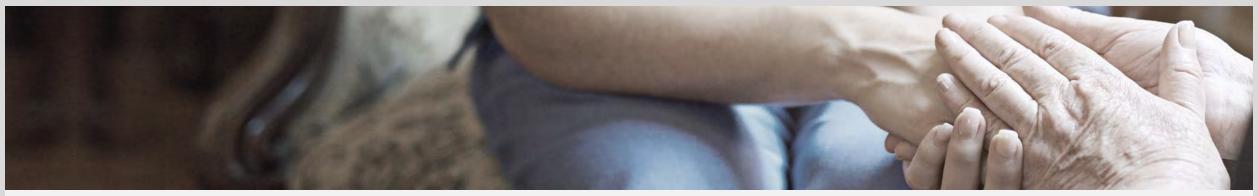# ELECTRONIC VISIT VERIFICATION (EVV)

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WHAT TO EXPECT FROM THIS SESSION

- Less of a presentation more of a discussion
- A crisp understanding of EVV
- Debunk myths
- Hear real life success stories
- How to adapt and embrace
- Get your questions answered

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WHO WE ARE

Lessons learned

Best practices

Pitfalls to avoid

- **Cashe Software, in business for almost 20 years**
- **Leader in Minnesota HCBS Agency Management Software with 375 agencies**
- **Have been involved with EVV in MN since 2018**
- **On our 3rd incarnation of the EVV app**
- **Over 55,000 EVV users in Minnesota and growing weekly**
- **Processing over 150k visits every pay period**

WHAT IS ELECTRONIC VISIT VERIFICATION (EVV)?

- 21st Century CURES Act, a federal mandate
- Verify:
  - Type of service performed
  - Who received the service
  - Date of service
  - Location of service delivery
  - Who provided the service
  - When the service begins and ends

- In Minnesota:
  - Agencies can use state-provided app or 3rd party
  - We submit data to aggregator on your agency's behalf
  - Set EVV app rules to match DHS mandates
  - Exceptions to some rules for Live-in Caregivers
  - Safe at Home users are excluded from EVV Mandate

EVV CHALLENGES

- **General resistance/lack of understanding around EVV**
- **Privacy concerns**
- **With staffing shortages, this is an additional burden**
- **Additional cost for internet and devices**
- **Limited connectivity, particularly in rural areas**
- **Mixed messaging/not enough information to feel comfortable**
- **Limited technology exposure**
- **Fear of the unknown**

BENEFITS

- **No snail mail or faxing of timesheets**
- **View past timesheets**
- **See hours worked in real-time**
- **View budget utilization in real-time, not next month**
- **The app helps you!**
  - Avoid overtime
  - Avoid overlapping timesheets
  - Avoid duplicate submissions
  - Avoid going over budget

MEET MISSY!

SUCCESS STORIES FROM USERS

- Privacy debunked
- Lose the paper
- Paid faster
- Professionalism
- Why didn't we do this before?
- Not tech savvy? No problem

- Caregiver didn't want to do it because she didn't want the government to track her. Finding out that location is only tagged at clock in and clock out made her feel more comfortable.

- Caregiver can use it on the phone, easier to remember to clock in or log the visits instead of running out of paper timesheets. "Why didn't we do this sooner?"

- One caregiver reported "I getting paid faster or on a more regular basis now. I can remind the client to sign instead of having to track down the paper timesheets and I can see the status in real time instead of not knowing where the timesheet is in the process."

- "Clocking in and out makes the job feel more professional."

- One staff said "this will force me into an early retirement" when he first heard of EVV and then after using it he said "I wish I could have been using this the entire time."

- Very not tech-savvy person, doesn't know how to operate a smart phone- was able to navigate using a company provided iPad with ease and no issues.

TIPS & TRICKS WITH THE APP

- **Save your login email/passwords**
- **Use any device – Phone, Tablet, Laptop, PC or Mac**
- **Allow automatic app updates**
- **Select your language from 9 different options**

- **For Caregivers:**
- Enter time every day
- Use the app messages to help keep track of your hours and your overtime

- **For Responsible Parties:**
- Approve time at least once per week.
- Approve the whole batch at once, not one by one
- Check your Budget Summary in the App

LIVE DEMO

COMING SOON!

We are always improving the app:

- **Home / Community location**
- **Safe at home messages – to match DHS exception**
- **Goods/Services Expense submission**
- **Added info for tracking hours and work**
- **IVR**

SUCCESS WITH EVV

- **Don't get caught up in the rumors and hype. Get the facts.**
- **Don't fear the unknown**
- **Give it a try**
- **Case Managers, Help your clients and RPs learn about it**
- **Be open to change and willing to learn**
- **Give us feedback to help drive improvements**

IN SUMMARY

- **EVV is not going away**
- **Roll out will not be abrupt – you will have time to learn**
- **Everyone is in this together, we work hard to make it easy**
- **There are many benefits of making the leap**

THANK YOU!

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