40 EVV Frequently Asked Questions

EVV, Location Services, GPS, Geo Fencing, Out-of-Area alerts, Caller-ID, Check-Ins, No Show Alerts, Documentation, Edit %, Authorizations, Families, Guardians, Schedules, HIPAA, non-EVV services, rounding, smoothing, self-direction and more

1. What is needed to be EVV compliant?

The 2016 CURES Act requires a GPS coordinate or a Caller-ID number to be captured in real-time at the start and end of a visit. Individual states may have additional regulations. For example, Louisiana will not accept Caller-ID as the state system (LASRS) does not support telephony.

2. What is the difference between GPS and Caller-ID?

GPS (Global Positioning System) is captured when using an internet-enabled device such as a smart phone. Caller-ID is captured when a telephone call is made from an internet-enabled device such as a smart phone, a cell phone only device or a land-line phone. GPS cannot be captured from a phone call.

3. What are Location Services?

Location Services connect an internet-enabled device with GPS. Employees must enable Location Services on their internet-enabled device to allow GPS to be captured. Agency Workforce Management can prevent employees from clocking-in/out if Location Services are not enabled. Using this option for EVV is important.

If GPS was captured, Agency Workforce Management allows providers to see the location on a map where each clock-in/out was made from.

For example if the employee clocks-in at the supermarket 8 miles away from where the individual being served lives, the provider can see that on the employees attendance records even if Geo-Fencing and Out-of-Area Alerts are not in use.

4. What is Geo-Fencing?

Geo-Fencing is not available with most state provided EVV systems and not all time and attendance systems. Agency Workforce Management allows providers to set up a geo-fence around a house for example. If the employee attempts to clock-in/out for an individual identified with that house, the employee cannot clock-in/out without being within the geo-fence area. The geo-fence area can be varied for each location.

5. What are Out-Of-Area Alerts?

If individuals receive services in the community, geo-fencing may not be practical. Often the place of service delivery is unpredictable. Agency Workforce Management allows providers to set up a service circle. If an employee clocks-in in Texas when the individual lives in New Orleans, for example, the provider would receive an alert. Out-of-Area Alerts are not available with most state provided EVV systems and not all time and attendance systems.

6. Why use Geo-Fencing and Out-of-Area alerts if EVV does not require it now?

The state is capturing GPS (or Caller-ID). At some point in the future an audit may reveal that the service was not provided in an area where the individual being served lives. Better safe than sorry later.

In 2018 auditors in New York requested GPS information from a provider using smart phones for time and attendance even though EVV was not implemented.

Plus the goal, regardless of EVV, is to ensure vulnerable individuals receive the services tax-payers are paying for. If the employee clocks-in/out in Texas and the individual being served is in Louisiana, clearly no service was delivered .

7. I'm concerned about privacy. Does GPS track the location of staff or attendants during the entire visit?

No. GPS coordinates are only captured at the moment of clock-in and clock-out by the employee. Agency Workforce Management is does not track location continuously during or after a visit. At the provider's discretion, Agency Workforce Management does offer the option to capture GPS coordinates during a check-in at overnight awake locations, or when an employee is sending a secured message with myCommunications.

8. What is Caller-ID?

Caller-ID is the number of the phone (Land-line or cell) placing the call. In rural areas or areas where internet-service is unreliable, tracking visits by telephone may be the only option. Telephony is acceptable under CURES 2016 but not in all states.

9. Can employees call from any phone?

Caller-ID Validation and Rejection is not available with most state provided EVV systems and not all time and attendance systems. Agency Workforce Management allows providers to enter which phone numbers are approved. For example, the landline and/or cell-phone associated with the individual being served. Any phone calls not associated with that individual can be flagged or rejected. There is no practical limit to the quantity of phone numbers that can be associated with an individual.

Caller-ID Validation checks all the calls and flags any unrecognized phone numbers. Caller-ID Rejection only accepts calls from recognized phone numbers.

10. What if the employee blocks Caller-ID?

If Caller-ID Validation and Rejection is set up, calls with blocked Caller-ID will be rejected. These calls can also be tracked to see which employees are trying to use Caller-ID Block.

11. Why use Check-Ins in HCBS programs as well as Group Homes?

Check-ins are not required by EVV and are not provided by state EVV systems and most time and attendance systems. For overnight shifts or visits of long duration, check-ins allow providers to ensure the employee has remained onsite and is awake. Check-ins are an optional feature that provide for a higher level of security.

12. What are no show alerts?

No show alerts are not required by EVV and are not provided by state EVV systems and most time and attendance systems. However providers have two good reasons to use no show alerts. Firstly if an individual was meant to receive service but the employee did not show up, the provider needs to know promptly. Secondly if services are not delivered, billing can be impacted.

13. Do I need to use schedules to use no show alerts?

No. Many services are hard to schedule as arrangements may be made independently by the employee or attendant and the individual being served. Agency Workforce Management allows providers to set up detailed no show alerts or daily no show alerts or skip no show alerts for certain individuals. For example if the provider expects services to be delivered every day Mon-Fri and be completed by 20:00, the no show alert could be set up to check for a visit any time between 00:00 and 20:00 Mon-Fri only.

14. Does EVV require documentation?

CURES 2016 does not require documentation to be captured using an EVV system but CMS/Medicaid still requires documentation. Some state EVV systems include documentation. Some state systems (Louisiana) do not but providers still need to capture documentation.

15. Can an employee be stopped from clocking-out without the documentation being complete?

Agency Workforce Management captures documentation and includes a feature that prevents employees from clocking-out without completing the documentation.

16. What is my agency edit%?

This is a state-based requirement usually implemented after EVV has gone "live". An edit is any record that was not the original. For example if employees forget to clock-in or out a manual edit is required either by the employee, a manager or an administrator depending upon the system. If the edit % is too high, a provider may be subjected to questioning, an audit or withholding of reimbursements.

An edit rate above 10% is considered too high in some states. According to the 2018 North American Provider Performance Statistics which was compiled by MITC using live data from over 100 randomly selected providers the national average was 15%.

If your state implements this metric, then having clear visibility into your edit % is important. For the employees, the best motivator is for your EVV system to be integrated with payroll.

17. What if an individual receives services partly covered by the EVV mandate and other services that are not covered by the EVV mandate?

State-provided EVV systems usually only support tracking programs affected by the EVV requirements. Agency Workforce Management allows providers to separate EVV and non-EVV services transparently to the employee. EVV services only go to the EVV data aggregator. All services go to billing and payroll. The employee only needs to learn one software to track all 3.

18. If an individual is temporarily illegible for services, can employees be stopped from clocking-in/out?

Yes. If an individual is in hospital, Agency Workforce Management allows services can be stopped for that individual. Each state EVV system works differently.

19. If an authorization is out of hours, can employees be stopped from clocking-in/out?

Out of hours warnings or blocking is available with Agency Workforce Management. Utilization reporting is available. Each state EVV system works differently.

20. Can authorizations be broken now into monthly budgets and weekly targets?

Yes. Agency Workforce Management includes variance to Weekly Target for Schedules and Attendance and variance to Monthly budgets.

21. If an authorization is nearly out of hours, can employees get a warning when clocking-in?

Nearly out of hours warnings are available with Agency Workforce Management. Each state EVV system works differently.

22. Is scheduling available?

Yes. Agency Workforce Management provides an optional advanced scheduling system designed for HCBS and Group Home programs. Scheduling is not required though to clock-in.

For example, scheduling might be used for services the agency provides but not for self-directed services.

23. Can family members or guardians view the records?

Yes. Agency Workforce Management provides a free "consumer view" for attendance and schedules. There is also an optional "approval" system but it need not be used if not required.

24. Do I still need to keep paper records?

No. Agency Workforce Management captures all the information and tracks changes per Medicaid guidelines. State EVV systems vary. If the state system does not capture documentation, then paper documentation is still required.

25. Does EVV involve HIPAA?

Yes. In 2018 CMS ruled that EVV systems must be HIPAA compliant. Not all time and attendance systems are HIPAA compliant, nor do they always meet Medicaid guidelines for electronic records. All providers should ask their EVV vendor to sign a HIPAA BAA (Business Associate Agreement). MITC has a standard BAA agencies can download from www.mitcsoftware.com.

26. Do state EVV systems integrate with billing?

Some do, some don't. Agency Workforce Management works with both (and payroll). Keeping multiple sets of records for EVV, billing and payroll is costly and risky. Most providers only want to train employees for and manage one system.

27. Do state EVV systems integrate with payroll?

There is little support for payroll integration in state EVV systems. None include a payroll rules, reporting and integration engine for payroll. State EVV systems generally do not track pay rates, differentials, holiday pay, PTO or calculate overtime.

28. Can I manage overtime?

State EVV systems rarely provide the controls that providers need to control costs and manage risk. Agency Workforce Management includes an Early Overtime Warning system or reports and alerts.

29. Do I have to enter my employees manually?

Different state systems offer different capabilities. Agency Workforce Management allows employees to be imported from any payroll or HR system and synchronized regularly to update New Hires and Terminations.

30. How long is data retained?

Different state systems have different options. Reporting is usually quite limited. With Agency Workforce Management providers can retain data for as many years as they want. An archive feature keeps records available but not involved in daily processing.

31. What reporting capabilities are included?

Different state systems have different reports. Reporting is usually quite limited with the state systems. Agency Workforce Management includes literally hundreds of reports that have all been designed for providers.

32. If I have employees working in EVV-mandated programs and other non-EVV mandated programs, what do I do?

Non-EVV mandated services cannot usually be tracked in state EVV systems. If this only impacts a few employees, an agency might be able to work around it. Agency Workforce Management handles all programs but only sends EVV data to the data aggregator.

33. What about travel time?

State EVV systems do not calculate paid travel time (time an employee travels between visits and is paid). Agency Workforce Management can calculate paid travel time automatically and allows employees to submit mileage and miscellaneous expense reimbursement claims online. Includes validation of mileage claimed against actual distance and previous claims.

34. What services are subject to the EVV mandate?

CMS only requires in-home visits to be tracked. Community-based services do not need to be tracked according to CMS but your state may have different regulations. Louisiana mandates EVV for all HCBS and Day services but no other state has gone as far to date.

35. What is rounding?

Rounding comes up when an employee works less than a complete unit. Some states allow rounding to the nearest unit (15 minutes) similar to payroll rounding Agency Workforce Management provides an optional warning to the employee to not clock-out if the unit is incomplete.

36. What is smoothing?

If one provider hands over an individual to another provider an overlap may occur when the two employees clock-out and clock-in or two employees from the same provider may accidentally overlap while working with the same individual. The data aggregator may deny payment until the overlap is resolved. Agency Workforce Management can automatically smooth out the overlap to prevent reimbursement claims being denied.

37. What about self-direction? What does the "responsible party" do?

Self-directed services are usually covered by the EVV mandate however no provision for a family member or guardian to review attendance is available with most state provided EVV systems and not all time and attendance systems. Agency Workforce Management provides a "consumer view" free of charge for this purpose. There is also an optional "approval" system but it need not be used if not required.

38. Does Agency Workforce Management allow clients and/or guardians to approve visits made by staff or attendants?

Yes. Clients and/or guardians can be provided access from any web-enabled device to securely approve all visits electronically. Clients and/or guardians are limited to viewing & approving only the visits that were made by their own staff or attendants, and were the client was the recipient of the services.

39. Does Agency Workforce Management allow staff, clients and/or guardians request to edit their clock-in/out times in case of errors or missed punches?

Yes. Staff can submit Attendance Change Requests in situations where an adjustments needs to be made, which can be approved by the provider or by the client/guardian in Self-Directed programs. Any changes that have been approved are fully auditable and will be factored in the edit %.

40. What services and training are available?

State-based EVV systems are typically deployed using group training consisting of classroom sessions and webinars. Sometimes the classroom settings involve a lot of travel and may be restricted to a limited number of attendees.

MITC provides comprehensive services for Agency Workforce Management. Transitioning from paper or a non-compliant EVV system is challenging but done properly well worth the investment. 90% of services are individualized. Services may be remote or delivered onsite depending on the goals of each provider. Providers develop a mutually agreed implementation plan with an experienced Agency Project Manager. Service requests can be submitted 365x24 and are handled by a dedicated team of Agency Help Desk Consultants. 365x24 live service is available for emergencies. Online training videos are available for Employees and Managers. Providers can select which training videos to require staff to watch and track who has watched what.

For more information, contact us at info@mitcsoftware.com

AGENCY WORKFORCE MANAGEMENT
by MITC

www.mitcagencies.com

301.228.2105

info@mitcsoftware.com