

Arkansas Department of Human Services (AR DHS)
Electronic Visit Verification (EVV)



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Division of Medical Services

Electronic Visit Verification Overview

❖ Electronic Visit Verification (EVV)

- ❖ Benefits of EVV
- ❖ Timeline
- ❖ Communication
- ❖ Tracking

❖ Summary

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).

EVV is required for the following services:

- Attendant Care
- Personal Care
- Respite
- ❖ Home Health

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

RA Message in February 2022

TO: ARCHOICES, PERSONAL CARE,
ATTENDANT CARE, AND RESPITE CARE
PROVIDERS

RE: FEBRUARY 2022 EVV UPDATE

The Arkansas Medicaid Electronic Visit Verification (EVV) system is live and operational. Federal mandate requires that all agencies who provide Personal Care, Attendant Care, and Respite services fully transition to using an EVV system to collect and submit visit data.

Electronic Visit Verification

Timeline

Date	Task
October 1, 2022- Complete. Communication sent to Providers on September 30, 2022	Notification sent to providers about MMIS direct claim submission cutoff
November 1, 2022	Begin one week suspension of claims that are directly submitted to MMIS without EVV; GFE for Home Health Due- Submitted on 10-19-2022
November 28 – December 2	Provider Response Team Partially Assembled
December 1, 2022	Begin denial of claims that are directly submitted to MMIS without EVV
January 2023- August 2023	Preparation for Bringing on Home Health
May 2023	End of Public Health Emergency
January 1, 2024	Implementation of EVV for Home Health

Electronic Visit Verification

Key Messages

- EVV is a federal requirement for Personal Care Services and Home Health Care
- It is an effective management tool for business
 - Monitor caregiver location/time of work
 - Verify services were given
 - Helps prevent fraud and liability issues
 - Higher percentage of paid claims through EVV than MMIS (i.e., lower denial rate)
- It provides peace of mind for family members that needed services are being provided
- It is constantly being evaluated and improved

Electronic Visit Verification

Communication

The screenshot shows the official website of the State of Arkansas. The top navigation bar includes links for 'The Official Website of the State of Arkansas', 'State Directory', 'All State Agencies', 'Elected Officials', 'Arkansas Code', 'State Employees', 'Help Center', and 'Accessibility & Settings'. Below this is a secondary navigation bar with 'DIVISIONS & SHARED SERVICES', 'NEWS', 'DATA & REPORTS', 'CAREERS', 'FIND A COUNTY OFFICE', 'FILE AN APPEAL', and 'CONTACT US'. The main content area features the Arkansas Department of Human Services logo on the left and a large image of an elderly man and a young child. The title 'Electronic Visit Verification (EVV) Information' is prominently displayed in the center. Below the title, there is a breadcrumb trail: 'Home > Divisions & Shared Services > Division of Medical Services > Electronic Visit Verification (EVV) Information'. The page is part of the 'Divisions & Shared Services' section, specifically under the 'Division of Medical Services'.

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

Electronic Visit Verification

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 from Last Year

EVV Filing Source Statistics

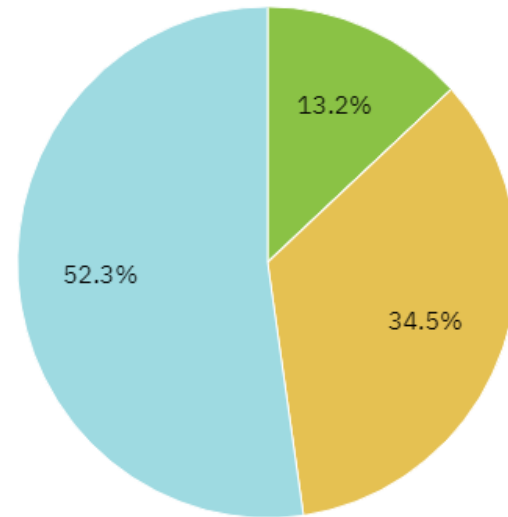
Claims by Source



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

Source

● Authenticare (FISERV) ● Aggregator (Batch) ● MMIS



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



Electronic Visit Verification

Dashboard from December to Current Date

12/1/2022

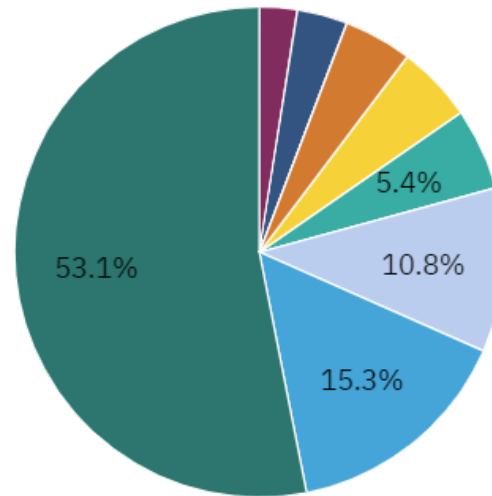
Claims by Source

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

Filing Source Group

- Aggregator (Batch) - Web
- IVR
- Mobile
- Aggregator (Batch) - Unknown
- Web
- Aggregator (Batch) - Mobile
- MMIS
- Aggregator (Batch) - IVR

2: December 1, 2022 to Current



Electronic Visit Verification

Visit Confirmation

12/1/2022

7/20/2023

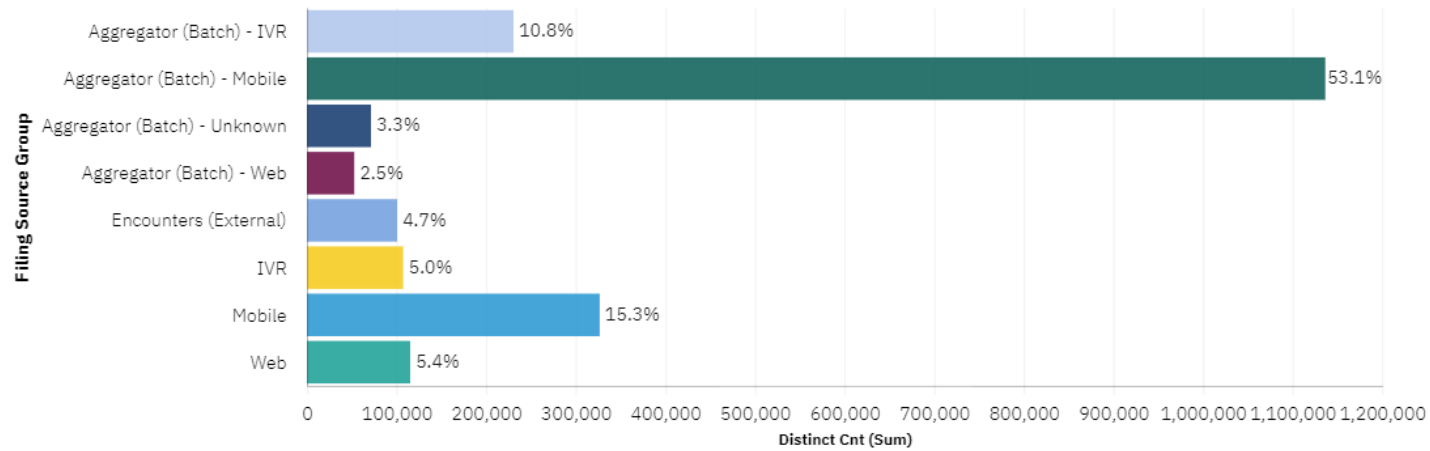
Visits by Source

Distinct Count = unique count of Authenticare ID

Filing Source Group

- Aggregator (Batch) - IVR
- Aggregator (Batch) - Mobile
- Aggregator (Batch) - Unknown
- Aggregator (Batch) - Web
- Encounters (External)
- IVR
- Mobile
- Web

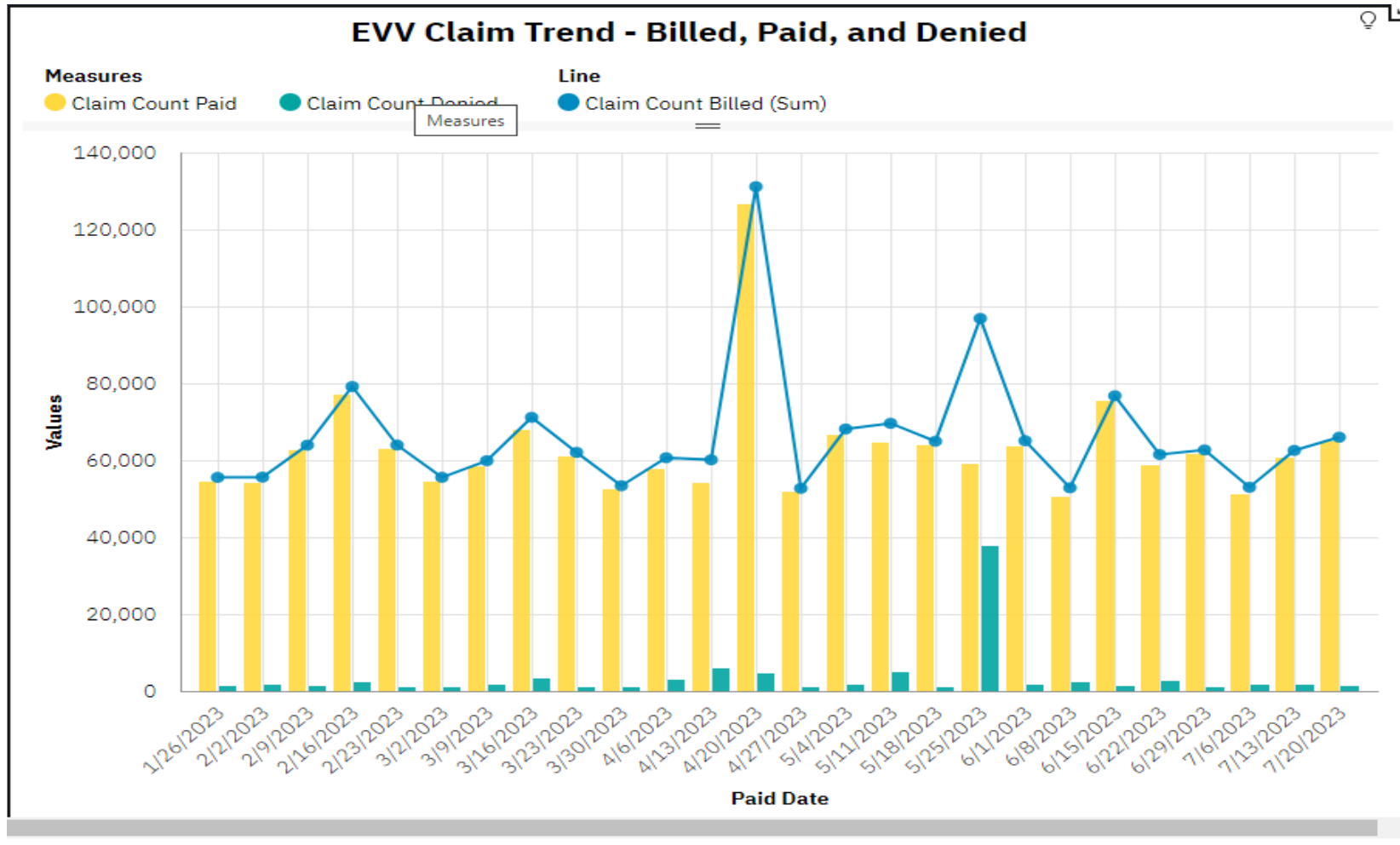
2: December 1, 2022 to Current



2: December 1, 2022 to Current

Electronic Visit Verification

All EVV Required Claims Dashboard

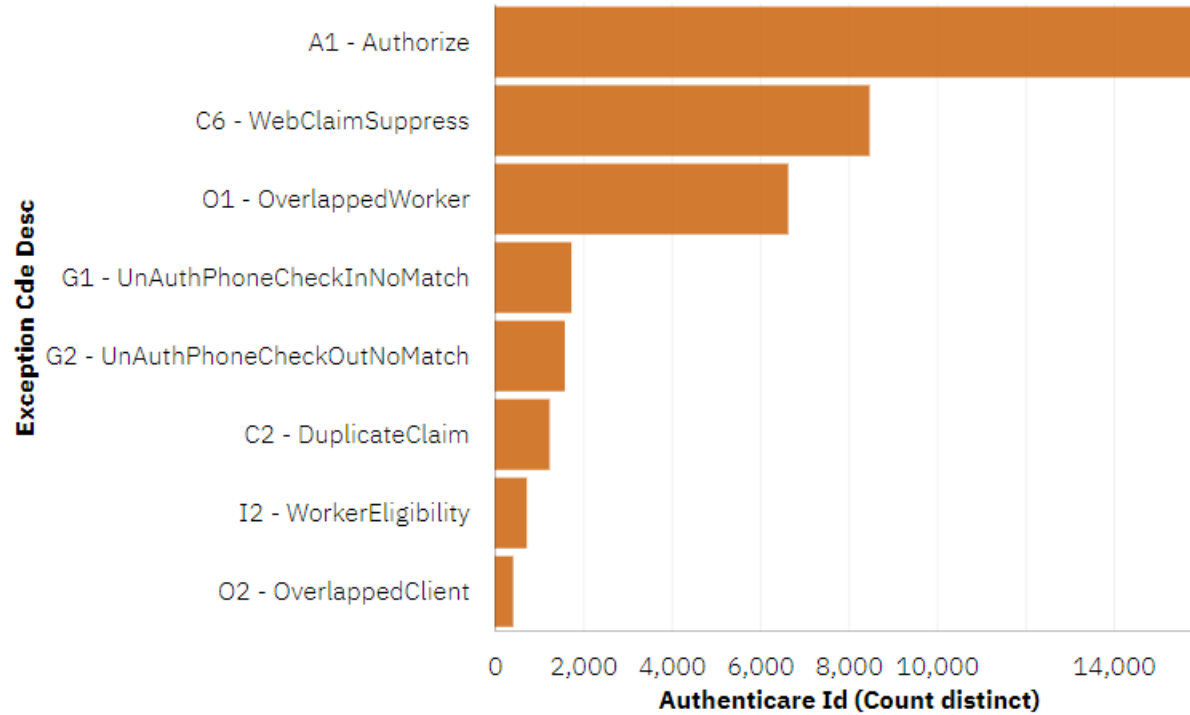


Electronic Visit Verification

Critical Exceptions

Visits Not Billed by Critical Exception

Visual excludes C1 - Confirm Billing for Claim. Selecting exception will filter all other graphics on this tab.



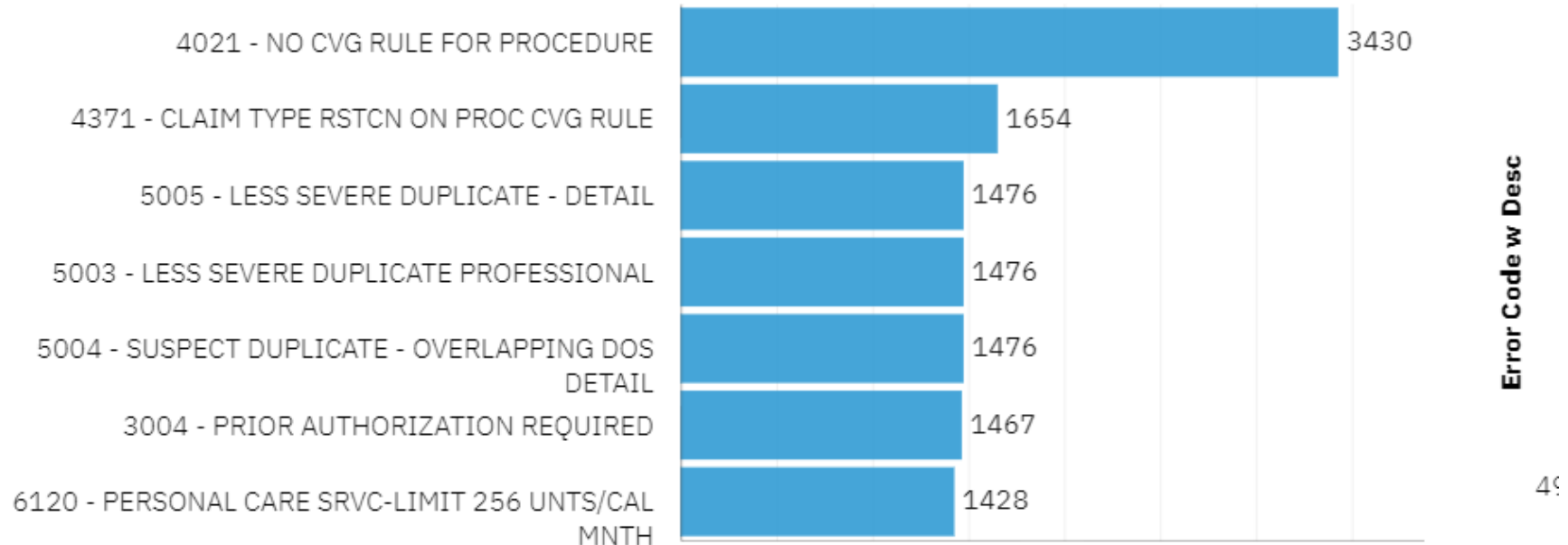
Electronic Visit Verification

Reasons for Denials

Top Errors for Last Month

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

FISERV



Billing and Electronic Visit Verification

Summary

❖ Electronic Visit Verification

❖ Federal requirement

❖ Timeline

❖ It is an effective tool for business

- Monitor caregiver location/time of work
- Verify services were provided
- Helps prevent fraud and liability issues
- Higher percentage of paid claims through EVV than MMIS (i.e., lower denial rate)
- It provides peace of mind for family members that needed services are being provided

