

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





| 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.





| Program | Services |
|---|--|
| 1915(c) Deaf Blind with Multiple | CFC PAS/HAB (Agency and |
| Disabilities Waiver | CDS) |
| 1915(c) Home and Community-based | In-Home Respite (Agency and |
| Services Waiver | CDS) |
| 1915(c) Texas Home Living Waiver | |
| 1915(c) Youth Empowerment Services | In-Home Respite (Agency) |
| Waiver | |
| 1915(i) Home and Community Based | Supported Home Living- |
| Services (HCBS) Adult Mental Health | Habilitative Support (Agency) ¹ |
| and Substance Abuse | In-Home Respite (Agency)¹ |
| STAR members who receive fee-for- | CFC PAS/HAB (Agency, CDS, |
| service (FFS) through traditional | and SRO) |
| Medicaid model | PCS (Agency, CDS, and SRO) |
| | In-Home Respite (Agency, CDS, |
| STAR Health ² | and SRO) |
| | Flexible Family Supports |
| CDS Ontion is not available in the 1915(c) Youth Empowerment Services or the 19 | (Agency, CDS, and SRO) |

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).

2020 Cures Act Program and Services



| 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 | CFC PAS/HAB (CDS)In-Home Respite (CDS) |
| 1915(k) Community First Choice | CFC PAS/HAB (CDS and SRO) |
| Community Attendant Services Family Care Personal Care Services Primary Home Care | PAS (CDS and SRO) |
| STAR Health | CFC PAS/HAB (CDS and SRO) |
| Star Kids – Medically Dependent Children Program | CFC PAS/HAB (CDS and SRO) In-Home Respite (CDS and SRO) Flexible Family Supports (CDS and SRO) |
| STAR+PLUS | 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.





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

TEXAS Health and Human Services

Soft Launch Evaluations

The four evaluation groups are:

Evaluation Group 1

- AMH
- DBMD
- STAR FFS
- YES
- Evaluation Group 2
- HCS
- TxHML

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





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

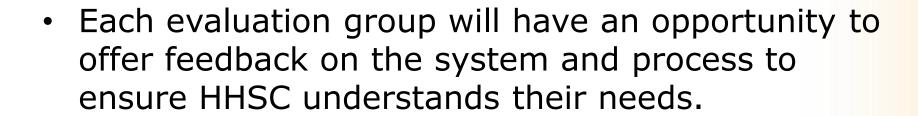


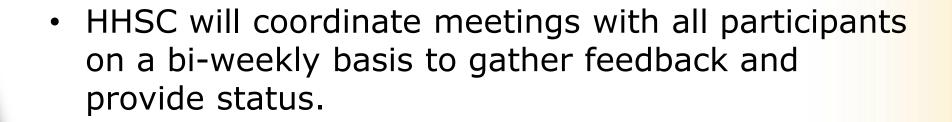
How will the Soft Launch Evaluations Take Place?

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

How will the Soft Launch Evaluations Take Place?





 Evaluation participants may attend in person or via conference line.





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)

 While the Soft Launch evaluations continues, HHSC will begin implementation of the Cures Act for <u>all</u> 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.





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



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

Step 4: EVV Vendor system onboarding

Aug. 01 – Nov. 30, 2019

Step 5: EVV data aggregator/online portal

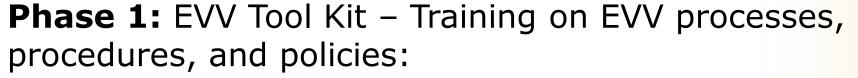
Aug. 01 – Nov. 30, 2019

Step 6: EVV comprehensive training

Sep. 01 – Nov. 30, 2019



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



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



TEXAS Health and Human Services

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



Phase III:

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



Phase III (cont.):

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



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



Thank you

EVV questions can be sent to

electronic visit verification@hhsc.state.tx.us