# DHS Announces EVV - now What?

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# Agenda

1. What did DHS communicate

2. What is our interpretation

3. What you should do to prepare

4. What will Cashe do in preparation

5. Our EVV product capability

6. EVV roll out best practices

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# What did DHS communicate

On 04.11.22 DHS sent a communication outlining the phased implementation of EVV for MN care recipients and agencies.

**Phase I** - FMS providers comply by June 30th 2022

- 14 providers

- Connected and transmitting data to aggregator

- MCO might not be included in Phase I

**Phase II** - Personal Care providers comply by end of 2022

- Connected and transmitting data to aggregator

- More about Phase II roll out in July

**Phase III** – Home health Service – end of 2023

## Our interpretation and insights

Based on various communications and conversations, we've compiled our opinion of DHS' intentions.

*(NOTE – this is our understanding and what DHS officially communicates may differ)*

- Why the Phased approach starting with FMS

- Why it matters to non-FMS providers

- Why MCOs are not included

- DHS prefers and recommends App vs phone (IVR) and fob based

- Clarify difference between EVV and Electronic time capture (electronic version of paper timesheets)

- Live in caregivers will not be required to clock in and clock out in real time (can use electronic time capture)

- GPS geo fence of 500 miles of home address. (we have questions about this)

- What does it mean for you to comply?

# As an agency, what should you do to prepare for EVV compliance?

# I haven't started – what should I do?

Don't panic!  Here's a 3-step process to get started:

1. Complete your enrollment form found here https://tinyurl.com/yc32uwuv

2. Indicate you're using Cashe Software for your EVV partner by contacting EDISupport@hhaexchange.com and say "ABC agency will be using Cashe software for EVV would like to integrate with the aggregator."

3. Contact us at Support@cashesoftware.com and lets us know that you want to start your EVV implementation. We're here to help every step of the way.

# I haven't started what should I do? - Cont.

Once you contact support here's what you can expect

## In Pavillio

- Review the EVV self implementation guide in the Help section
- Send an email to support@cashesoftware.com to be notified of EVV rollout webinar
- After attending webinar get the EVV rollout toolkit and get access to an EVV expert

## Legacy to Pavillio

- Schedule migration to Pavillio
- Clean up Legacy data
- Complete migration
- Start EVV implementation
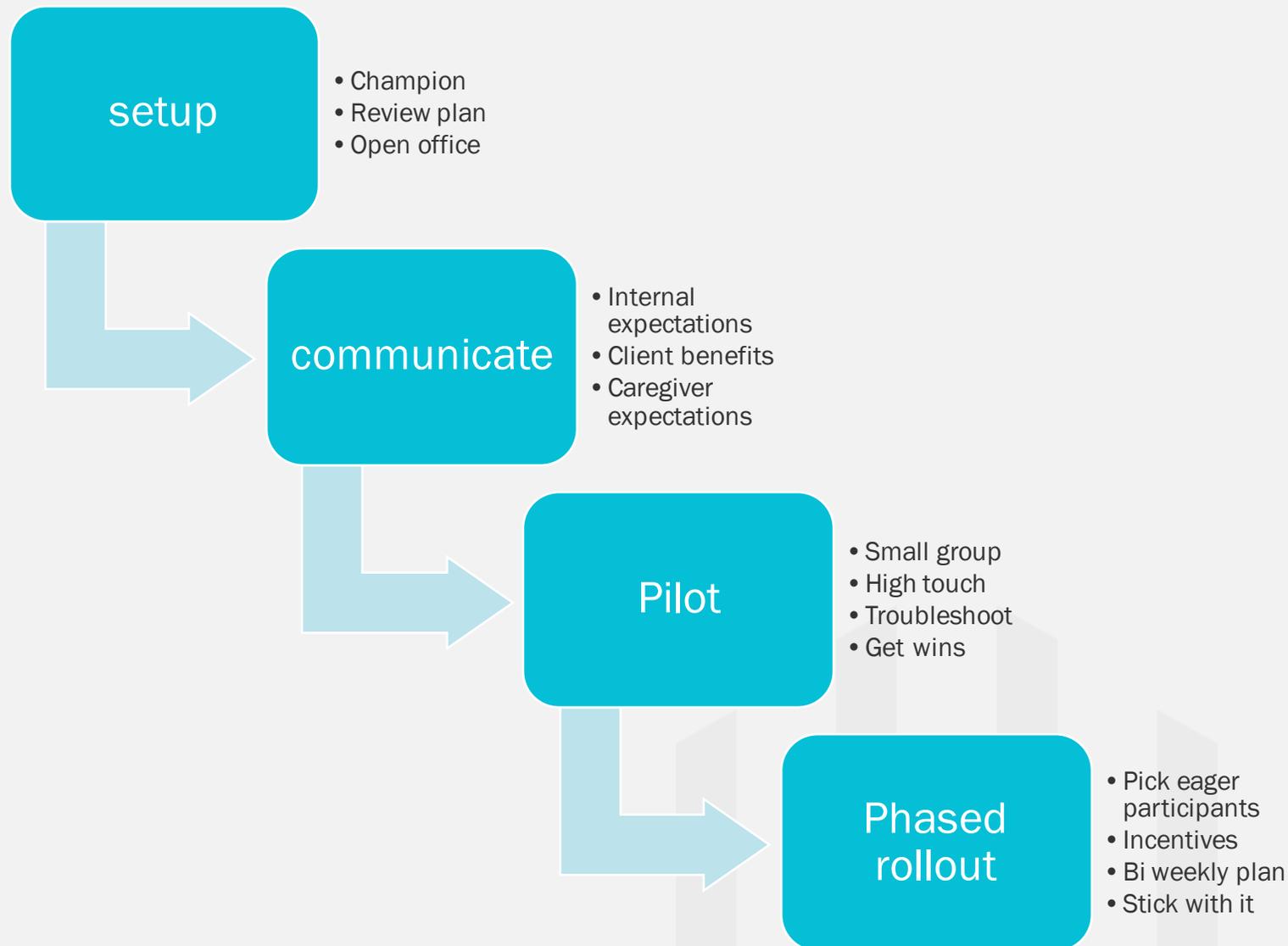
## Stay in Legacy        Not our recommended solution

- You can stay in legacy for the time being
- At some point in future you have to migrate
- Pavillio has numerous benefits and the EVV app is fully integrated
- Pavillio EVV app will get new features first

# We started but haven't rolled out

Those in Pavillio and have piloted EVV but haven't rolled out due to internal time constraints or DHS delay.

## You're ahead of the game!

**setup**
- Champion
- Review plan
- Open office

**communicate**
- Internal expectations
- Client benefits
- Caregiver expectations

**Pilot**
- Small group
- High touch
- Troubleshoot
- Get wins

**Phased rollout**
- Pick eager participants
- Incentives
- Bi weekly plan
- Stick with it

# What is Cashe Doing to prepare?

# What is Cashe doing to prepare?

- Have 8400 active users as of today using our EVV apps!

- Aggregator integration and testing completed in January

- Working with 6 FMSs in the state and will have first hand knowledge and experience.

- Interacting with DHS to clarify rules and regs

- Implementing live in caregiver attestation

- Will be hosting several EVV roll out webinars to assist you

- Live, dedicated EVV support staff to help with growing questions

- Ongoing enhancement to the app as we learn more from DHS

# Cashe EVV tool capabilities

- Dual purpose app with EVV and batch time entry

- Activity capture based on assessed needs

- Verify unit availability at the time of clock in

-  agency set threshold of warning/stopping punches

- configurable geo-fence range at agency level

- View regular /OT hours worked per week

- Caregivers working for multiple agencies using Pavillio EVV will have a single user account.

- Non EVV services can also use app for recording time

# Cashe EVV tool capabilities – Cont.

Responsible party features

- In app timesheet approval/rejection

- View all usage in real-time right from the app (no more paper statements)

- Dual role logins - Single sign in for users who are both caregiver and responsible party

Coming soon!

- Push notifications

- App based signatures

- Biometric

- Live in caregiver attestation

- IVR

# Live Demo of Cashe's EVV tool
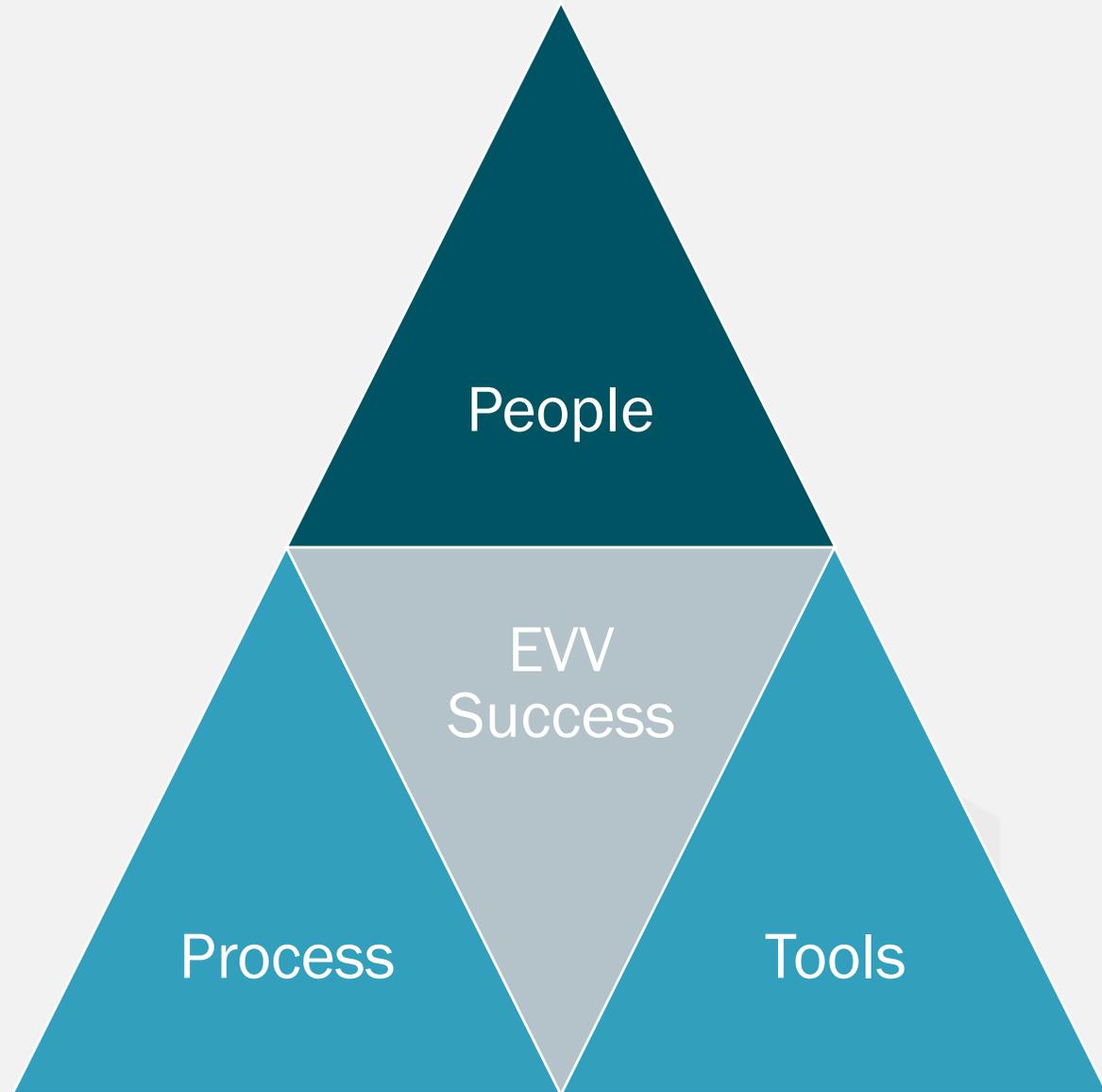
# Recap of Cashe's EVV platform and tools

| | Cashe | HHA |
|---|---|---|
| Dual role login (caregiver and RP) | Yes | ? |
| Activities based on Care plan | Yes | No |
| Real time unit utilization and availability | Yes | ? |
| 245D outcome tracking in app | Yes | No |
| Non EVV services | Yes | No |
| Caregiver can work for multiple agencies and use same login | Yes | ? |
| Client can sign on care givers device | Yes | ? |
| Live in caregiver attestation | Yes | No |
| Shared Care | Yes | ? |
| MCO billing | Yes | No |
| Clock in validation (eligibility, OIG, units, pay rates) | Yes | ? |
| Schedule not required | Yes | ? |
| | | |

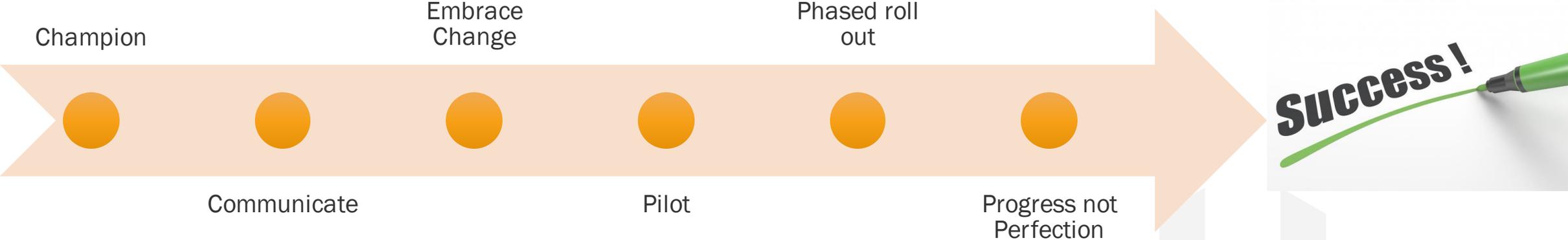# Keys to successful EVV rollout

# Foundation for EVV Success

3-legged stool of EVV Success

Here are the lessons learned <u>personally</u> and through <u>customer experience</u> that we'd like to share.

# Roadmap to EVV success



Champion

Communicate

Embrace Change

Pilot

Phased roll out

Progress not Perfection

Success !

# Anecdotes from our customers

Things we've heard from our customers about what works

➢ "There will always be squeaky wheels"

➢ "Started slow, it was tough to make a change but we picked up speed"

➢ "That's the way its always been"

➢ "Migrate to platform then migrate users to EVV (not at the same time)"

➢ "Not all devices are built equally and not all users are the same"

➢ "Change is difficult, but no paper timesheets is worth it"

➢ … and finally, "Empathy for the user goes a long way"

# Take aways for you

- Better understanding of DHS' timelines and expectations

- Steps to get started with EVV

- Resources we have available for you

- Features of your EVV tool and how it can help you be successful

- EVV Best practices for successful roll out

- December will be here before you know it, don't wait!

# Join our next webinar!



## Implementing EVV – Pitfalls, Promise, and Pavillio

In this webinar you will learn:

1. What are some things you can do before setup of an EVV system?

2. What are some challenges you can expect and how can you anticipate them?

3. How does Pavillio solve a lot of these challenges? You will also hear from customers of Cashe Software that are either currently in the EVV rollout process or are nearing completion.

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