

# Montana Electronic Visit Verification

External Stakeholder Meeting

July 19, 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 (IVR Update)
  - Midnight shift split
- EVV Workflow Overview - Netsmart
- GPS Functionality/Offline Mode - Netsmart
- Alternate EVV Vendor - Netsmart
- Upcoming Training Opportunities
- 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		7/26/2023	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		09/14/2023	Not Started
Final Training Prior to Production Implementation	8/28/2023	09/23/2023	Not Started
Go-Live		9/18/2023	On Track





# 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 – **116/168, 69%**
  - Updated as of 7/14/23
    - 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 – **10 that have active MT providers**
  - Updated as of 7/14/23
    - 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/>



# 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
  - This process is still being finalized
    - Online form will be live 9/1/23
  - More information will be presented in the August Townhall
- 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?



# Midnight Shift Split

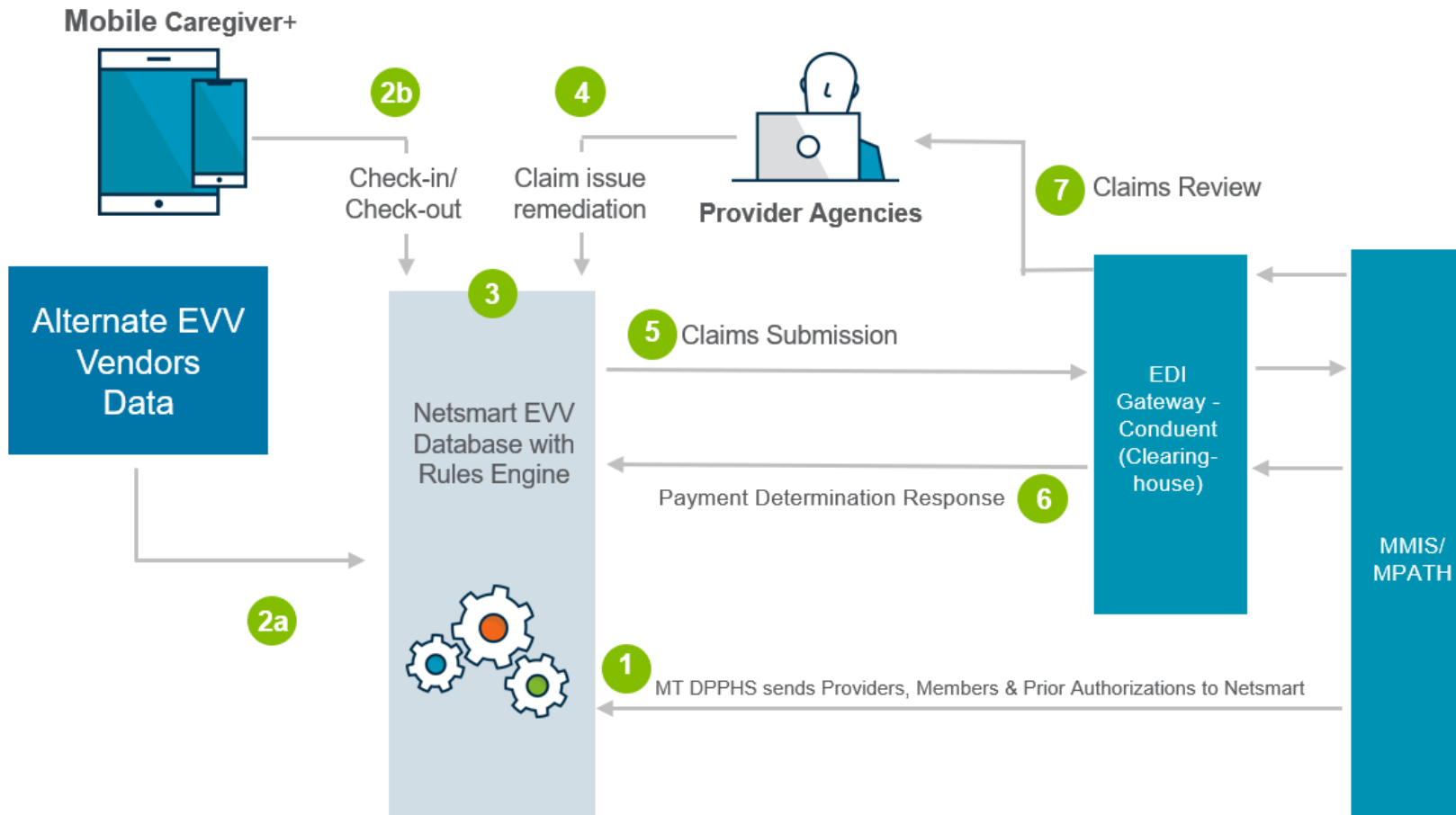
Scenario: A care giver shift begins at 10 pm and ends at 6 am the next day.

- Option 1: Rollover at midnight
  - A shift begins at 10 pm and ends at 6 am, crossing midnight.
  - This option will result in one visit record that bridges two days and will be billed as such.
- Option 2: Split the shift at midnight
  - A shift begins at 10 pm and ends at 6 am, crossing midnight.
  - This option will result in two visit records for billing, one visit for the period 10pm to midnight and a second visit for midnight to 6am the second day.

Although the shift crosses midnight, both options would only require the caregiver to clock in/out once. The caregiver workflow is not affected.

*NOTE: If Option 2 is selected, this rule would apply to all visits received into the Netsmart solution including visits received from third-party Alternate EVV Vendors.*

# EVV Workflow Overview – Provider Focused



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

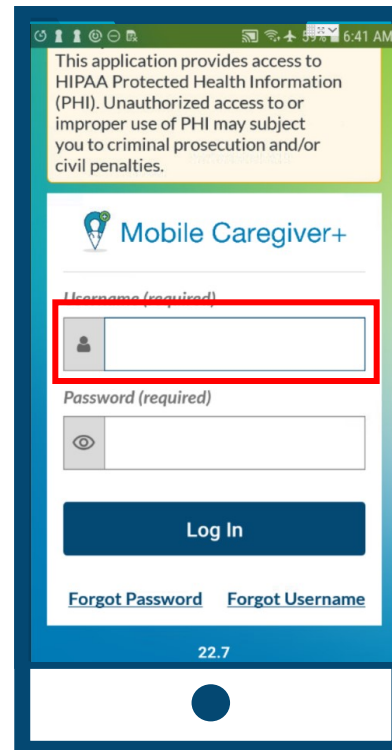




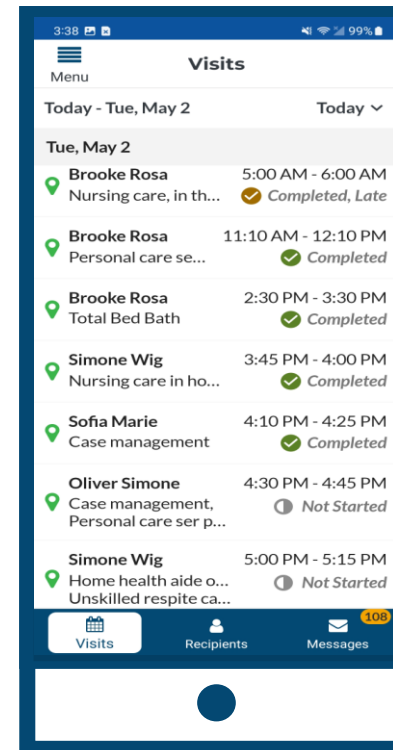
# Offline Mode Slide 1

- 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.

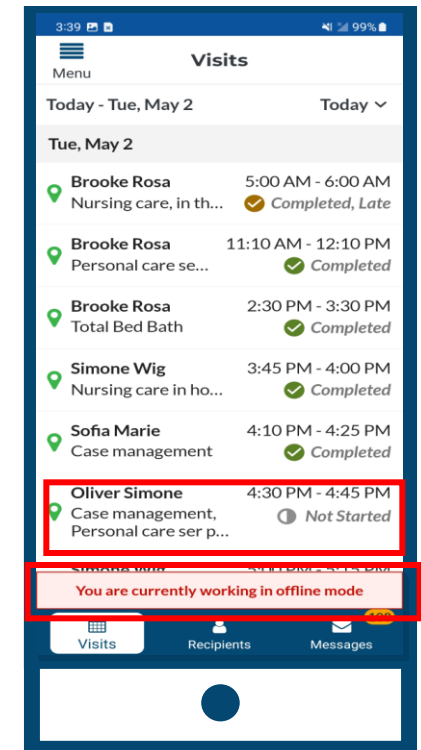
Log in WITH Internet Connection



Visits will download



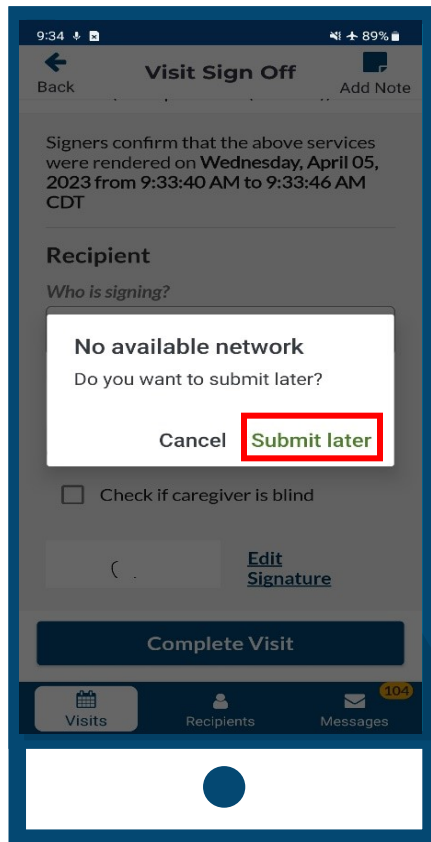
Offline Mode Switch and Visit Selection



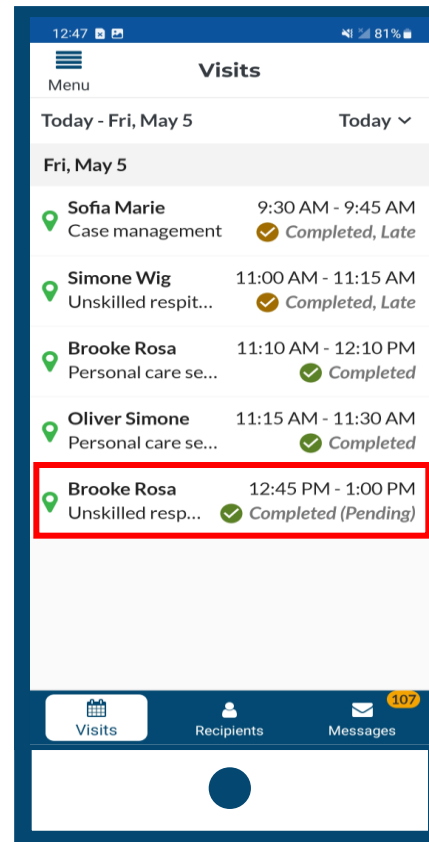


# Offline Mode Slide 2

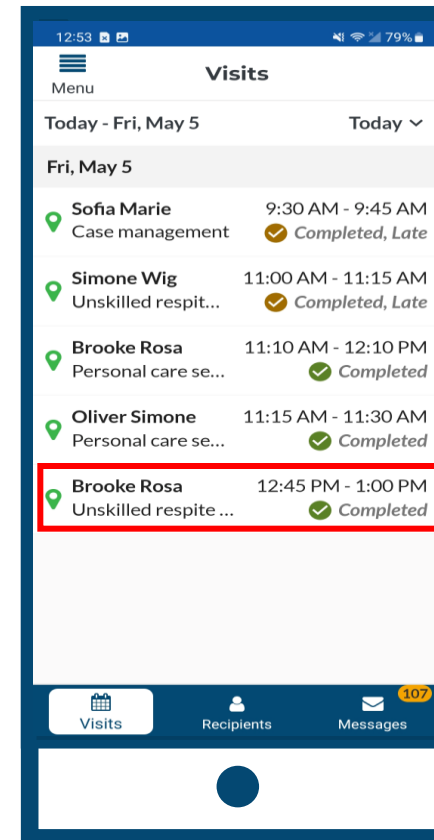
Submit Later



Pending Status



Completed Status





# Offline Mode Slide 3

Start Visit



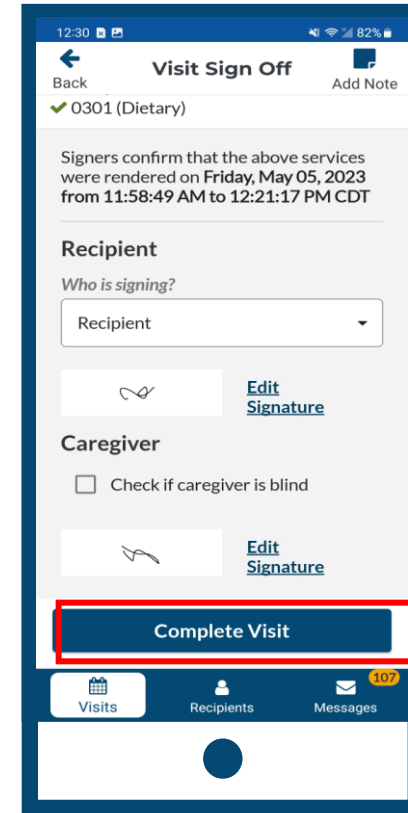
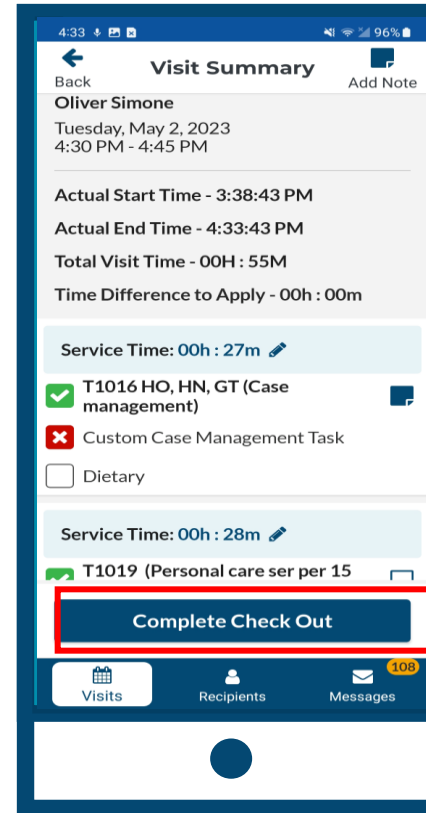
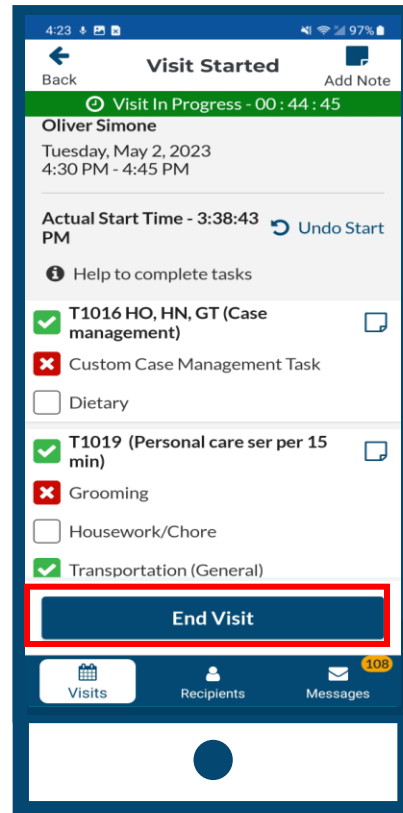
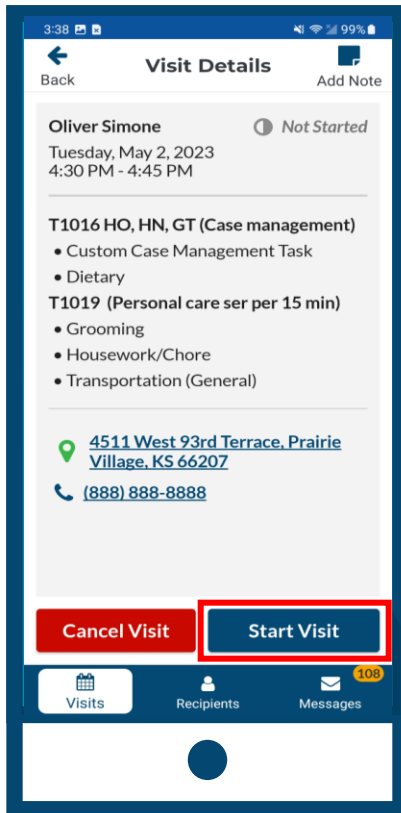
End Visit



Review Visit Summary



Review Signatures





# Using an Alternate EVV Vendor? Follow this Checklist!

- 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



# 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





# Upcoming Training Opportunities

- Link to the scheduled online trainings: <https://dphhs.mt.gov/sltc/EVV>



# 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