Implementation of Electronic Visit Verification in Louisiana

Presenters:

- Brian Bennett – Medicaid
- Christy Johnson – Office for Citizens with Developmental Disabilities
- Christy Sawyer – Office of Aging and Adult Services
- Steve Buco – Statistical Resources Inc. (SRI)
- Daniel Buco – Statistical Resources Inc. (SRI)
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 waiver 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 devise 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 inquires can be directed to EVVhelp@la.gov