

**Electronic Visit Verification  
Training for Personal Assistants in the CDPAS Program**

**EVV Program Guidelines and Requirements Document**

The NYS Department of Health provides a document, “EVV Program Guidelines and Requirements”. This document explains the Electronic Visit Verification requirement, and outlines EVV policies. All employees of the Center for Disability Rights who are subject to EVV requirements must read and be knowledgeable with this document.

The New York State Department of Health maintains an EVV website. It can be found at [https://www.health.ny.gov/health\\_care/medicaid/redesign/evv/index.htm](https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm) .

Questions regarding EVV can be sent to: [EVVHelp@Health.NY.Gov](mailto:EVVHelp@Health.NY.Gov).

**EVV Stipulations of the 21st Century Cures Act**

**The 21st Century CURES Act**

The 21st Century CURES Act is a federal law, passed by Congress in 2016, requiring all state Medicaid programs to use an Electronic Visit Verification system for personal care services (PCS) and home health care services (HHCS).

The New York State Department of Health required providers of Medicaid-funded personal care services to implement the EVV requirement by January 1, 2021. They required providers of Medicaid-funded home health care services to implement the EVV requirement by January 1, 2023.

**Stipulations of the 21st Century CURES Act**

**What is Electronic Visit Verification (EVV)?**

EVV is a system that may include multiple point-of-care verification technologies, such as telephonic, mobile and web-based verification inputs. The system electronically verifies the occurrence of home- or-community-based service visits, identifying the time that service provision begins and ends to ensure accurate claims disbursement and helping to ensure that beneficiaries who are authorized to receive services get the expected care.

EVV is used to:

- Verify visits on a real-time basis, including date, location, type of service, individual(s) providing and receiving services, and duration of service(s)
- Validate hours of work for home health employees
- Eliminate billing data entry mistakes
- Reduce costs related to paper billing and payroll
- Help combat fraud, waste, and abuse

What Data Fields are required to submit complete EVV data?

Complete EVV data includes the following information:

- Service type
- Individual receiving the service
- Date of service
- Location of service delivery
- Individual providing the services
- Begin and end times of service

Services that Require EVV Data Collection effective January 1, 2020:

The following services require the use of Electronic Visit Verification:

- Consumer Directed Personal Assistance Services (CDPAS)
- Personal Care Assistance (PCA I & II)
- OPWDD HCBS Waiver Services, including Community Habilitation, Respite
- NHTD and TBI Waiver Services, including Home and Community Support Services and REspite
- Children's HCBS Waiver Services, including Community Habilitation, Planned Respite, and Crisis Respite

**More information about the Stipulations of the 21st Century Cures Act can be found at:**

[https://www.health.ny.gov/health\\_care/medicaid/redesign/evv/index.htm](https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm)

## **CareTime: Center for Disability Rights' EVV System**

### **System Overview and Workflows**

CareTime EVV Software gives the consumers in the Consumer Directed Personal Assistant Program the choice of having their Personal Assistants use geo-location or telephony to clock in and out for their shifts. This system is fully compliant with the EVV Mandate in the 21st Century CURES Act.

Personal Assistants clock in for their shift with a Consumer using one of the two methods listed above. Their time is recorded in the CareTime EVV system.

Staff at the Center for Disability Rights review the EVV data on a daily basis, and call Consumers to verify shifts if there appear to be any errors, including shifts that are under 15 minutes long, clock-ins with no clock-outs, or other irregularities.

CDR staff sends EVV data to EMedNY on a monthly basis.

### **How to Electronically Collect EVV Data using the Care Time System**

Electronic Visit Verification Data is collected by the CareTime System one of two ways: by telephone, or by using a mobile application.

Consumers provide the Center for Disability Rights with their address and the telephone number or numbers they wish to have listed as their home numbers. This information is added to their profile in CareTime. The CareTime System issues each Consumer and each Personal Assistant a unique EVV Code. When a Personal Assistant is hired by a Consumer, CDR staff link them together in the CareTime System.

Personal Assistants clock in from the Consumer's home, using either the telephonic system or the CareTime mobile application.

To use the telephonic system, Personal Assistants call 1-844-900-2442 from the telephone number listed in the Consumer's CareTime profile. They type in their individual EVV Code at start and at the end of their shift. This data is sent to CareTime and creates a timecard for the Personal Assistant.

Personal Assistants can also download the CareTime mobile application on their cellular device. They use their EVV Code to login in to the system through the application. The application uses geographic information to verify their location, and

once it verifies that they are at the home of a consumer they are linked with in the CareTime System, the Personal Assistant can clock in and out for their shift.

### **When and How to Collect EVV data manually, and what to document**

All EVV services are required to have complete EVV data in order to be considered a verified visit. Complete data includes the following information:

- Service type
- Individual receiving the service
- Date of service
- Individual providing the services
- Begin and end times of service
- Location of service delivery.

In the circumstance that a visit was not electronically captured at the time of the visit, the provider agency or Fiscal Intermediary (FI) may manually enter the visit information. Manually entered visits should only be used when absolutely necessary.

Religious holidays or observances that impact the use of technology use in capturing EVV in a compliant manner count as a manual entry.

If a Personal Assistant or Consumer/Supervisor is aware that a shift has not been entered electronically, or that an error has been made in clocking in or clocking out, they must inform CDR staff as soon as possible.

If an EVV data absence or error is either reported to or discovered by CDR staff, CDR staff will complete an EVV Error Report. CDR staff will call the Consumer/Supervisor to verify the:

- Service type
- Individual receiving the service
- Date of service
- Individual providing the services
- Begin and end times of service
- Location of service delivery.

EVV Error Reports contains the above information, as well as:

- An Error Code describing the reason for the error
- The timesheet week the error occurred in

- How the Consumer/Supervisor verified the shift: telephone, email or paper timesheet submission
- The date the information was verified by the Consumer/Supervisor
- The name of the CDR staff who verified the information with the Consumer/Supervisor
- The date the information was verified
- The corrected clock in and clock out dates and times, including the total hours worked during the shift in question, and the type of hours worked (regular or overtime).

Error Reports are then sent to Data Entry Specialists, who correct the shifts manually in the CareTime EVV System. Error Reports are maintained as documentation of the reason for the manual entry. The Office of the Medicaid Inspector General (OMIG) or the NYSDOH will audit and monitor the use of manual or paper timesheets. It is the responsibility of the provider agency and/or Fiscal Intermediary (FI) to ensure that an earnest effort is made to capture EVV through a compliant method.

### **How to document Live-In Caregiver Information**

NYSDOH does not require the submission of EVV data for caregivers that meet the definition of an EVV exempt live-in caregiver. However, MCOs and provider agencies may independently decide, based on business needs, if collection of EVV data for EVV exempt live-in caregivers are required.

CDR requires Live-In Caregivers in the CDPAS program to use the CareTime EVV system to document their shifts.

### **How to electronically collect EVV data when there are multiple staff**

Each Consumer can have an unlimited number of Personal Assistants whom they hire to work for them. Each new hire is verified and added to the Consumer's profile in CareTime. Each Personal Assistant will clock in to work for the Consumer who hired them using the means described above, for one shift at a time. The CareTime EVV System verifies the relationship between the consumer and the personal assistant using the telephone number the Personal Assistant is calling from, or the location information provided in the mobile application.

CDPAS does not allow for multiple caregivers during the same shift. Therefore, a new caregiver is not allowed to clock into the EVV System until the previous caregiver has clocked out. EVV data is not collected for multiple staff for the same shift.

## **How to electronically collect EVV data when there are multiple consumers in the home.**

When a Personal Assistant is hired by a consumer, they are added to the consumer's profile in the Caretime EVV System. When the Personal Assistant arrives at the home to start their shift, they will only be allowed to clock in for the Consumer with whom they are linked in the CareTime EVV system. If the Personal Assistant works for Two or more Consumers who share the same address, the Personal Assistant can choose which Consumer they will be clocking in for. In the mobile application, this appears as a button to click, while in the telephonic system they will be asked to press a number to identify which consumer they are clocking in for.

## **How to send data to the Provider's system :**

CDR staff who are responsible for managing EVV data have access to a CareTime dashboard. This dashboard provides staff EVV data for all Consumers and Personal Assistants. Each time a Personal Assistant clocks in or out for a shift, the information is automatically uploaded to the CareTime dashboard.

If any data must be manually entered by the Provider, the Consumer and/or the Personal Assistant must notify CDR staff. This data can be sent by email or fax, or the Consumer or Personal Assistant can call to report the data to CDR staff, who will then manually enter the data into the CareTime system.