



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Electronic Visit Verification



ICWP New Provider Training  
Barbara Means-Cheeley, LMSW

August 2018

# Agenda

- EVV Overview
- Expected Benefits for Stakeholders
- Project Status
- Outreach to Date
- How You Can Help
- Questions

# EVV Overview

## EVV is federally required under the 21st Century Cures Act

At a minimum, EVV systems must electronically verify:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends

EVV affects members and providers who receive or provide personal support services through Medicaid-funded waiver programs including ICWP.

# Expected Benefits for Providers

- Improved accountability
- Reduced billing errors associated with manual processes, potentially lowering claim denial rates
- Reduced paper due to automated processes
- Potential to route claims data to GAMMIS

# Expected Benefits for Case Managers

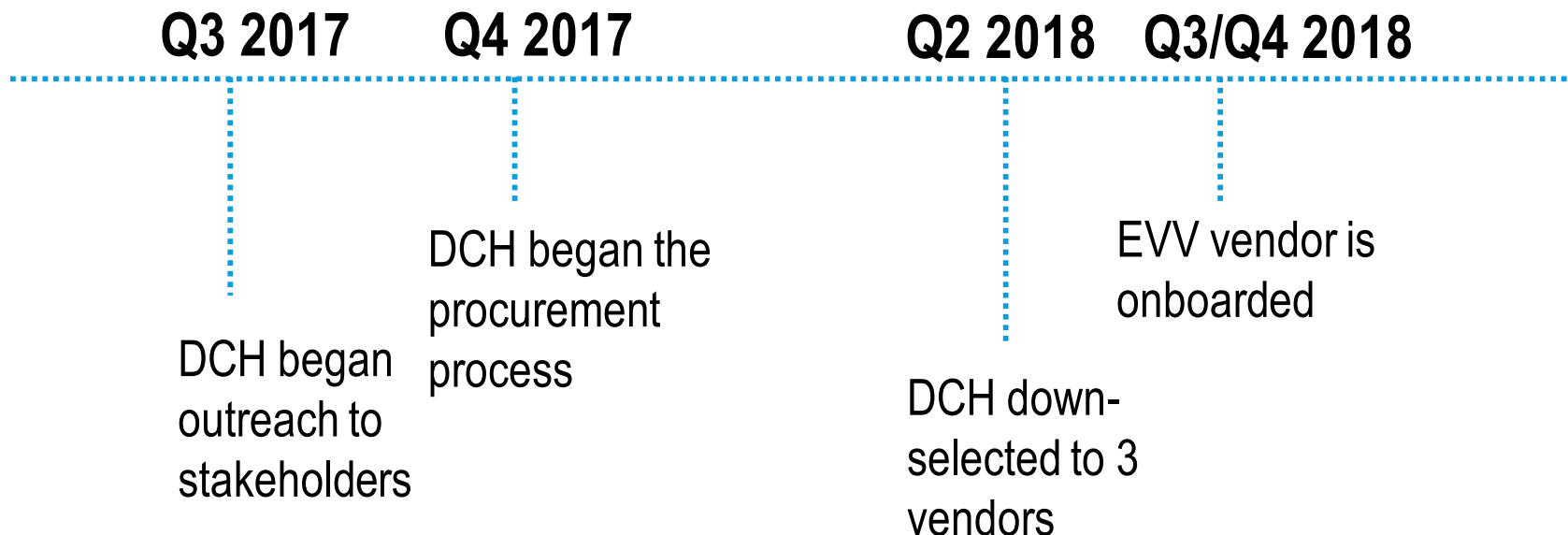
- Increased transparency - confirm clients receive the services they are authorized to receive
- Ability to view / submit changes to schedules if there are changes in the client's condition
- Alerts in the event of care deviations, such as late or missed visits
- More effective alignment across the care coordination team

# Expected Benefits for Members

- Ensure in-home aides deliver the services for which they are paid
- Better member outcomes by improving consistency of care delivery
- Increased communication and alignment across the care coordination team

# Project Status

**EVV must be implemented by January 1, 2020 for Personal Care Services and by January 1, 2023 for Home Health Care Services.**



# We've been getting the word out...

DCH has been engaging with stakeholders about EVV through:

- Attending provider association meetings like GACCP and SPADD
- Presenting at waiver provider meetings through Area Agencies on Aging (AAAs) and the Department of Behavioral Health and Developmental Disabilities (DD provider meetings)
- Presenting at ICWP Advisory Committee meetings
- Holding public forums open to all stakeholders statewide
- Facilitating an EVV visioning session and conducting one-on-one stakeholder interviews
- Conducting listening sessions for EVV vendor demonstrations



# How You Can Help



Start talking to your employees / aides about EVV



Attend DCH-hosted public forums to receive updates on Georgia's EVV implementation.



Engage with us! Respond to stakeholder surveys you receive and let us know if you have any questions along the way.

# Upcoming Public Forums

**8/20: Blairsville**

*Union General Hospital  
35 Hospital Road*

**9/17: Macon**

*Macon Navicent Health Medical Center  
777 Hemlock Street*

**RSVP via the DCH EVV webpage!**

**GEORGIA DEPARTMENT OF COMMUNITY HEALTH**

**Electronic Visit Verification (EVV)**

Electronic Visit Verification (EVV) is a technology that automates the gathering of service information by capturing time, attendance, and care plan information entered by a home care worker at the point of care. EVV gives providers, care coordinators, and DCH access to service delivery information in real time to ensure there are no gaps in care throughout the entire course of the service plan.

In accordance with the 21st Century Cures Act, states are required to implement EVV for Medicaid-financed Personal Care Services by January 1, 2019 and Home Health Care Services by January 1, 2023. EVV electronically verifies the:

- Type of service performed;
- Individual receiving the service;
- Individual providing the service;
- Date the service was provided;
- Location of service delivery; and
- Time the service begins and ends.

**Public Forum**

**JOIN US!**

Please RSVP Below:

Augusta | 7/13 | RSVP [HERE](#)  
Columbus | 7/16 | RSVP [HERE](#)  
Savannah | 8/03 | RSVP [HERE](#)  
Atlanta | 8/13 | RSVP [HERE](#)  
Albany | 8/17 | RSVP [HERE](#)  
Blairsville | 8/20 | RSVP [HERE](#)  
Macon | 9/17 | RSVP [HERE](#)

More Public Forums will be scheduled throughout 2018.  
Locations will vary.

Participants will receive details about:

- Eligibility & Program Requirements
- Program Benefits & Incentives
- New Service/Program Initiatives
- Upcoming Events

Program representatives will be available.  
<https://dch.georgia.gov/georgia-mediicaid-electronic-visit-verification>  
<https://dch.georgia.gov/non-emergency-medical-transportation>

**Georgia**

**Non-Emergency Medical Transportation (NEMT)**

The Non-Emergency Medical Transportation (NEMT) program provides eligible members transportation needed to get to their medical appointments. To be eligible for these services, members must have no other means of transportation available and are only transported to those medical services covered under the Medicaid program.

DCH utilizes two (2) brokers, Logisticare and Southeastrans, to coordinate and provide NEMT services for the state's five regions (North, Atlanta, Central, East and Southwest).

In accordance with the Code of Federal Regulation (CFR) (42CFR431.53), the NEMT program provides transportation for the purpose of:

- Medical treatment
- Medical evaluations
- Obtaining prescription drugs
- Obtaining medical equipment

# Questions?



If you have additional questions or suggestions regarding Georgia's EVV Program, email:

**[evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov)**



You can also visit the EVV webpage for more information:

**<https://dch.georgia.gov/georgia-medicaid-electronic-visit-verification>**