Electronic Visit Verification System

Q1. Will Electronic Visit Verification (EVV) be required in CHC?

A. The 21st Century Cures Act requires states to implement EVV for personal care services by January 1, 2019, and home health care services by January 1, 2023 (Sec. 207). EVV will be required for these CHC services.

Q2. What will the EVV impact be on participants, CHC-MCOs and the Financial Management Services (FMS) Vendor?

A. Revised January 17, 2018 – CHC-MCOs are required to have EVV systems that comply with the 21st Century Cures Act and EVV will be required for personal care services and home health care services provided by CHC. The Department of Human Services (DHS) is currently working on a Department wide approach to comply with the federal requirement. DHS intends to implement the EVV requirements so that the system is minimally burdensome and will take into account the input from stakeholders.

On January 4, 2018 DHS distributed a ListServ communication notifying stakeholders of the Department’s intent to issue a survey in January 2018 to providers of personal care and home health services to better understand how many providers are currently using an EVV system, which systems are being utilized, and provider experience with available systems. DHS is also in the process of developing a request for information (RFI) which will be issued in the new year. DHS seeks to better understand available features, challenges and remedies, and best practices through the RFI. Both the survey and the RFI will be disseminated widely. DHS looks forward to further guidance from the Centers for Medicare and Medicaid Services (CMS) on the interpretation of personal care services to clarify the scope of the EVV requirements. DHS anticipates additional federal guidance, as required by the Cures Act, in January 2018. DHS will continue to inform stakeholders of next steps as we move forward in implementation planning. For further questions regarding EVV, please email RA-PWEVVNotice@pa.gov.

Q3. Will patient signatures be required at the end of every visit if the agency is using EVV?

A. Generally, the EVV system eliminates the need for handwritten signatures. The EVV system must verify and record electronically (for example, through a telephone or computer-based system) the following information: the type of service performed; the individual receiving the service; the date of the service; the location of the service; and the time the service begins and ends.

Q4. Some CHC participants do not have a home phone. Will a home phone be required for EVV?

A. Revised January 17, 2018 – EVV does not require individuals/members to have a landline home phone. If a participant does not have a landline home phone or does not want their personal attendant to use this phone, alternative technology will be used such as a smartphone or a small device installed in their home for their personal attendant to use to clock in and out. The participant will not have to pay for this device.