Questions and Answers

Question: I understand the need for the offline mode, but surely that won't be able to capture the GPS location (if you're uploading the data away from the client's location)?

> **Response:** GPS does not require internet, so it has the ability to capture location when not on a network. There are multiple EVV systems with the capability to perform this function.

Question: We use ▮▮▮▮▮▮ to document services provided through our Autism services division. ▮▮▮▮▮▮ has the capability to collect each of the data elements required. Given that information, would we still be required to use an EVV vendor or could we pull the data from ▮▮▮▮▮ and load it into the aggregator?

> **Response:** If your current system collects all the data elements that are required and is able to exchange data with the aggregator, it will meet the requirements.
>
> If a provider has an EVV software that supports documentation function, and it meets MMAC's requirements, then that is fine. Documentation requirements are not changing and may still be done the way they are now.

Question: Where are providers supposed to send the EVV information if the aggregator isn't available January 1, 2020?

> **Response:** Until a contract is awarded for an aggregator solution, EVV information should be collected and stored in order to be utilized once the aggregator is implemented. EVV data should be available upon request for audit purposes.

Question: How can you expect to fully require EVV by 1-1-2020 if Missouri doesn't even have the financing for the data aggregator, let alone have one selected by this point in time?

> **Response:** EVV implementation is a federal requirement, so we are requesting increased federal match to offset the cost of an aggregator. The aggregator solution is a way to measure EVV compliance, but is not required by the Cures Act. Not having an aggregator in place does not remove the requirement to use EVV to document delivery of services.

Question: What is MMIS?

> **Response:** **MMIS is** the Medicaid Management Information System (MMIS). This is the MO HealthNet billing system.

Question: Do we have any specific information pertaining to Comp Waiver Self Directed PA services? Program specific to these PA staff to use as they are not under an "agency".

> **Response:** For Self-directed Personal Assistance, EVV will be part of the Fiscal Management Services (FMS) contract which is currently in the process of being awarded. Implementation of EVV will begin once the contract is awarded, systems are tested, and training has been completed**.**

Question: How do we overcome the limits of technology with this new act in place by 2020? There are several individual's homes I've worked in that have virtually no service due to their rural location.

> **Response:** GPS has the ability to capture information when there is no internet connectivity (off-line mode). The information uploads later when internet service is available.

Question: For Self Directed services provided through the Medicaid Waiver - will each Designated Rep have to determine which EVV option to utilize, or with the Public Partnerships company provide information to individuals/families on what will be used?

> **Response:** The self-directed FMS contractor, currently Public Partnership, will be required to adapt different technology solutions depending on the situation. Nothing changes the basic requirement for the elements that need to be captured.

Question: What is the date for aggregator and EVV vendors to be up and running? Is that the 01-01-2020 date?

> **Response:** Please reference: **https://dss.mo.gov/mhd/providers/pdf/good-faith-exempt.pdf**

Question: Knowing the State is going to have their own aggregate module are there EVV venders already known who are working towards interfacing with what the state is working towards

> **Response:** The State has not yet selected a vendor for the state's aggregator solution**.**

Question: How will you evaluate if the provider is EVV compliant without an aggregator?

> **Response:** Random checks will be conducted by Missouri Medicaid Audit and Compliance Unit (MMAC).

Question: Can we get a copy of the 60+ EVV providers already serving Missouri?

> **Response:** The State of Missouri has not vetted EVV vendors, and therefore, does not have an approved list. Provider associations may be a resource for referrals.

Question: What are the Waiver Services that EVV will apply? PA, SDS PA, but does ISL also apply?

Response: At this time, all T1019 (personal assistance) which includes agency-based and self-directed are included. Variations of PA, such as group and medical/behavioral, are included. Services with a personal care sub-component, such as ISL, CI, and Day Hab, are <u>not</u> included.

Question: Regarding Self-Directed Supports; will the Fiscal Management system be responsible for making arrangements for EVV

Response: Yes. EVV is a required component of the fiscal management contract.

Question: How do we get a recording of this?

Response: The recorded webinar and presentation are available at:

https://dmh.mo.gov/dev-disabilities/webinar/previous

Question: Will a Time-Based One-Time Password (TOTP) token device suffice for those areas with little cell/GPS service?

Response: Yes, if the device is secured in the individual's home.

Question: If tasks lists/notes are not required of EVV, but are for auditing purposes then how do individuals keep notes of tasks provided if they would be audited? Just keep notes in a notebook?

Response: Continue to enter documentation in the manner that is currently in place.

Question: We are currently utilizing ███████████████████ for our DHSS customers. Can task lists be utilized as documentation for DMH PCA services in lieu of paper documentation for PCA services, given that PCA services are defined as assisting with ADLs?

Response: The State has determined that task lists will not suffice for Waiver documentation. We will send further guidance if this stance changes.

Question: Not sure if it is required for Group Home (Residential Services) or exactly what services are required to do EVV?

Response: At this time, all T1019 (personal assistance) which includes agency-based and self-directed are included. Variations of PA, such as group and medical/behavioral, are included. Services with a personal care sub-component such as ISL, CI, and Day Hab are <u>not</u> included.

Question: What about cost associated with EVV implementation? What if a provider with only one person receiving services that require EVV?

Response: Unfortunately, the State does not have funds to cover the cost of EVV. Providers will need to weigh the cost and the benefit. There are EVV vendors who charge on a per use basis. This may be a good option.

Question: Which professional roles will be utilizing the EVV system, especially for those who see consumers in and out of their home setting?

> **Response:** Direct service staff generate the units for the claims that are required for EVV.

Question: Clarification on ISD services and if they will be required to use EVV or if they will be exempt like the CI.

> **Response:** At this time, all T1019 (personal assistance) which includes agency-based and self-directed are included. Variations of PA, such as group and medical/behavioral, are included. Services with a personal care sub-component, such as ISL, CI, and Day Hab, are <u>not</u> included.

Question: Where can we get the programs to start the EVV?

> **Response:** The Missouri Alliance for Home Care (MAHC) has a list of EVV vendors that their membership is familiar with. The State does not maintain a vetted list of vendors.

Question: How can you expect providers to be compliant as of Jan. 1, 2020 or the penalty is financial impact, but you have no way to evaluate for compliance?

> **Response:** MMAC and other state agencies will be flexible during the transition period to the aggregator. MMAC will evaluate providers based on their lack of progress with EVV compliance.

Question: How may a case manager be able to view these EVV documents or is this something the case manager will have to verify?

> **Response:** DMH-DD has not developed a policy regarding using EVV data for service monitoring at this point. Future guidance will be coming out.