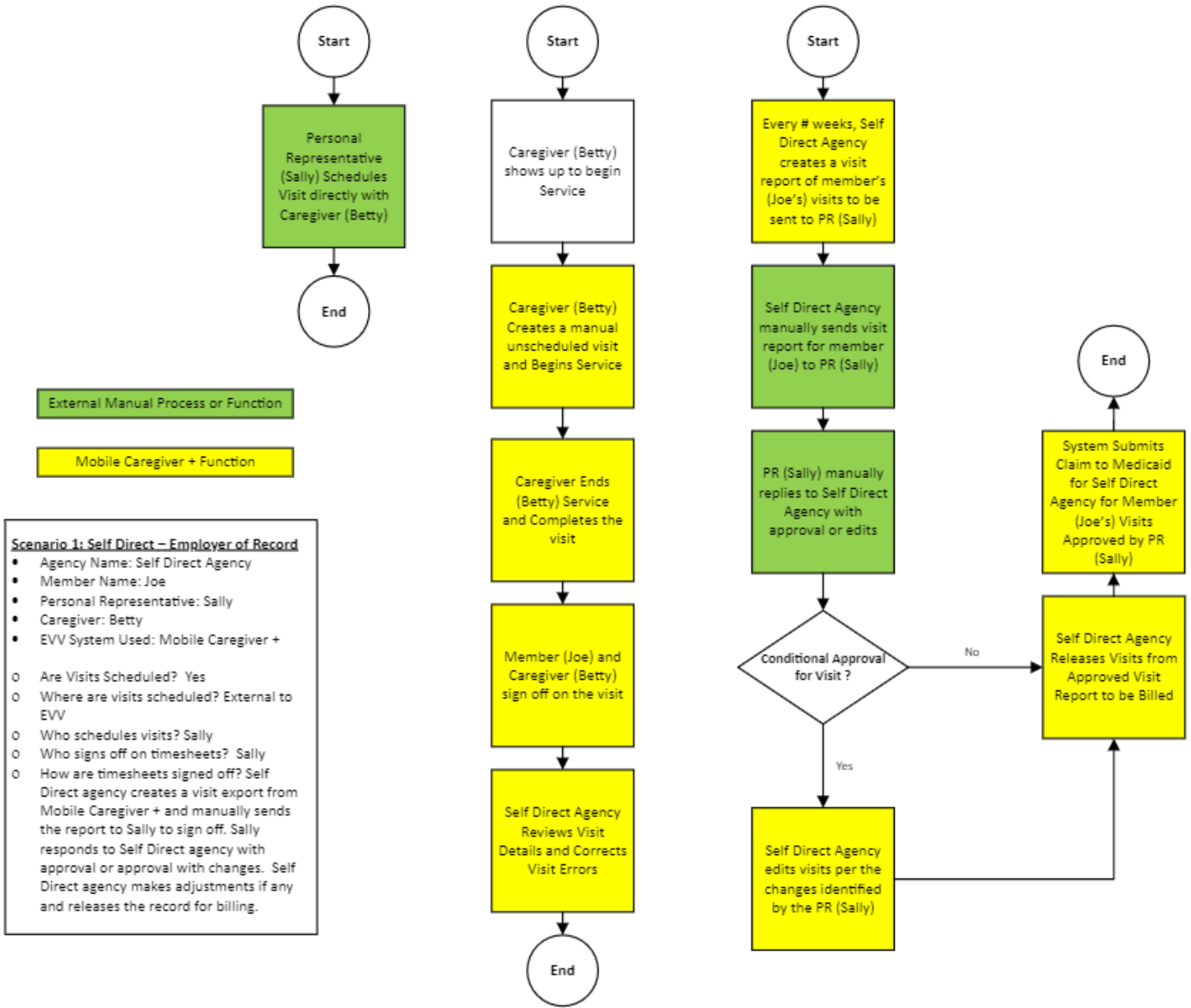


# The EVV Process

## EVV Process



# Montana EVV Netsmart Self Direct Workflow





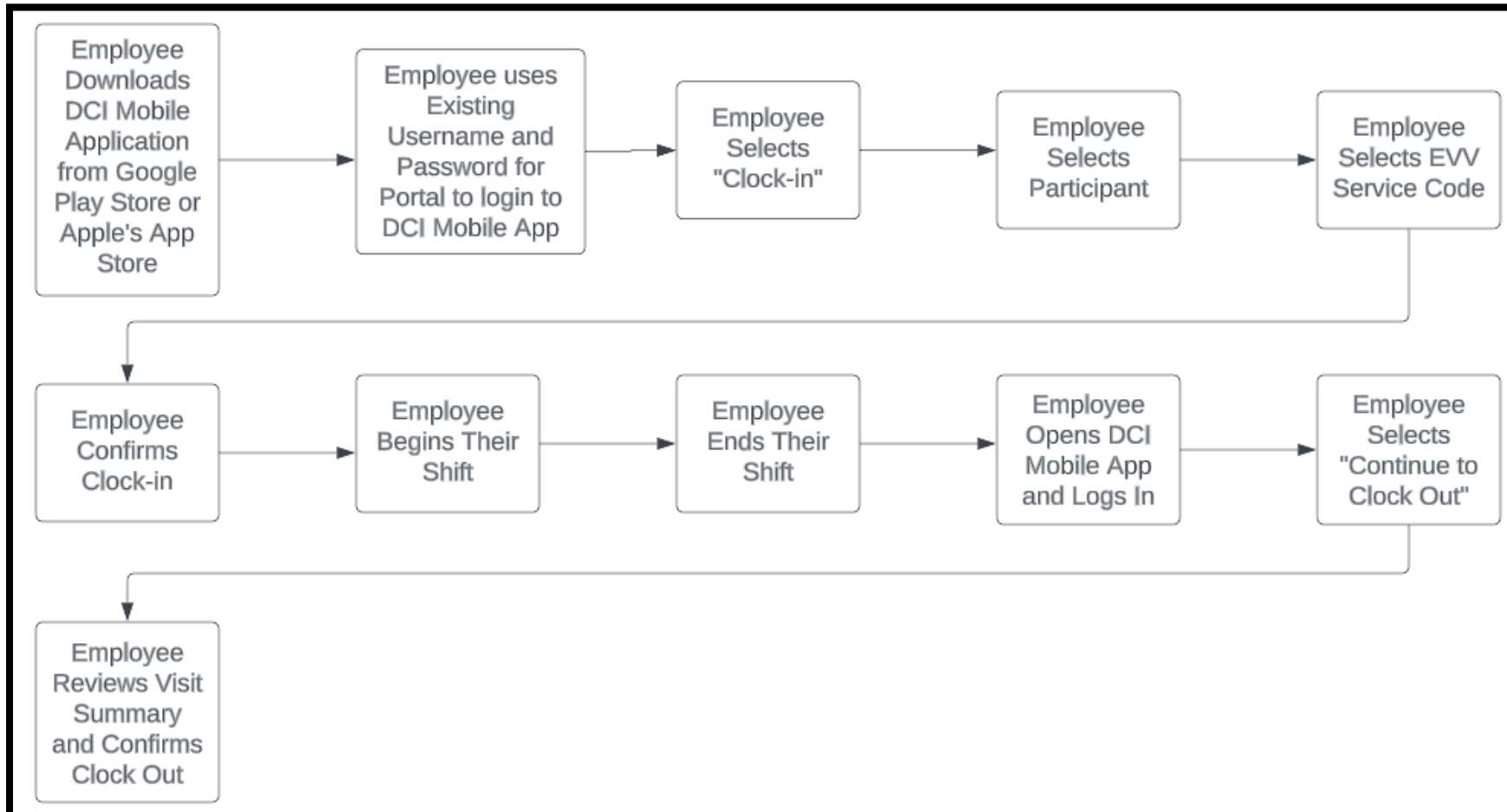


# Acumen Fiscal Agent

- Acumen Serves the Home and Community-Based Waiver for Individuals with Developmental Disabilities (0208 DD Waiver)
- Acumen will elect to use Direct Care Innovations (DCI) as an Alt-EVV vendor
- Acumen's Self-Directing Participants and their hired Employees will **not** have to use Netsmart's system and will continue to use DCI

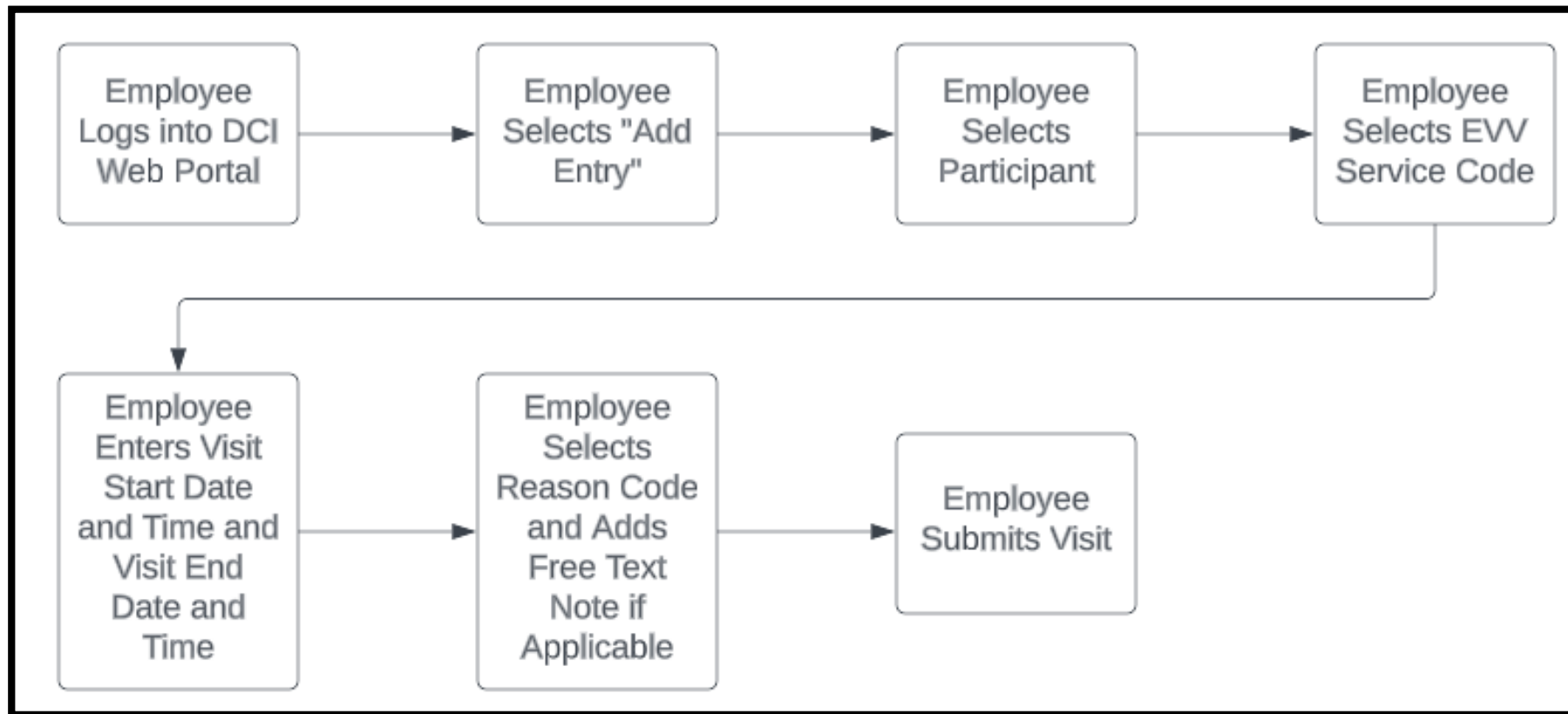


# Employee Real Time Entry – DCI Mobile Application



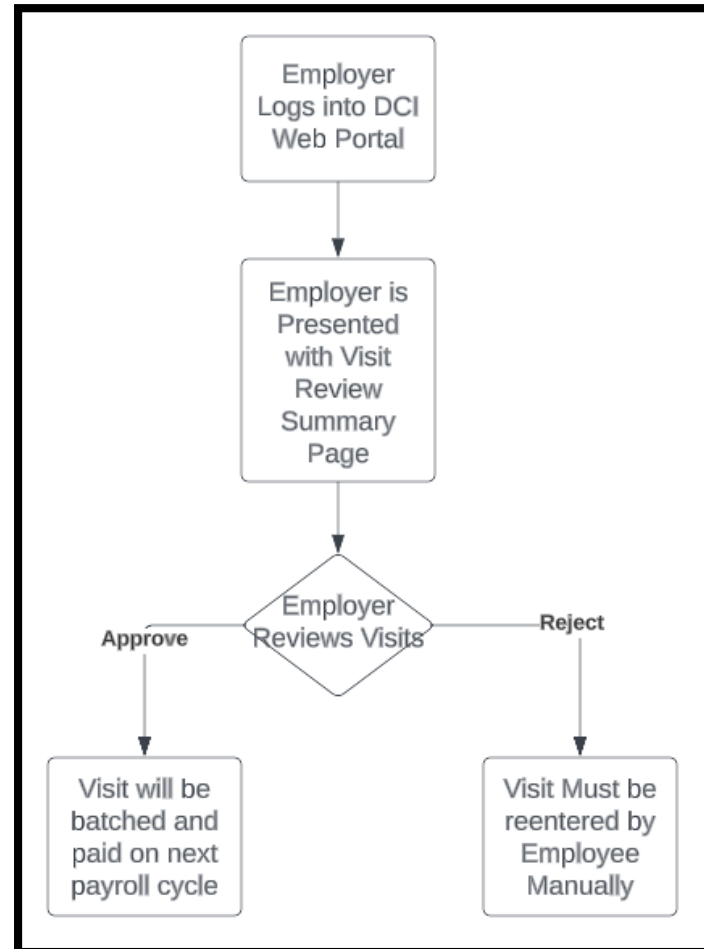


# Employee Manual Time Entry – DCI Web Portal





# Employer Visit Review and Approval – DCI Web Portal





# Next Steps / Future Townhalls

- Specific topics to present?
- Specific topics to demonstrate?
- Send topics and ideas to [EVVQuestions@mt.gov](mailto:EVVQuestions@mt.gov)



# Questions?

Feel free to submit questions to the following email address:

[EVVQuestions@mt.gov](mailto:EVVQuestions@mt.gov)

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

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# Thank you!

Mike Randol

Shellie McCann

Tim Peterson

Jennifer Carlson