

Electronic Visit Verification System

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Electronic Visit Verification



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Electronic Visit Verification

Outline

- Purpose of Electronic Visit Verification (EVV)
- Benefits to Providers
- Timelines
- Communication and Outreach
- Dashboard Monitoring
- Wrap Up

Electronic Visit Verification

Purpose

Electronic Visit Verification is a process that uses electronic means to verify caregiver visits when they are in the client's home to provide care. This federal mandate is designed to enhance the quality and accuracy of services provided. It also helps strengthen the overall operations for providers and serves as a useful management tool. This process replaces the previous mechanism for reporting and payment through the Arkansas Medicaid Management Information System (MMIS).

Electronic Visit Verification

Benefits to Providers

- Compliance with a Federal Mandate
 - Required by the 21st Century Cures Act
 - Avoid delays and potential non-payments
- Effective Management Tool for Providers
 - Monitors caregiver location/time of work
 - Verifies Services were Rendered
 - Helps Prevent Fraud and Liability Issues
 - Higher Percentage of paid claims through EVV (lower claim denial rate)

Electronic Visit Verification

Timeline

- Cutoff of MMIS direct claim submission for claims requiring EVV
 - During Calendar Year 2022
- Plan for the MMIS Cutoff
 - Notification Sent to Providers
 - 30 days of claims suspending for a minimum of 1 week-reminder sent to providers with suspended claims
 - Claim denials after the 30 days of claim suspensions.

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Communication and Outreach

Training

- Provider training ongoing since November 2020 via live AuthentiCare training sessions and recorded webinars.
- Weekly training statistics reported

Outreach

- Proactive
 - Direct phone calls to provider agencies, based dashboards and usage reports. Follow up emails sent. Four rounds of outreach (September 2021, February/March 2022, June/July 2022, September/October 2022).
- Reactive
 - Point of contact for providers with questions and concerns.
 - Liaison among entities.
 - Coordinating research and following up with providers.



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Communication and Outreach

Communication

- Timely, consistent messaging to providers, PASSEs, third-party vendors
- Email and phone call/verbal communication
- Weekly provider and vendor Q&A sessions
- EVV webpage
 - FAQs, general information, previous communication, training information and registration calendar, documents and resources.
 - August 2020 – August 2022: 7,616 visits
 - August 2021 – August 2022: 4,013 visits



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Communication and Outreach

Training Module	Method of Delivery	# of Attendees	Audience
Train the Trainer	Go To Webinar, Live	183	Providers
Train the Trainer	Go To Webinar, Recorded	39	Providers
IVR	Go To Webinar, Live	153	Providers
IVR	Go To Webinar, Recorded	48	Providers
Mobile Application	Go To Webinar, Live	192	Providers
Mobile Application	Go To Webinar, Recorded	58	Providers
Reports	Go To Webinar, Live	271	Providers
Reports	Go To Webinar, Recorded	60	Providers
Web Portal	Go To Webinar, Live	338	Providers
Web Portal	Go To Webinar, Recorded	85	Providers
System Training	Go To Webinar, Live	23	State Staff

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Dashboard

Dashboard Metrics Purpose and Intent

- Determine if there is a training issue or outreach is needed to get providers to adopt
- Graphs a MTD or YTD picture of EVV
- Monitor how claims are processing
- Future enhancement to include drilldown capabilities



Electronic Visit Verification

Dashboard

EVV Filing Source Statistics

Year to Date (YTD) Range

Begin Date Parameter

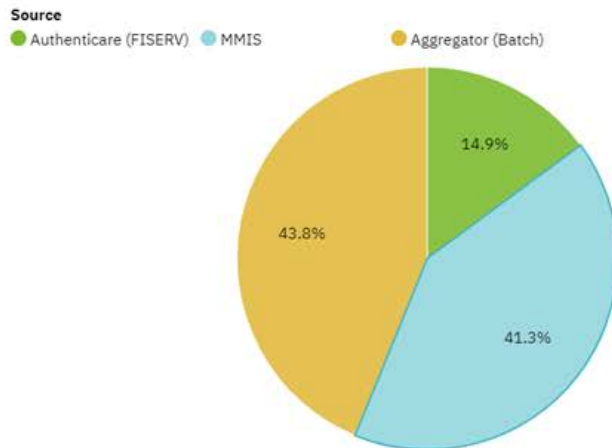
1/1/2022

End Date Parameter

8/25/2022

Claims by Source (YTD)

Distinct Count = unique count of Claim Num - Claim Line combinations



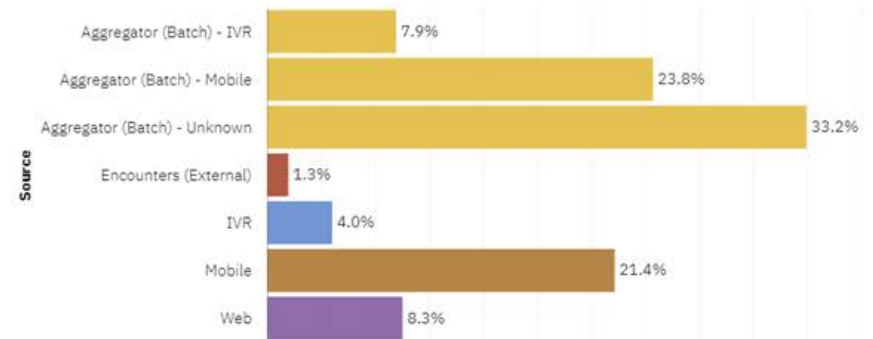
*A unique Claim Number - Claim Line combination may be present on both a paid and denied record.

Visits by Filing Source (YTD)

Distinct Count = unique count of Authenticare ID

Filing Source

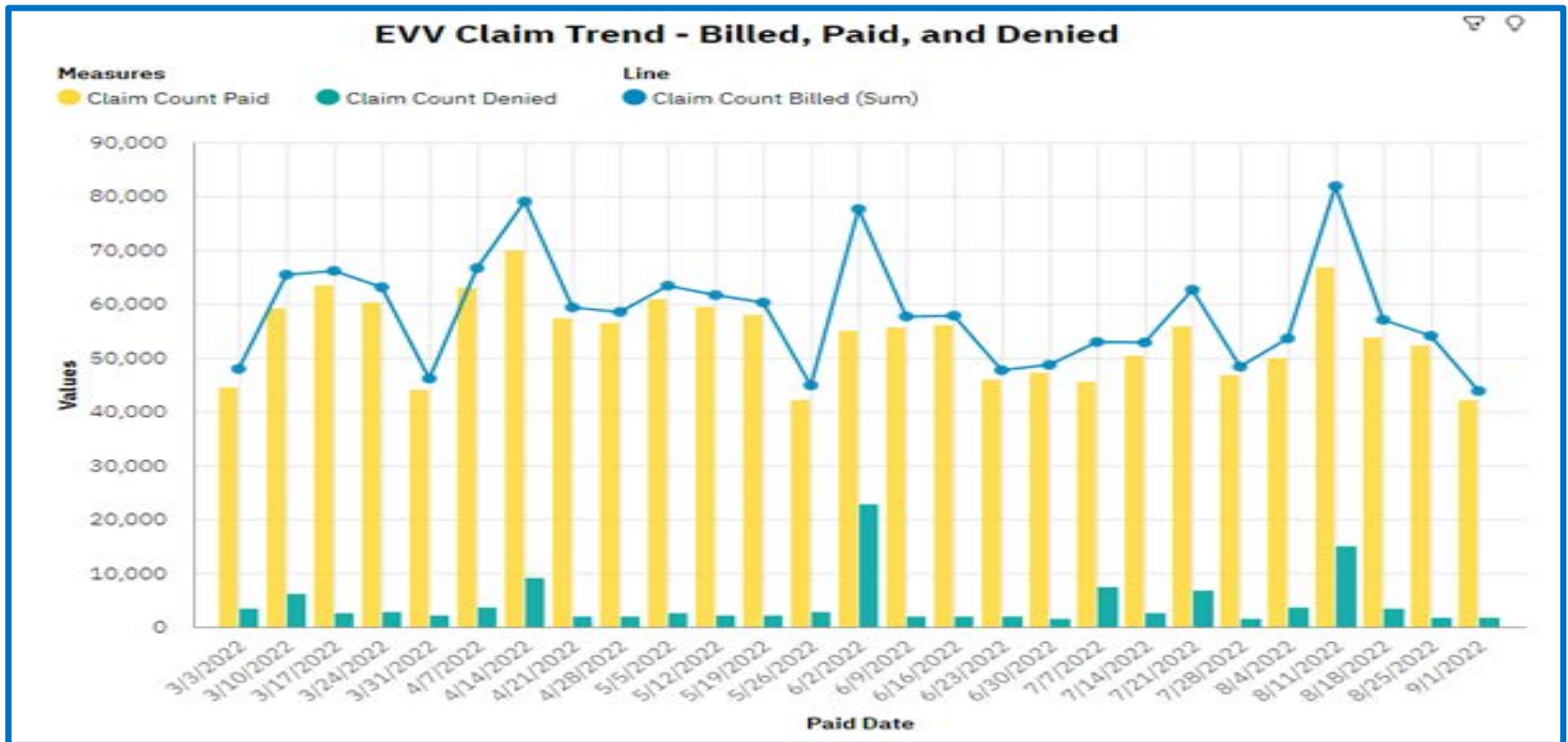
Aggregator (Batch) Encounters (External) IVR Mobile Web



*A unique Authenticare ID may be present on both a paid and denied record.

Electronic Visit Verification

Dashboard



Electronic Visit Verification

Dashboard

Dashboard Views in Production

- Mix of pie charts, graphs and tables
- EVV Claims by Filing Source (YTD, MTD)
 - EVV, Aggregator, MMIS
- EVV Visits by Filing Source (YTD, MTD)
 - Aggregator (IVR, Mobile, Unknown)
 - Encounters
 - IVR
 - Mobile
 - Web
- Claims data graphs
 - All Claims Billed
 - EVV Claims Billed
 - EVV Billed vs Paid

Dashboards Coming Soon

- Visits not sent to MMIS/billing not confirmed
- Self Directed (PALCO) Dashboard
- Denied EVV Claims



Electronic Visit Verification

Wrap Up EVV Utilization

- It is the law! The initial requirement stems from the 21st Century Cures Act of 2016
- EVV is a useful tool for management
- You have the training and continued support to use EVV successfully
- DHS is closely monitoring all aspects of EVV, and we are committed to help you meet this requirement
- Coming soon, there will be no other options than EVV, and if you do not use it your claims will be delayed or denied

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<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>

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