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HHSC Electronic Visit Verification

**Cures Act Implementation- Update for Texas
Council on Consumer Direction**

December 2018

Presented by HHSC EVV Operations

21st Century Cures Act

- Section 12006 of the 21st Century Cures Act (Cures Act), is a federal law requiring all states to use EVV for Medicaid Personal Care Services and Home Health Care Services; including services delivered through the Consumer Directed Services (CDS) option.
- States must implement EVV or risk a loss of federal Medicaid matching dollars.
 - Personal Care Services must start by Jan. 1, 2020
 - Home Health Care Services must start Jan. 1, 2023



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Programs and Services Currently Using EVV

1915(c) Community Living Assistance and Support Services waiver	CFC PAS/HAB (Agency) In-Home Respite (Agency)
1915(k) Community First Choice	CFC PAS/HAB (Agency)
Community Attendant Services Family Care Personal Care Services Primary Home Care	PAS (Agency)
STAR Health	CFC PAS/HAB (Agency)
Star Kids - Medically Dependent Children Program	CFC PAS/HAB (Agency) In-Home Respite (Agency) Flexible Family Supports (Agency)
STAR+PLUS	CFC PAS/HAB (Agency) In-Home Respite (Agency) Protective Supervision (Agency)

Note: Currently, EVV is optional for individuals using the Service Responsibility Option or Consumer Directed Services option in these programs and services.



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2020 Cures Act Program and Services

Program	Services
1915(c) Deaf Blind with Multiple Disabilities Waiver	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency and CDS) • In-Home Respite (Agency and CDS)
1915(c) Home and Community-based Services Waiver	
1915(c) Texas Home Living Waiver	
1915(c) Youth Empowerment Services Waiver	<ul style="list-style-type: none"> • In-Home Respite (Agency)
1915(i) Home and Community Based Services (HCBS) Adult Mental Health and Substance Abuse	<ul style="list-style-type: none"> • Supported Home Living-Habilitative Support (Agency)¹ • In-Home Respite (Agency)¹
STAR members who receive fee-for-service (FFS) through traditional Medicaid model	<ul style="list-style-type: none"> • CFC PAS/HAB (Agency, CDS, and SRO) • PCS (Agency, CDS, and SRO)
STAR Health ²	<ul style="list-style-type: none"> • In-Home Respite (Agency, CDS, and SRO) • Flexible Family Supports (Agency, CDS, and SRO)

¹ SRO/CDS Option is not available in the 1915(c) Youth Empowerment Services or the 1915(i) HCBS Adult Mental Health and Substance Abuse programs.

² EVV use is currently required for PCS and CFC PAS/HAB (agency).



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2020 Cures Act Program and Services



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Programs Currently Using EVV	CDS/SRO Option Added to Applicable Services as required by Cures Act
1915(c) Community Living Assistance and Support Services waiver	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS) • In-Home Respite (CDS)
1915(k) Community First Choice	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO)
Community Attendant Services Family Care Personal Care Services Primary Home Care	<ul style="list-style-type: none"> • PAS (CDS and SRO)
STAR Health	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO)
Star Kids – Medically Dependent Children Program	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO) • In-Home Respite (CDS and SRO) • Flexible Family Supports (CDS and SRO)
STAR+PLUS	<ul style="list-style-type: none"> • CFC PAS/HAB (CDS and SRO) • In-Home Respite (CDS and SRO) • Protective Supervision (CDS and SRO)

Cures Act Readiness

- To prepare for the Cures Act, HHSC will implement a Cures Act “Soft Launch”.
- The Soft Launch is a hands-on evaluation by provider agencies, financial management services agencies (FMSAs), and CDS employers to assist HHSC in implementing the Cures Act.



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Cures Act Readiness

The Soft Launch will:

- Consist of four (4) separate evaluation groups
- Include a small set of stakeholders
- Identify, define and develop necessary changes to the EVV systems
- Provide input into policies, procedures and systems for EVV in Texas



Soft Launch Evaluations

The four evaluation groups are:

Evaluation Group 1

- AMH
- DBMD
- STAR FFS
- YES

Evaluation Group 2

- HCS
- TxHML



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Soft Launch Evaluations

The four evaluation groups are (cont.):

Evaluation Group 3

- CAS/FC/PHC/PCS
- CLASS
- SRO
- STAR Health
- STAR Kids
- STAR+PLUS

Evaluation Group 4

- CDS Employers
- FMSAs



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Soft Launch Evaluations

The following Stakeholders will participate in the Soft Launch evaluation groups:

External:

- Provider Agencies
- FMSAs
- CDS Employers
- Individual/Members
- Attendants
- Associations

Internal:

- HHSC Staff
- Texas Medicaid Healthcare Partnership (TMHP)
- Managed Care Organizations (MCOs)
- Current Texas EVV Vendor



Goals of Soft Launch

HHSC will collect stakeholder feedback and document recommended changes to EVV systems and EVV processes related to:

- EVV Software
- Onboarding with EVV vendor
- Visit Data Collection Methods
- Visit Maintenance Methods, including for CDS Employers
- Claims Matching Criteria
- EVV Reports
- EVV Compliance



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How will the Soft Launch Evaluations Take Place?

Providers, FMSAs, Members, and CDS Employers will participate in the evaluation process.

- Steps include:
 - Evaluation Orientation and EVV Overview
 - Onboarding with current EVV Vendor
 - Attendant Hands-on daily visit collections
 - Review EVV reports and visit maintenance process



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How will the Soft Launch Evaluations Take Place?

- Each evaluation group will have an opportunity to offer feedback on the system and process to ensure HHSC understands their needs.
- HHSC will coordinate meetings with all participants on a bi-weekly basis to gather feedback and provide status.
- Evaluation participants may attend in person or via conference line.



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When will the Evaluations Take Place?

The Soft Launch will take place from Nov. 13, 2018 through Mar. 27, 2019.

- Schedule includes:
 - Nov. 13, 2018: Soft Launch kick-off orientation
 - Nov. 30, 2018: Soft Launch follow-up meeting
 - Dec. 03-21, 2018: EVV Vendor onboarding for evaluations
 - Jan. 02 – Feb. 28, 2019: Hands-on evaluations (daily visits)
 - Jan. 15 – Mar. 27, 2019: Interactive feedback session (bi-weekly)



Cures Act Implementation

- While the Soft Launch evaluations continues, HHSC will begin implementation of the Cures Act for all provider agencies, FMSAs, and CDS Employers.
- EVV policy training for all provider agencies, FMSAs, and CDS Employers required to use EVV will begin Jan. 01, 2019.



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Cures Act Implementation

The EVV implementation training team will consist of:

- HHSC staff
 - EVV processes and policies
- MCO staff
 - EVV processes and policies
- EVV vendor(s)
 - EVV vendor software
- TMHP
 - Data aggregator/online portal
 - Claims matching
 - Reports



Cures Act Implementation

Step 1: HHSC prepare EVV systems

- Jan. 01 - Aug. 31, 2019

Step 2: EVV procedures and policy (new and revised)

- Jan. 01 - Aug. 31, 2019

Step 3: Provider agencies, FMSAs, and CDS employers prepare for implementation

- Jan. 01 - Aug. 31, 2019



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Cures Act Implementation

Step 4: EVV Vendor system onboarding

- Aug. 01 – Nov. 30, 2019

Step 5: EVV data aggregator/online portal

- Aug. 01 – Nov. 30, 2019

Step 6: EVV comprehensive training

- Sep. 01 – Nov. 30, 2019



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Cures Act Training

Training will be provided in three separate phases to help prepare provider agencies, FMSAs, and CDS Employers for implementation of EVV.

Phase 1: EVV Tool Kit – Training on EVV processes, procedures, and policies:

- Jan. 01 – Aug. 31, 2019
- Web blasts
- Live webinars
- FAQs



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Cures Act Training

Phase II:

- EVV Vendor System Training
 - Provided by the EVV vendor
 - Aug. 01 – Nov. 30, 2019
 - Includes:
 - EVV system onboarding and training
- EVV Data Aggregator Training
 - Provided by TMHP
 - Aug. 01 – Nov. 30, 2019
 - Data Aggregator and On-line Portal onboarding



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Cures Act Training

Phase III:

- EVV Comprehensive Training
 - Sept. 01– Nov. 30, 2019
 - HHSC, MCO, TMHP
 - Data aggregator and On-line Portal
 - EVV Reports
 - EVV Compliance



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Cures Act Training

Phase III (cont.):

- Comprehensive EVV Training will include:
 - Face to face training
 - Computer based training
 - Webinars
 - Videos
 - E-Learning Methods



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Cures Act Training

Face-to-face training sessions will be held across the state in seven (7) cities (tentative):

- Abilene
- Austin
- Dallas
- El Paso
- Harlingen
- Houston
- Lubbock



EVV Alerts

GovDelivery Alerts for EVV

- Provider agencies must sign up for EVV email updates and alerts by following the instructions found here:

<https://service.govdelivery.com/accounts/TXHHSC/subscriber/new>

- Be sure to select Electronic Visit Verification as a Subscription Topic to get EVV alerts



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Thank you

EVV questions can be sent to
electronic_visit_verification@hhsc.state.tx.us