

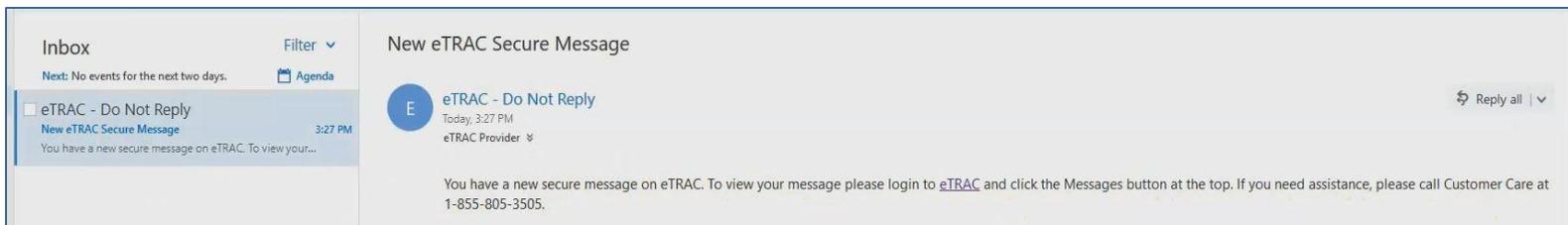
EVV Stakeholder Advisory Group

July 17, 2019

EVV Provider Hotline

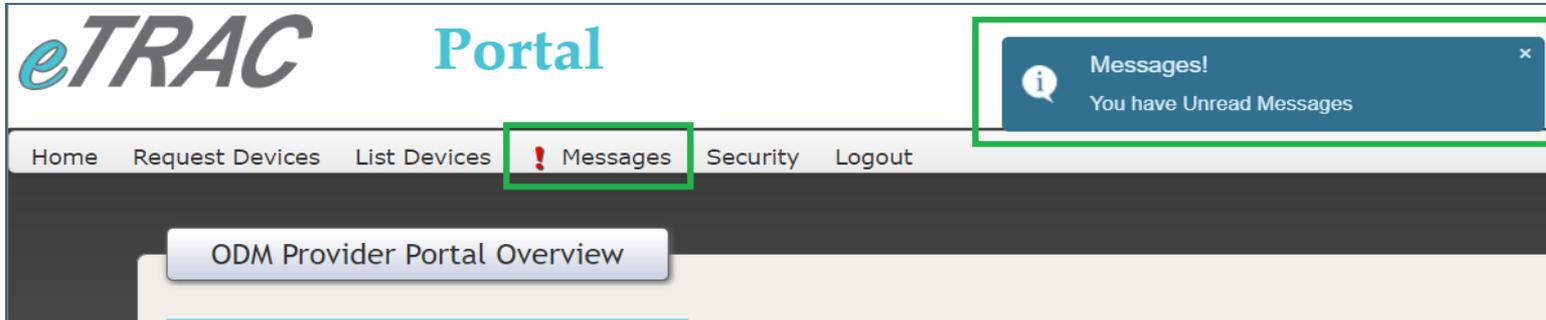
eTRAC Communication Reminders

- You may still send emails to the EVV Provider Help Desk at EVVProviderHelpDesk@etraconline.net
- If your email address cannot be matched with an existing eTRAC account, you will be asked to call the EVV Provider Help Desk for assistance
 - » To avoid this, ensure that you have registered in eTRAC, using the email address that you expect to use for communication
- The EVV Provider Help Desk will respond to all written communication through the eTRAC messaging system
- When you have a message from the EVV Provider Help Desk in eTRAC, you will be notified via email, like this:



If you have not registered an account in eTRAC, or you cannot register, you must call the EVV Provider Hotline at 855-805-3505

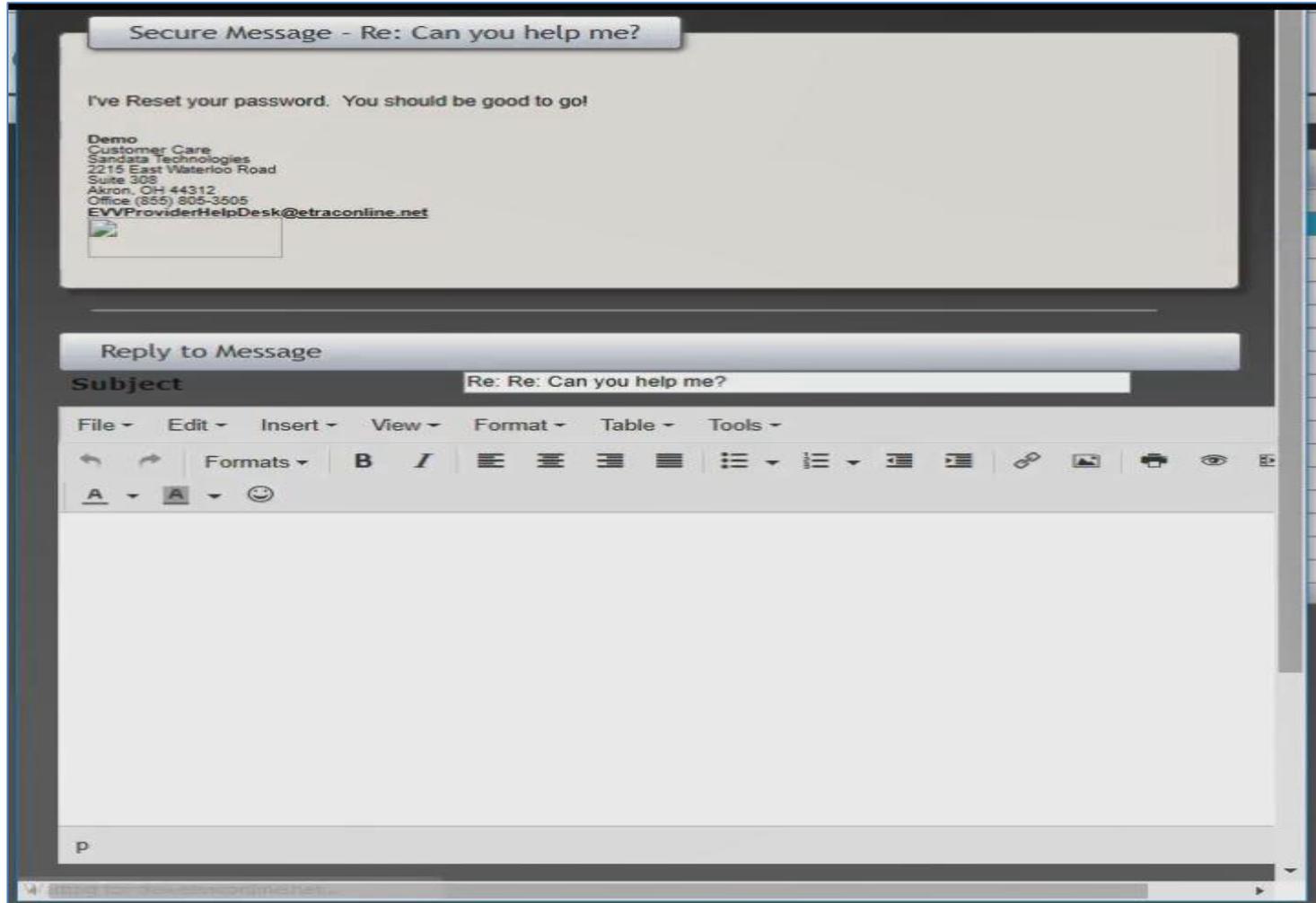
eTRAC Communication Reminders Cont.



The screenshot shows the 'Messages' page in the eTRAC Portal. A yellow circle highlights the 'Messages' link in the navigation bar. The page displays a table of messages with columns for Date / Time, Sender, and Subject. A search bar and a '(16)' indicator are also visible.

Date / Time	Sender	Subject
2018-07-03 11:26:56	Justin Verthe	Re: Can you help me?
2018-07-03 10:44:07	Justin Verthe	Re: Reset
2018-07-03 09:21:58	Justin Verthe	Re: test message
2018-07-02 11:37:58	Justin Verthe	SECURE: testing
2018-07-02 11:31:58	Justin Verthe	Re: Re: Ticket Message
2018-07-02 11:19:21	Justin Verthe	Ticket Message

eTRAC Communication Reminders Cont.



Call Center Stats

Month	Total Calls	Weekly Call Average	Average Talk Time (Min)	Average Speed of Answer (Sec)	Extended Call Volume
April	3239	726	9.5	15.1	423
May	6914	1728	10.2	30.4	973
June	6496	1624	9.0	35.3	993

Note: The call center is expected to answer calls within 120 seconds.

Extended calls are calls that go over 10 minutes and are geared toward education or training with a caller, rather than support of an issue.

EVV Myths

Does the EVV Program Track People Receiving Services?

- **Myth**

- » *The Sandata system uses the EVV system to track people who receive services throughout the day.*

- **Fact**

- » *The 21st Century Cures Act requires states to capture the place where services are delivered.*

- » *Ohio uses GPS to record the location at the start and end of the visit only.*

- » *The device can be left at home if the visit is going to start and end at home, even if the visit includes time spent away from home.*

- » *The device can be turned off when the start or end of a visit is not being captured.*

Does the EVV Device Record What is Said in My Home?

- **Myth**

- » *The EVV device records everything that is said in my home.*

- **Fact**

- » *The EVV device only records what is said when the red “Record” button is pushed during the individual’s verification of the visit.*

- » *The record function is not available at any other time on the device or in the app.*

- » *The device can be turned off when the start or end of the visit is not being captured.*

Does Medicaid Use the Device to Video People?

- **Myth**

- » *The EVV device photographs and films individuals who receive HCBS services.*

- **Fact**

- » *The camera is disabled before a device is sent to an individual.*

- » *The device does not have any functionality that allows it to be used to take photographs.*

Does the EVV Program Use Biometrics

- **Myth**

- » *The Ohio Medicaid EVV Initiative is using biometrics to verify visit data.*

- **Fact**

- » *The program does reference a “voice verification.” The term is used to refer to a verbal verification of the visit for those services requiring verification from the individual receiving the service at the time of the visit.*

- » *ODM does not use biometric technology to confirm the identity of the person who provides the verbal verification.*

Individual Technical Assistance

Phase 1 Provider Technical Assistance

- **July 15, 2019**
 - » ***24 1 hour long slots available:***
 - *16 providers have signed up*
 - *4 providers participated*

- **July 24, 2019**
 - » ***28 1 hour long slots available:***
 - *6 providers have signed up*

- **July 29, 2019**
 - » ***28 1 hour long slots available:***
 - *5 providers have signed up*

EVV and Claims

Parameters and Assumptions

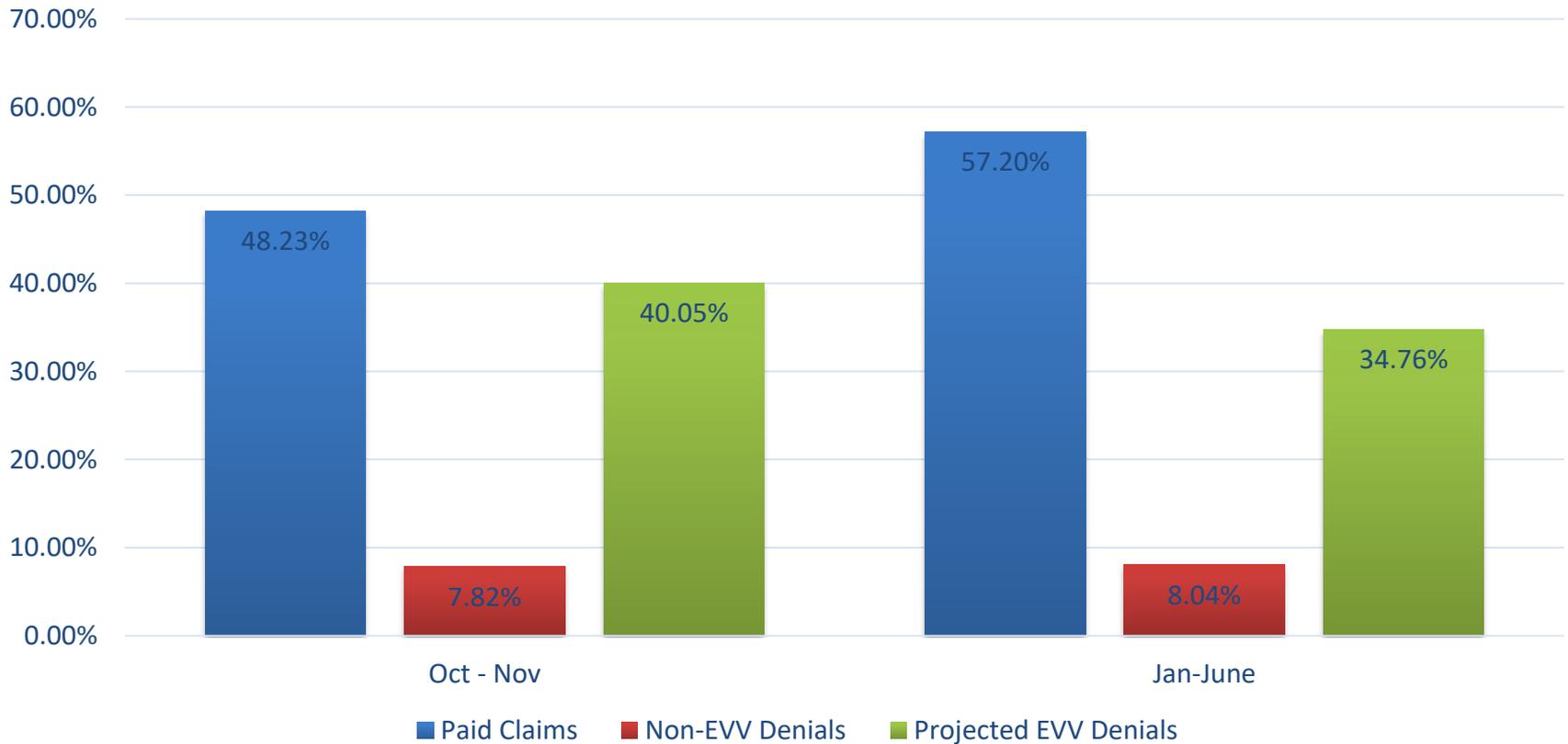
- Analysis uses claims submitted between January 11, 2019 and March 10, 2019.
 - » EVV edit logic was updated and in place
- The data includes 971,907 claims.
- The analysis is based on data in the aggregator at the time the data was pulled.
 - » Providers may have cleared exceptions after submitting claims.
 - » Data from alternate systems may have been submitted after claims were processed.
 - » Providers using alternate systems may be capturing visit data but may not be sending it to the aggregator

Where We Are

	Claims	Percent of Total Claims
Projected Paid Claims	555,951	57.20%
Claims Denied For Reasons Other than EVV	78,093	8.04%
Claims Projected to Deny for EVV	337,863	34.76%
Total	971,907	100.00%

Showing Improvement

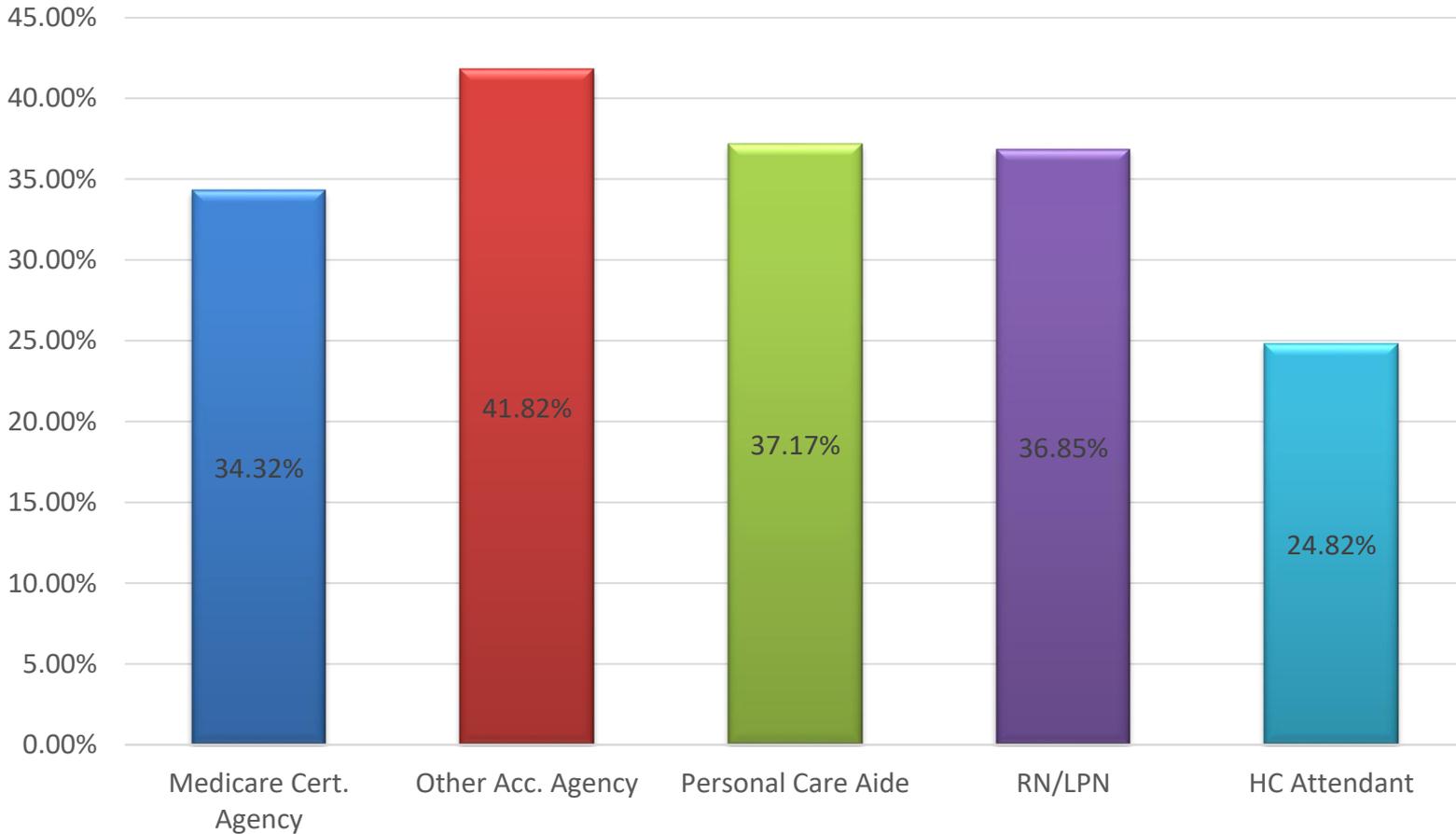
Projected Claim Results



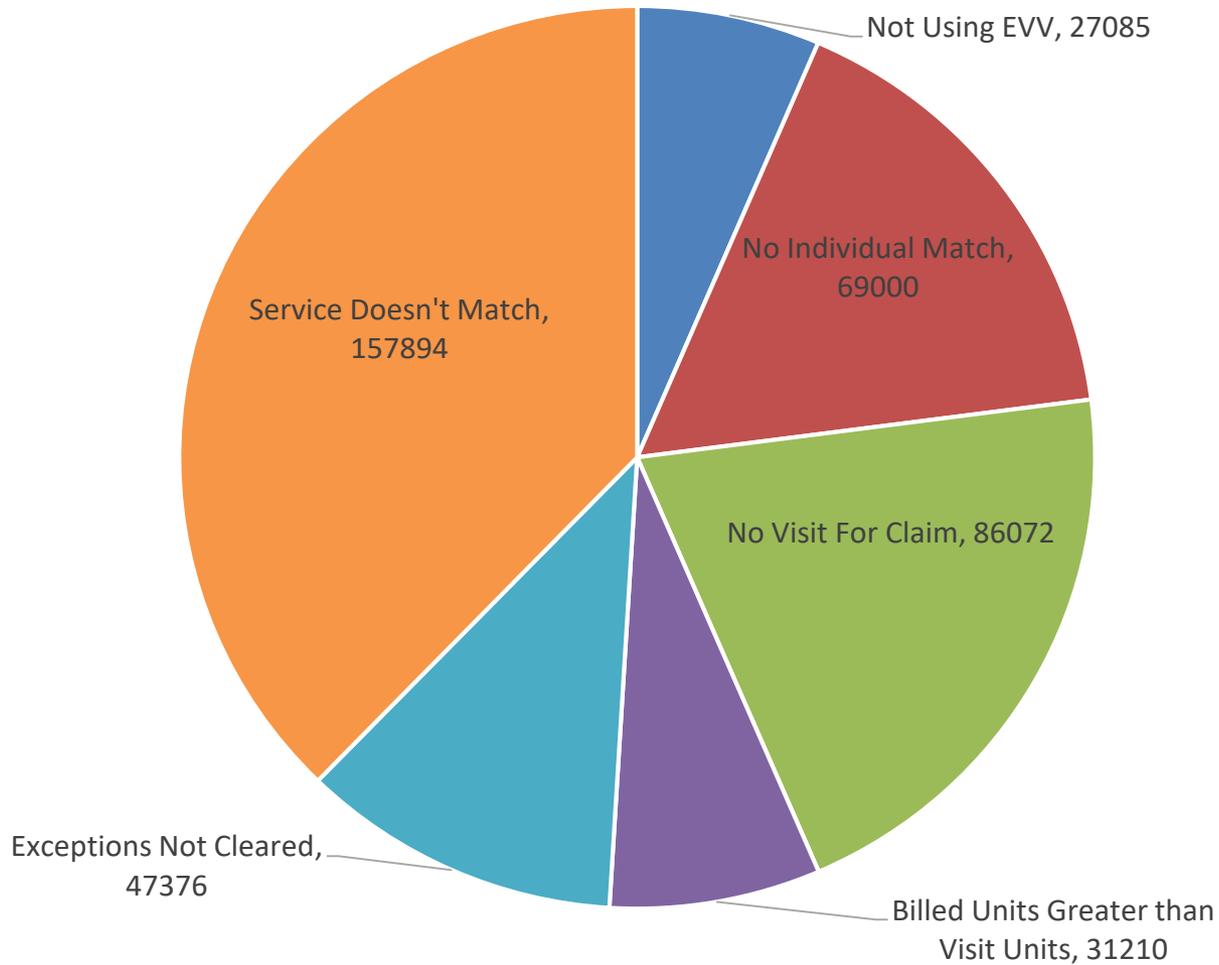
Projected Claim Disposition By Provider Type

	Paid Claims	Non-EVV Denials	Projected EVV Denials	Total Claims
Medicare Certified Agencies	497,357	65,824	294,355	857,516
Other Accredited Agencies	13,246	4,085	12,460	29,791
Personal Care Aides	27,698	5,984	19,926	53,608
RN/LPN	16,097	2,005	10,565	28,667
Home Care Attendant	1,553	195	577	2,325

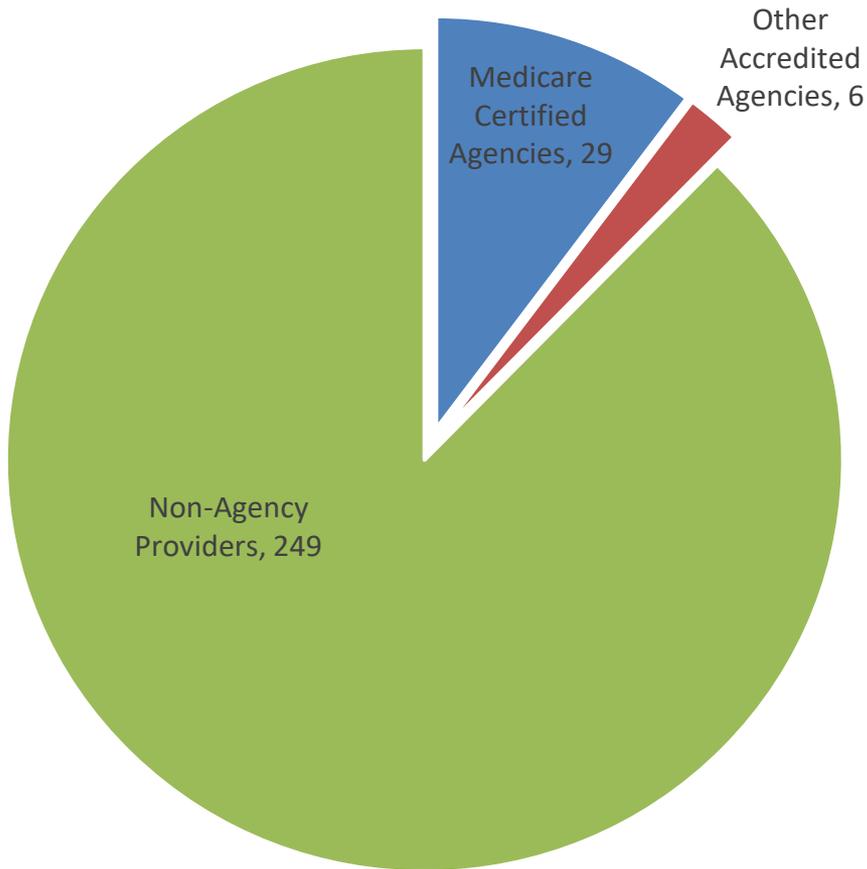
Projected Rate of EVV-Related Denials



Why A Match Isn't Found

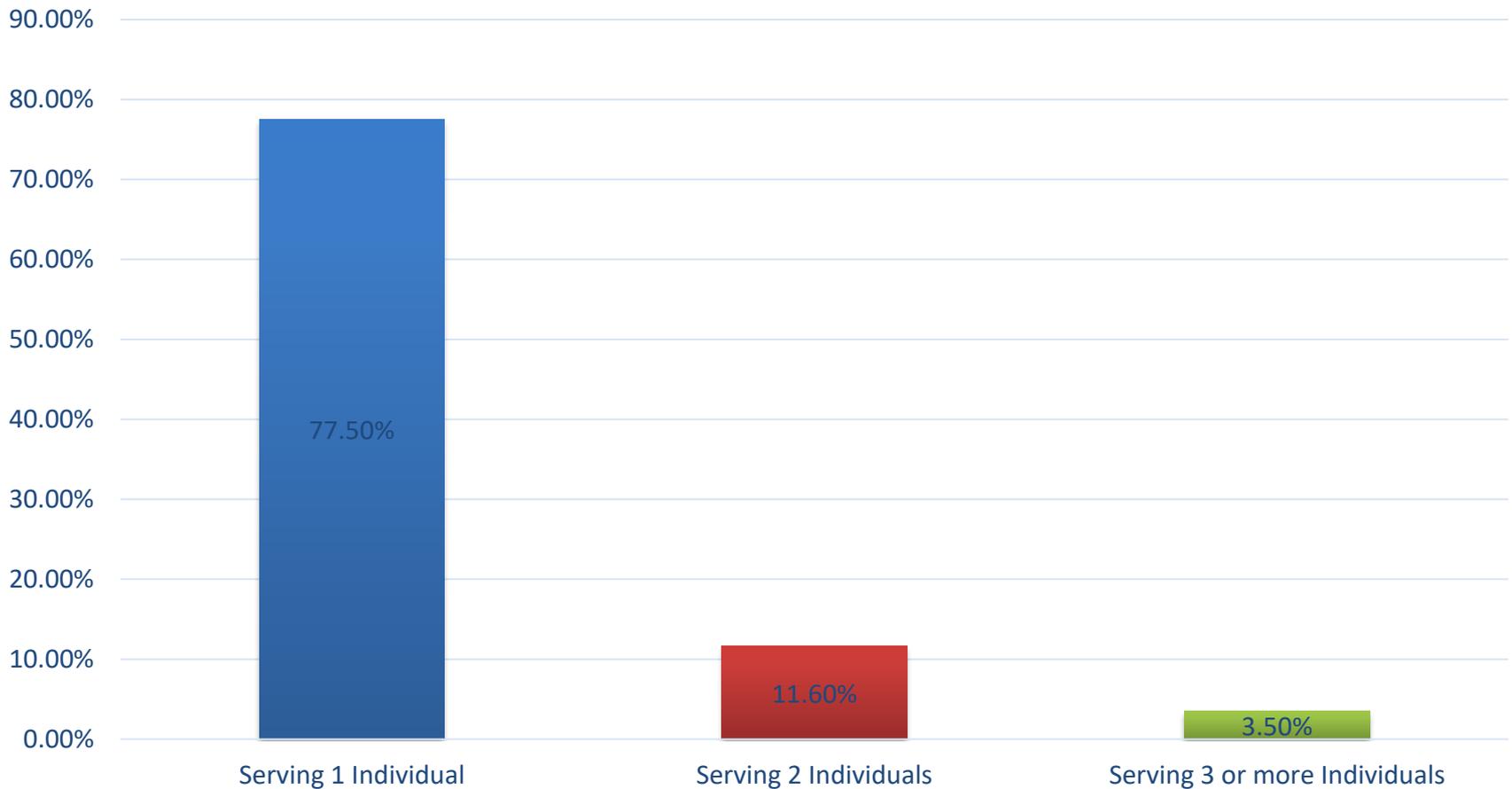


Providers With No Visits in the Aggregator



696 Individuals
Receive Services From
Providers With No
Visits In the
Aggregator

Individuals Receiving Services From Providers With No Visits in the Aggregator



OAC Rule 5160-1-40

OAC Rule 5160-1-40

- OAC Rule 5160-1-40 is the rule that outlines provider requirements related to Electronic Visit Verification.
 - » The services subject to EVV requirements
 - » Data elements that will be required.
 - » Requirements for Alternate EVV Data Collection Systems
 - » Provider training and compliance requirements

Milestones In the Rule Process

- ERF 181820, EVV, has been original filed.
- ODM will collect comments in the Public Hearing on July 29, 2019 at 11:00 a.m. The hearing will be held in Room B501 in the Lazarus Building.
- The JCARR hearing is on August 12, 2019.

Training Changes

Training Changes

- Non-agency slots in Columbus are full while we have agency sessions with no registrants
- Two agency sessions are being changed to non-agency sessions to better use training capacity.
 - » July 31, 2019
 - » August 2, 2019

Next Meeting
August 20, 2019