



State of Connecticut  
Department of Developmental Services

DDS

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Deputy Commissioner

**Operations Center Memo 2021-12**

**TO:** DDS Qualified Providers

**FROM:** Peter Mason, Deputy Commissioner

**CC:** Scott McWilliams, Chief of Fiscal/Administrative Services, David David, Operations Center Director, Jeanne Dumphy, DDS Consultant, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

**DATE:** March 10, 2021

**SUBJECT:** Electronic Visit Verification (EVV) Update regarding Audits

This communication is to share updates regarding Electronic Visit Verification (EVV) implementation and audit requirements. As you are aware, the 21<sup>st</sup> Century Cures Act requires the utilization of EVV for personal care and home health services delivered under Medicaid state plan or waiver services.

Over the past several weeks, DDS and the Department of Social Services (DSS) as the single state agency on Medicaid, have been discussing Medicaid audits completed by DSS related to EVV submitted claims. To this end, DDS and DSS have come to agreement that DSS, as part of the DSS Medicaid audits on DDS providers, **will not extrapolate on any overpayments due to errors related to implementation of the state required electronic visit verification system from April 1, 2021- August 1, 2021.** Providers will still be accountable for paying back overpayments on a dollar for dollar basis.

Understanding that some DDS providers have already started to implement EVV as part of the onboarding phase, any Medicaid audit for claims submitted from September 2020 through March 2021 will be based on paper records.

Beginning April 1, 2021, the expectation is that DDS providers will have EVV fully implemented but may not have reached full compliance and will continue to do both EVV and WebResDay or EVV and invoicing through the fiscal intermediary. During the time between implementation and full compliance, any Medicaid audit will be based on WebResday billing or the provider's invoice. Once the provider attains full compliance and no longer is required to submit Webresday billing or through invoice, **any Medicaid audit between April 1 -August 1, 2021 will not extrapolate on any overpayments due to errors related to implementation of the state required electronic visit verification system.**

As providers may also be aware, DDS is working with DSS to set up an EVV audit pilot program with DDS providers that have volunteered their time and data. This pilot will serve as an opportunity to learn about potential findings for Medicaid audits on EVV related claims. The findings from the pilot will be discussed with the providers and will serve as a basis for identifying potential billing and documentation issues and ways to improve. At this time, DDS and DSS anticipate the pilot will look at six weeks of claims beginning on April 15<sup>th</sup>. More information on this pilot is forthcoming.

Thank you for everyone's ongoing support.