NEW MEXICO DEPARTMENT OF HEALTH

DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION
Electronic Visit Verification (EVV) Fact Sheet
AUGUST 2019

EVV is required for **Personal Care Services** (PCS) by 1/1/2020 (but see below) and **Home Health Care Services** (HHCS) by 1/1/2013.

Extension for PCS Services. The NM Human Services Department (HSD) is applying for a Good Faith Exemption (GFE) that would extend the effective date to 1/1/2021.

EVV collects:
- **Type** of service
- Individual **receiving** service
- **Date** of service
- **Location** of service
- Individual **providing** service
- **Time** service begins and ends

EVV does **not** restrict the location in which a service is delivered.

What Is Electronic Visit Verification (EVV)?

EVV is a telephone and computer-based system that electronically verifies that the direct care worker visits occur and documents the time the service begins and ends. EVV is required by the 21st Century Cures Act that was enacted by Congress in December 2016 and mandates that states require EVV use for Medicaid-funded Personal Care Services (PCS) by 1/1/20 and Home Health Care Services (HHCS) by 1/1/23 for in-home visits by a provider.

The federal Centers for Medicare & Medicaid Services (CMS) and the Office of Inspector General (OIG) have identified personal care and home health services as situations in which Medicaid recipients are particularly vulnerable to fraud, abuse, neglect, and exploitation. EVV data will assist both providers' and the State's efforts to protect the health and safety of Medicaid recipients who use these services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

DD Waiver Services Requiring EVV
- Customized In Home Supports (S5215 HB & S5215 HB UA)
- Respite (T1005, T1005 HB, T1005 U1, T1005 HB HQ)

Mi Via Waiver Services Requiring EVV
- Homemaker (99509 & 99509 E)
- In Home Living Supports (T2033 & T2033 E)
- Respite Standard (T1005 SD & T1005 SD E)

What EVV Does and Does Not Do?
- EVV does not restrict individuals from participating in activities in which they choose to participate. For example, EVV does not require an individual to stay at home.

- EVV systems are designed with the ability to collect data in rural areas that do not have internet connectivity by recording and storing the information and uploading it when the individual enters an area with connectivity.

- EVV data may also be documented using a landline phone.

- We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use.

Survey of New Mexico Medicaid Waiver Providers
- In June 2019, DDSD completed a survey of providers that will be affected by EVV. Highlights of the results show that 35 providers responded to the survey of a total of 63 providers of CIHS and Respite. 19.4% currently collect EVV data using five different EVV systems, including Therap and iTherapyDocs.

EVV Systems Currently Used in New Mexico Medicaid

- All Centennial Care PCS agency based providers use the same EVV system managed by the MCO's. The AuthentiCare System is managed by FirstData. Services are authorized, scheduled, and billed through the EVV system.

Next Steps

- The Human Services Division (HSD) and the Department of Health's Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements PCS EVV in 2020.

- HSD intends to submit an application for a Good Faith Effort (GFE) exemption that would provide for an extension of up to one year of the required date of implementation.

- As HSD and DDSD move forward in implementation of EVV, additional information including timelines, training opportunities, and implementation date will be shared.

For More Information

- Extensive information is available from the Centers for Medicare and Medicaid Services (CMS) available at https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html