

Sullivan County Department of Public Health

Title: Electronic Visit Verification (EVV)	Original Approval: 9/99
Number: DP-13	Reviewed/ revised: 3/04, 11/05, 1/16, 10/23, 3/24
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Statement/ Purpose:

To provide clinicians with education and training needed to enable them to provide required data to NYS DOH and to provide on-going training on the use of the EVV System annually and more often as required for any future changes to the EVV System.

Authority:

21st Century Cures Act-www.fda.gov/regulatory-information/selected-amendments-fdc-act/21st-century-cures-act

Application:

All SCDPH Certified Home Health Agency Clinical Staff, billing staff, supervision staff

Terminology:

Responsible Party:

Public Health Director

Cross-Reference:

HIPAA

Procedure:

Home Care Clinicians document the care provided to the client during each visit. This documentation is made for each visit at the time of visit. NYS mandates that all Home Health (HH) services are documented through EVV and only as a last resort is a paper timesheet allowable.

Sullivan County Department of Public Health (SCDPH) uses Netsmart Mobile Advisor for documentation of EVV. SCDPH will provide EVV Training to all staff who require an understanding of EVV, and the systems associated with EVV prior to their utilization and on an on-going basis as required but no less than annually.

Initial EVV Training- Orientation:

1. SCDPH supervisor, or designee, will provide initial orientation on EVV systems to all office staff prior to utilization of EVV associated systems.
2. SCDPH supervisor, or designee, will provide training to all clinicians during orientation, prior to the clinician's use of the EVV system. All SCDPH clinicians are required to be trained on the use of the EVV system as well as how to manually record a visit.
3. The EVV training will include the following:
 - a. Defining and background on EVV
 - b. Overview of 21st Century Cures Act

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- c. The importance of using EVV properly
 - d. When to use EVV
 - e. Data fields from a visit that are required to submit EVV data
 - f. A simulated home visit using the EVV system
 - g. Troubleshooting and point of contact issues
 - h. A system overview and workflow from a non-technical perspective.
 - i. SCDPH uses a combination of County issued mobile devices and an Electronic Medical Record.
 - ii. County issued mobile devices have the EVV application installed. Employees use personalized credentials to log in, log out and may include tasks completed during their visit. This data is transmitted to the EVV management system via cell phone towers.
 - iii. Data is then transferred to payers via Mobile Caregiver+, a Netsmart application
 - iv. EVV data is to be collected manually only when attempts with all forms of electronic submission have been exhausted. Supervision and billing should be notified as soon as possible when this occurs.
 - i. EVV system security
 - j. EVV systems are safeguarded using individualized credentials that expire on a 90-day cycle. Employees should safeguard the device and data following SCDPH policy regarding HIPAA, Privacy and Security.
 - k. NYS eMedNY Helpdesk phone number for technical questions is 1-800-343-9000
4. A NYSDOH EVV Fact Sheet will be provided to all employees. The same fact sheet will be provided to all current clients/ patients and will be included in the admission folder.
 5. Upon completion of the EVV training, the staff will attest to attending the training by acknowledging their understanding of their responsibility on the use of the EVV system. SCDPH supervisor or designee will sign the training attestation verifying the CHHA clinician training.

Annual/ On-going EVV training:

1. All CHHA clinicians are required to be trained on the EVV system annually. CHHA clinicians will receive training on the use of EVV Mobile Advisor application and the EVV system in person, digitally, written, or a combination thereof.
2. Annual training will be used as a refresher of the topics discussed within the initial orientation of EVV.
3. All CHHA clinicians will receive training on any EVV system changes which would directly affect the users of the system at the time of a system update.
4. All CHHA clinicians will sign the EVV training acknowledgment annually and acknowledge any trainings received due to EVV system changes indicating that the CHHA EVV training has been completed. The acknowledgement will be filed in the employee's personnel file.

Home Care Clinician Documentation of Service:

1. Home care clinicians document all services they provide on the day the service is rendered. Documentation will be through EVV Mobile Advisor Visit Verification. If the application is not an option a paper timesheet may be submitted. Supervision and billing should be notified via email as soon as possible when this occurs.
2. Such documentation includes, but is not limited to the following:

EVV

- a. Client Name
- b. GPS location
- c. Visit start time
- d. Visit end time

Paper timesheet/ email to supervision/ billing

- a. Client's name

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- b. Month, day and year of visit
 - c. Start time and end time and total length of visit/ visits
 - d. Level of care provided: Skilled Nurse, Aide, MSW, Physical, Occupational or Speech Therapy
 - e. Reason for missing EVV
3. Disciplinary action will result if there is a consistent failure to use EVV when required.
 4. If a paper timesheet is used it must be signed and dated by the CHHA clinician and the Client's signature must appear at the end of each day's documentation.
 5. The paper timesheet must be submitted by the CHHA clinician no later than 5 days following the visit.

Annual EVV Attestation

1. Annual attestation due in January - EmedNY site to be monitored by principal account clerk database specialist starting in December for ability to complete attestation.
2. Fiscal supervisor to inform county managers office and receive approval prior to submission
 - a. To complete an annual Medicaid EVV attestation form, log in to the eMedNY Provider Enrollment Portal, access the EVV section, and electronically sign the attestation form, ensuring all required information about your agency's compliance with Electronic Visit Verification (EVV) is accurate; if you have any questions, contact the eMedNY call center for assistance.

Key points to remember:

- Access the portal: Go to the eMedNY website and log in using your provider credentials.
- Locate the EVV section: Navigate to the Electronic Visit Verification area within the portal.
- Review and complete the form: Fill out all necessary details on the attestation form, verifying your agency's compliance with EVV requirements.
- Electronic signature: Digitally sign the form to submit your attestation.

Important details:

- Annual requirement: You must complete this form annually to maintain compliance with Medicaid EVV regulations.
- Contact information: If you have any questions, reach out to the eMedNY call center or the New York State Department of Health (NYSDOH) EVV Help line.
- Save confirmation: Keep a copy of your submitted attestation confirmation for your records.

Manual EVV

to be enter by fiscal staff when documentation (email) is received from a clinician reporting an entry error

1. Upon receiving documentation of an EVV error gather all necessary information
 - a. Visit date and time
 - b. Reported discrepancy or error reason
 - c. Clinicians name
2. After entering correction in netsmart record manual edit in the excel tracking sheet
3. Fiscal supervision to report to compliance office if the manual entry/edit reaches a threshold of 25%