



# Six Things Minnesota Agencies Should Do Now to Prepare For EVV

We're waiting for DHS to finalize the requirements for EVV, but we know EVV is the way of the future. To not get caught off guard and smoothly implement EVV to the benefit of your organization, there are things you can do right now to prepare.

## 1. Keep your ears open

Stay up-to-date on the developments on the federal and state level. Here are some excellent resources:

- Cashe's EVV blog: [Cashesoftware.com/EVV](https://cashesoftware.com/EVV)
- DHS: [mn.gov/dhs/](https://mn.gov/dhs/)
- Medicaid.gov: [medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html](https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html)

## 2. Create and communicate your plan

Get in the practice of updating staff, clients, and stakeholders on the actions you're taking to learn about and prepare for EVV as an organization. This creates confidence and gets people in the practice of staying up-to-date on your plan as it evolves. To get started, identify the groups of stakeholders whom you'll need to communicate with, what questions and concerns they might have, what information you'll have for them at different stages and the best way(s) to deliver that information. Revisit your communication plan regularly and adjust as needed.

## 3. Survey your clients and employees

The best plans, methods of communication and implementation will happen within organizations that are in touch with the desires, concerns, and questions of their stakeholders. Start the practice of engaging in dialog and keeping the conversation going. Here are some questions you'll want to ask:

- Do they have devices to utilize EVV? What kind of devices do they have?
- What is their access to the internet like? Is there good Wifi, 4G LTE, or are they working in a dead zone?
- What are their biggest hopes and concerns about EVV? Do they want it private and secure or are they mainly concerned with the simplicity of the platform?



#### 4. Take a good look at your operational efficiency

Do you know how much time it takes you to deliver your services, process billing, and get paid? We have found that there are numerous benefits for organizations who implement EVV. It's essential to have a baseline measure of where your organization is at and where you can look to find improvements from your EVV solution. Companies that implement EVV begin to see enhancements in their operations such as time saved in billing, reduced errors through removing most of the human component, reduced redundancies, and validation of clients to make sure they are doing the work they are qualified to do. EVV should not just be about complying with a mandate but also a useful tool to improve your business.

#### 5. Develop Policies

With new technology comes the need for new guidelines. Start to think through what policies you'll need to create or add to, based on the use of EVV throughout your organization.

#### 6. Adopt a positive mindset

Start to see EVV not as a burden, but as an opportunity to improve your organization and enhance the level of care you're able to provide as an organization. Yes, there will be headaches along the way, but framing up the change in a positive way and looking forward to the improvements that will come along with the implementation of EVV will go a long way in helping your organization thrive with EVV.

Get more relevant updates about EVV in Minnesota as well as tips and information to help your agency prepare for EVV compliance. Visit <https://www.cashesoftware.com/evv/> to learn more and subscribe.

