

EXHIBIT E

Electronic Visit Verification Update

November 7, 2022

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Electronic Visit Verification

Purpose

1. Compliance with a Federal Mandate

- Required by the 21st Century Cures Act
- Avoid delays and potential non-payments

2. Effective Management Tool for Providers

- Monitors caregiver location/time of work
- Verifies services were rendered
- Helps prevent fraud and liability issues
- Higher percentage of paid claims through EVV (lower claim denial rate)

3. More Efficient Billing for:

- Personal Care
- Attendant Care
- Respite



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Timeline

Date	Task
September 30, 2022	Initial notification sent to providers about MMIS direct claim submission cutoff
October 1-31, 2022	Reminder emails were sent, weekly provider and vendor calls were held, face to face outreach at billing conferences and other events. Social media planning was used. Self-directed client outreach was conducted separately via email, mail, and phone call.
November 1, 2022	Begin one week suspension of claims that are directly submitted to MMIS without EVV.
November 28 – December 2	Tactical Response Team Partially Assembled
December 1, 2022	Begin denial of claims that are directly submitted to MMIS without EVV
December 5 – December 9	Tactical Response Team Fully Assembled

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Outreach and Support

There are currently 26 Provider Agencies who have not used EVV.

Outreach

- Proactive
 - Direct phone calls to provider agencies, data-based dashboards and usage reports. Follow up emails sent. Four rounds of outreach (September 2021, February/March 2022, June/July 2022, September/October 2022).
- Reactive
 - Point of contact for providers with questions and concerns.
 - Liaison among entities.
 - Coordinating research and following up with providers.

Support

- The Tactical Response Team is a coordinated group of staff and vendors that can address issues and questions on the spot during go live of EVV.
- The EVV Help Desk Phone Number is 1-800-540-5126
- The number and other information can be found on our website at <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info//>



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Outreach and Support

Self – Direction Outreach

- In 2021, four rounds of emails were sent to self direction clients and providers
- Eight training sessions were held with clients and providers
- The contractor hired additional employees to staff a call center to answer questions
- Tutorials were placed on DHS' website and the contractor's website
- One-on-one outreach was conducted in the client's home, unless they requested zoom or phone calls (due to Covid concerns).

*DHS tracked email open rate and tutorial view rate to ensure we were reaching the clients and providers. The contractor also continued working with clients and providers through 2022.

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Outreach and Support

Current statistics of self direction clients using EVV

- As of October 2022, only 3 of the 2,337 clients were still using paper timesheets.
 - DHS and the contractor contacted these clients multiple times (in person and phone calls) to encourage them to use the EVV application or risk losing payment for services. This includes a personal call from the Self-Direction Manager.
 - As of October 2022, 87 of the 2,337 clients have been using the contractor application but have not secured a pin to use the Fiserv application to be fully compliant with EVV. DHS has taken the following additional actions with these individuals:
 - 10/12/22 – 10/21/22 – called, mailed, and emailed notification to advise them what to do to obtain a pin and reiterated that they must be in compliance with EVV or the provider risks losing payment for services. Note: On 10/12/22, that number was 109.
- * DHS-DPSQA will continue calling and visiting these 90 clients and will mail another notice to them within the next week.