

# Implementation of Electronic Visit Verification in Louisiana

## ► Presenters:

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# Goals for Louisiana's EVV System

- ▶ Enable LDH to significantly reduce the opportunity for fraud, waste and abuse
- ▶ Validate that recipients receive authorized services
- ▶ Provide real-time, online reports and service verification
- ▶ Obtain geo-location of all check in and check outs
- ▶ Obtain provider buy in by reducing administrating burden
- ▶ Integration and sharing of information across all departments and agencies

# Coordination and Cooperation – Key Partners

- ▶ Louisiana Department of Health (LDH)
  - Medicaid and Medicaid Program Integrity
  - Office of Aging and Adult Services (OAAS)
  - Office of Citizens with Developmental Disabilities (OCDD)
- ▶ Fiscal Intermediary
- ▶ Prior Authorization and Data Management Contractor
- ▶ Attorney General's Office
- ▶ Individual Providers and Provider Groups
- ▶ Support Coordination Agencies

# Successful Implementation – Center-based Services

- ▶ ADHC's January 1, 2016
  - 32 Agencies
  - ADHC and Transportation Services
- ▶ EVV successful implementation for HCBS services delivered outside of the home on March 1, 2016
  - Center-based services
  - Vocational services
  - Transportation services
- ▶ Implemented through Louisiana's prior authorization contractor, Statistical Resources, Inc.

# Successful Implementation – In-Home Services

- ▶ Initial implementation was voluntary
  - This implementation acted as a pilot allowing for providers to voice their needs and potential wish list of the system
- ▶ Final implementation through a regional phase-in process across the state
- ▶ Benefits of phase-in approach
  - Collection of practical feedback from participating providers which was used to address system or usability issues as they are identified
  - Assisted in facilitating a smooth transition to EVV
  - Able to add features reducing administration burden
  - Able to space tech support across time periods and allows for the addressing of issues before full adoption of program
- ▶ Statewide transition completed March 2018

# Louisiana's EVV System

- ▶ The Louisiana Service Reporting System (LaSRS)
- ▶ Secure modular web application
- ▶ Transparency
- ▶ Access provided to
  - Attorney General's Office Medicaid Fraud Control Unit (MFCU) & Program Integrity
  - State Employees
  - Support Coordination/Case Management Agencies
  - Service Providers
  - Healthy Louisiana MCO's

# Attorney General (MFCU) Access Includes

- ▶ All recipient data
- ▶ Recipient demographic data
  - Plan of Care and waiver information
  - Prior Authorizations
- ▶ Services provided to the recipient back to July 1, 2014; including real-time services currently collected through the LaSRS EVV module

# State Access Includes

- ▶ All Recipient Data
- ▶ Recipient demographic data
- ▶ Plan of Care and waiver information
- ▶ Prior Authorizations
- ▶ Services provided to the recipient back to July 1, 2014; including real-time services currently collected through the LaSRS EVV module
- ▶ Access to audit history for all services collected through LaSRS EVV module
- ▶ Healthy Louisiana MCO enrollment
- ▶ Support Coordination/Case Management Agency
- ▶ Customized reporting for OAAS, OCDD and Medicaid
- ▶ Overlapping services reports
- ▶ Provider Usage Reports



# Support Coordination/Case Management Access Includes

- ▶ Access only to recipients linked to their agency
- ▶ Recipient demographic data
- ▶ Plan of Care and waiver information
- ▶ Prior Authorizations
- ▶ Recent services provided to the recipient; including real-time data for all services currently collected through LaSRS EVV module
- ▶ Healthy Louisiana MCO enrollment

# Service Provider Access Includes

- ▶ Access only to recipients currently linked to their agency
- ▶ Ability to Check-in and Check-out through EVV module
- ▶ Option for Adult Day Health Care (ADHC) centers to record non-billable transportation time
- ▶ Recipient demographic data
- ▶ Plan of Care and wavier information
- ▶ Prior Authorizations
- ▶ Real time data for all services currently collected through the LaSRS EVV module
- ▶ Access to an electronic report containing Molina RA claims

# Healthy Louisiana (MCO's) Access Includes

- ▶ Access only to recipients currently linked to their agency
- ▶ Recipient demographic data
- ▶ Support Coordination/Case Management Data

# LaSRS Captures What Information

- ▶ Date of service
- ▶ Time services began and ended
- ▶ Location of service delivery
- ▶ Types of services
- ▶ Individual providing the service
- ▶ Edits and who edited
- ▶ Audit history of records
- ▶ Manual entry or EVV
- ▶ IP addresses
- ▶ GPS locations

# LaSRS Benefits to Providers

- ▶ Use is free to providers
- ▶ GPS verification of services
- ▶ Allows electronic access to recent Remittance Advices
- ▶ Data is exportable from LaSRS to common file formats including Excel and text
- ▶ Ability for DSW's to review services they provided

# LaSRS Benefits Cont'd

- ▶ Ability to review prior authorizations
- ▶ Ability to print employees check in and check out times
- ▶ Real-time access to workers, participants and services
- ▶ Reduced lag time for reports
- ▶ Reduced errors and overlaps – minimizing staff time for corrections
- ▶ Eliminates the need for most data entry
- ▶ Ability to review post authorizations

# LaSRS Reporting Features

## ▶ Time and Attendance Report

- Shows services worked by each direct support worker including total time for the period

## ▶ Blocked Services Report

- Provides notification to direct service provider if a service was blocked and will not be paid, along with a justification

## ▶ EVV Usage Report

- Provides the % of EVV services manually added per direct service provider

## ▶ Medicaid Exclusions

- Provides information on direct support workers who have been flagged on a Medicaid Exclusion

## ▶ PA Usage Report

- Provides information on units left for the week/quarter

## ▶ Emergency Preparedness Information Collected

# Devices Compatible with LaSRS and Purchasing

- ▶ The web-based EVV system is accessed and utilized from any device that is able to access the internet
  - PCs
  - Smart phones of all types and all carriers
  - Tablets of all types and all carriers
- ▶ The device used and purchased is left up to the individual provider agency.
  - Some agencies have purchased devices for their employees
  - Some agencies require employees to use their own devices
- ▶ Louisiana requires provider agencies to ensure all workers have access to a device capable of accessing the EVV system



# Barriers Faced by Louisiana

- ▶ Initial training of all provider agencies, direct support workers (DSWs), contractors and state staff using system
- ▶ DSWs not having smart phone/smart device or not wanting to use their smart phone/smart device
- ▶ Establishing successful test files between the other third party EVV vendors and the data management contractor
- ▶ Training for Self-Direction services

# What Louisiana Learned - Training

## ▶ Training

- Train the Trainer worked best in this setting
  - ◆ Supervisors from each agency
- Provided the opportunity for providers to pilot the EVV system prior to implementation
  - ◆ This provided the opportunity to have input to the direction of the software
- Roll out by regions worked best
  - ◆ Onboard for manual data entry to learn the system
  - ◆ Provided a test environment
  - ◆ Moved to the live services
- After providing voluntary sign up for training dates, Louisiana moved to mandatory training dates
- No limit to number of individuals per agency trained (10 % was recommended)

# What Louisiana Learned – Smart Phone/Device

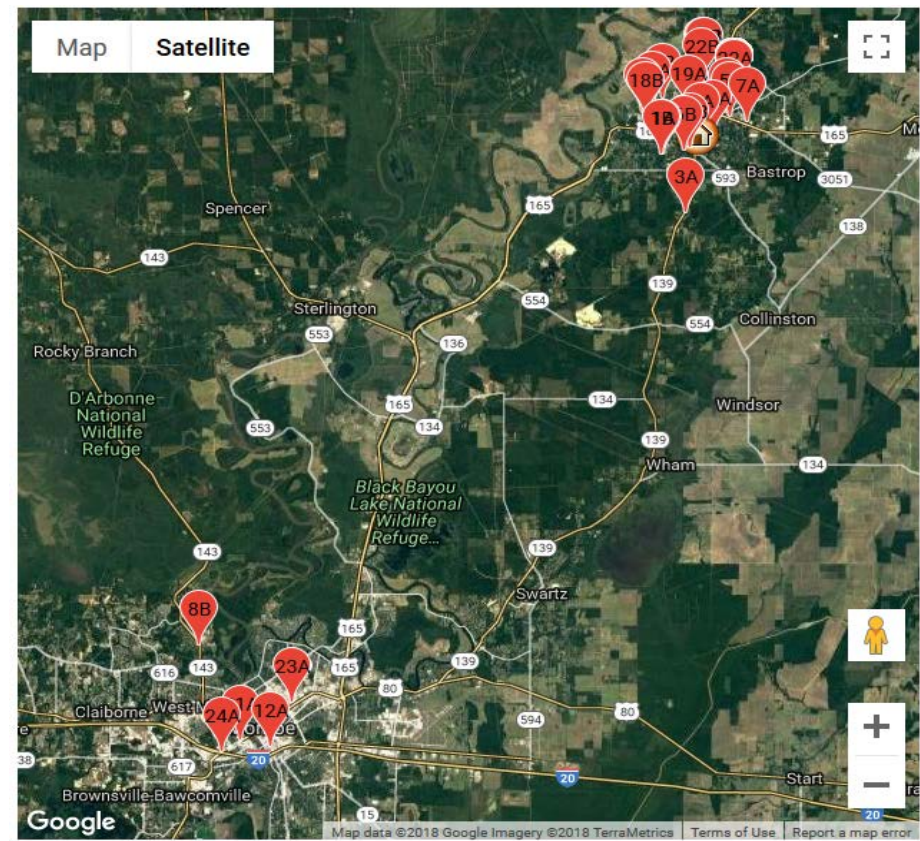
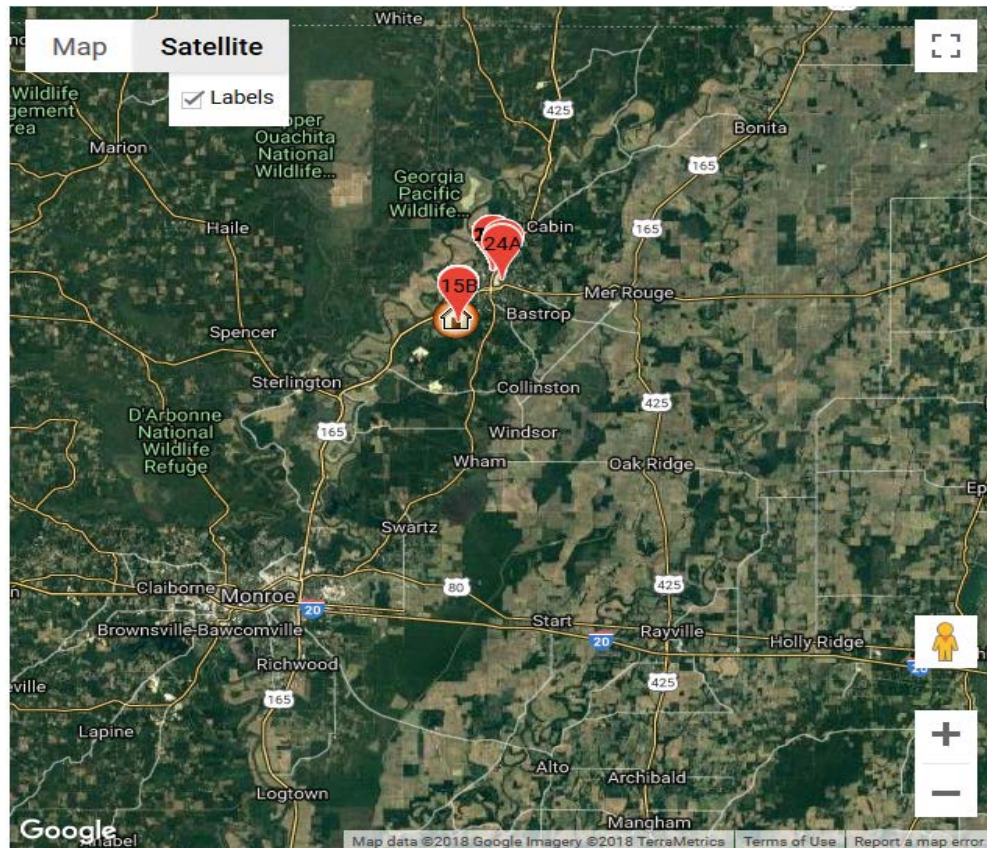
- ▶ Louisiana did not dictate to providers how this requirement needed to be carried out
  - It is left up to each provider agency how to handle the following
    - ◆ Direct Support Worker does not have a smart phone/smart device
    - ◆ Direct Support Worker does not have a data plan (average use of 1% GB per month)
    - ◆ Direct Support Worker does not want to use personal smart phone/smart device
    - ◆ Direct Support Worker does not want to use personal data plan

# Notable Features of Louisiana's EVV System

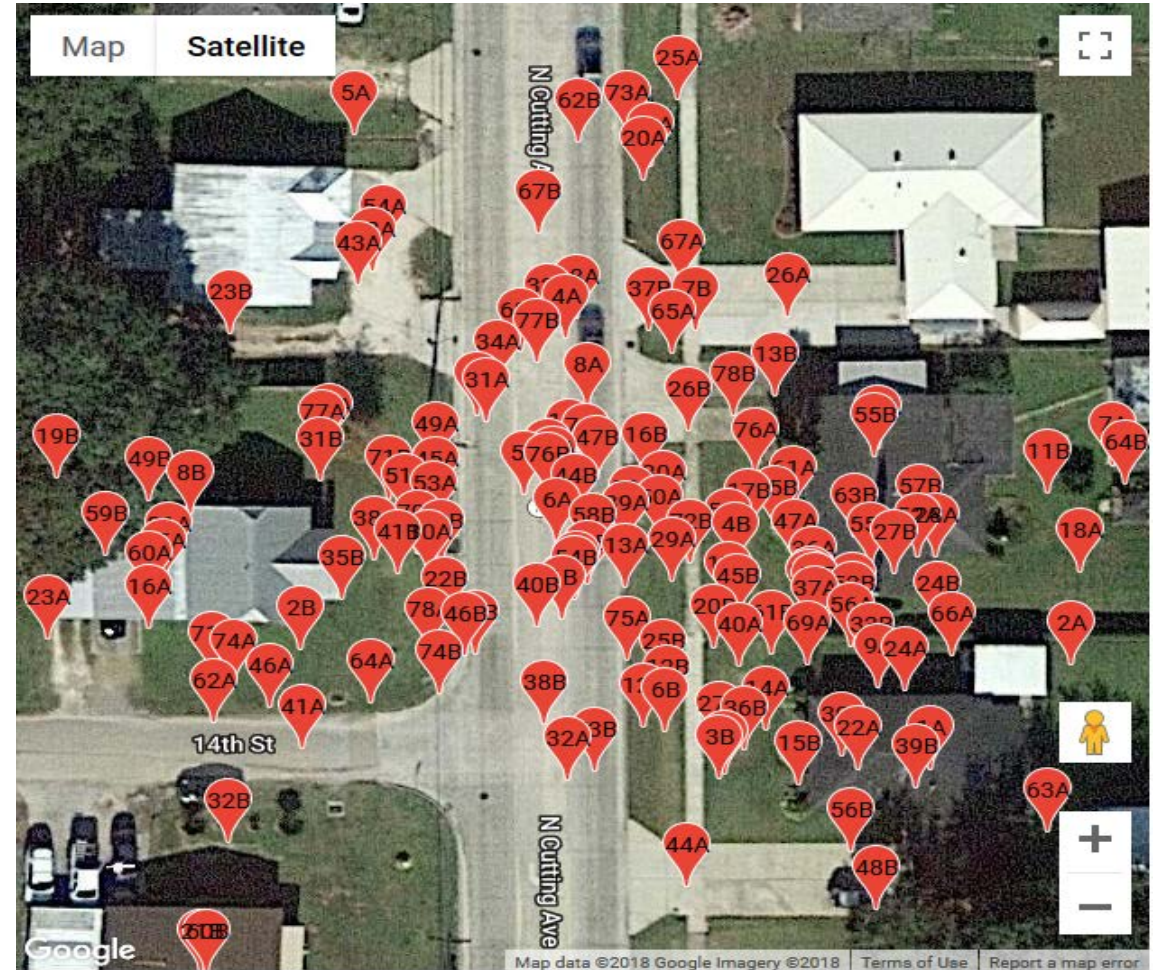
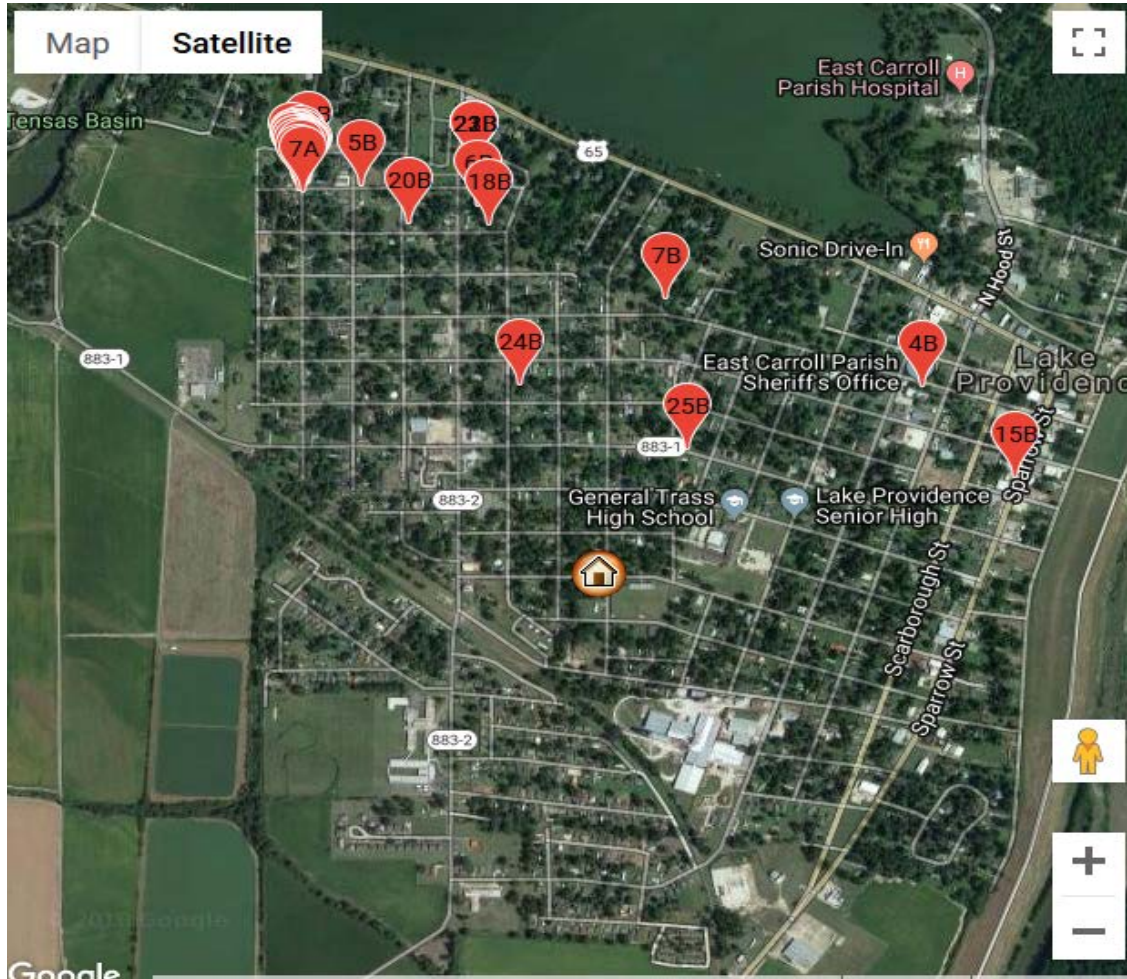
- ▶ Not just a clock in\clock out system
- ▶ Ability for geo mapping
- ▶ Ability to print real time reports
- ▶ Real time access to workers, participants and their services
- ▶ Access to LDH memos and agency alerts through the LaSRS dashboard feature

# What we do with EVV Information Collected

Service Audit – Validation of service records using GPS



# Service Audit – Continued



# Looking Back

- ▶ What has been accomplished
  - Implementation for home and community based services
  - Implementation for center-based services
  - Accurate data showing variations in times of check in and check outs
- ▶ What are our next goals...
  - Adding Support Coordination/Case Management into EVV data collection
  - Making paperwork digital

# For Questions

▶ All EVV questions or inquiries can be directed to [EVVhelp@la.gov](mailto:EVVhelp@la.gov)