

Electronic Visit Verification (EVV)

It's not as bad as you think!

A Discussion with

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Who is this session for?

- Client/Person Served
- Family/Responsible Party
- **DSP/Employee**
- Case worker/ Social Worker
- Provider/Agency personnel
- Advocate

What to expect from this session

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

Who We Are

Lessons learned

Best practices

Pitfalls to avoid

Monitoring national EVV trends

- 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

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

So where is MN with EVV?

EVV roll out plan for Minnesota

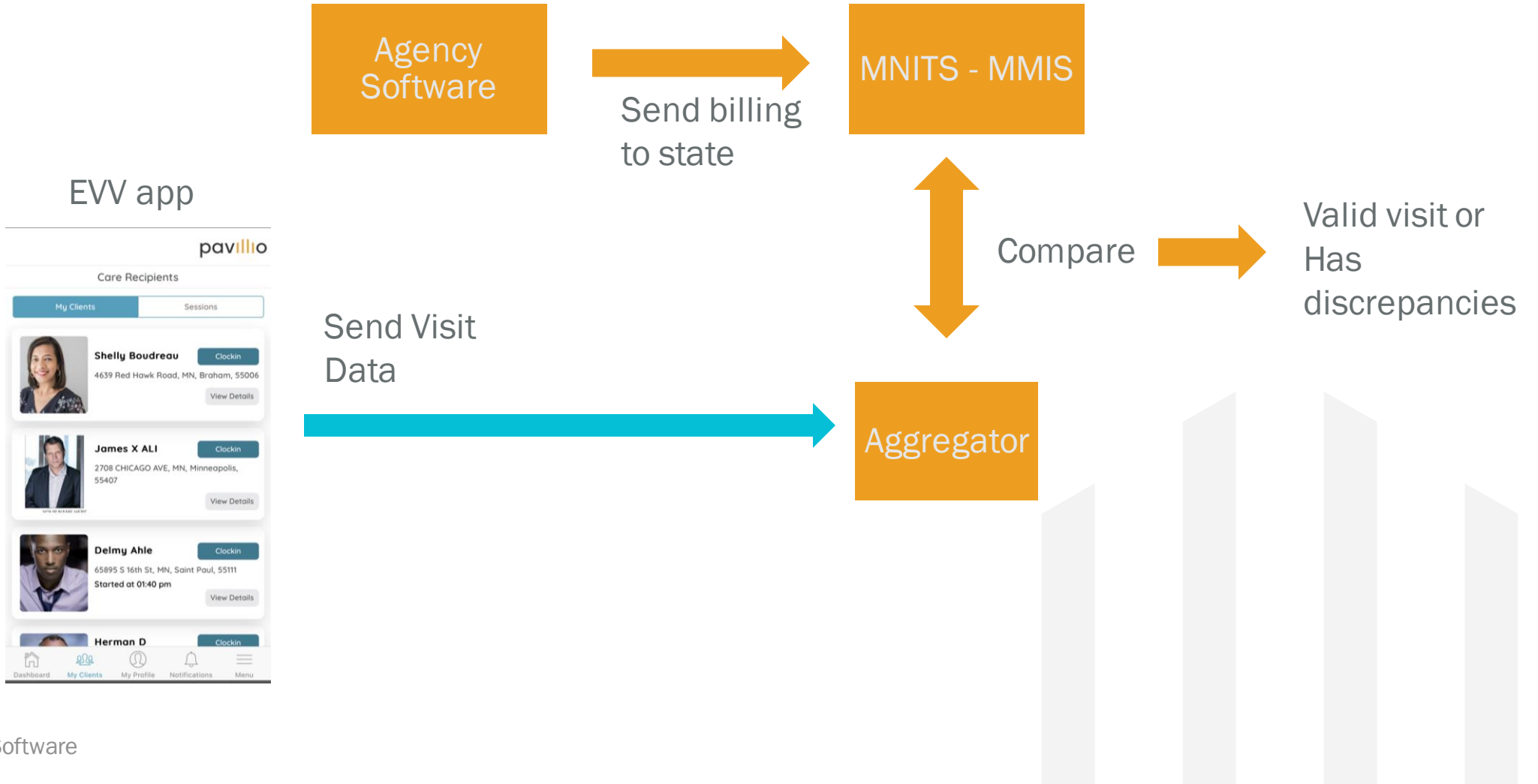
Implementation timeline

- Phase 1: FMS agencies - June 2022
- Phase 2: Personal care providers - Dec 2022
- Phase 3: Home health Services - October 2023

- No enforcement yet

Pavillio - Demo of a real EVV system

How does EVV work



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

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.

Caregiver 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
- Help your clients and RPs learn about it
- Be open to change and willing to learn

Unexpected Benefits

- No more hand entry of paper timesheets
- View hours worked in real time
- Real-time unit tracking (client/RP)
- Easy documentation – activities/goals/outcomes

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 benefits of making the jump



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