State of Connecticut
Department of Developmental Services

DDS

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Operations Center 2020-27

TO: DDS Qualified Providers

FROM: David David, Operations Center Director

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Scott McWilliams, Chief of Fiscal/Administrative Services, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

DATE: July 10, 2020

SUBJECT: Electronic Visit Verification Update

The 114th United States Congress enacted the 21st Century Cures Act in December of 2016. Section 12006 of the law requires Electronic Visit Verification System (EVV) for personal care services and home health care services delivered under Medicaid state plan or waiver services. Personal care is defined as non-medical services that include supporting individuals with activities of daily living (ADL) and can include instrumental activities such as meal preparation, money management and shopping.

To meet this requirement, the Department of Developmental Services (DDS), the Department of Social Services (DSS), , and its MMIS vendor, DXC Technology, have partnered with Sandata Technologies, LLC. to implement an EVV system, as well as provide program orientation & training.

DDS has been working in collaboration with stakeholders to develop and implement an EVV system for DDS providers for approximately two years. DDS expects to fully implement EVV for DDS providers no later than January 1, 2021. In preparation for implementation, training for DDS providers is targeted to begin in September 2020. Opportunities for hands-on practice using the EVV system is targeted for September through December 2020. More details regarding training and pilot opportunities will be forthcoming.

The following services have been identified as requiring the utilization of EVV immediately upon roll-out:

- o Adult Companion
- o Sleep Assignment Adult Companion
- o Blended Supports

- o Individualized Day Support
- o Individualized Home Support
- o Peer Support
- o Personal Support
- o Hourly Respite
- o Daily Respite
- o Senior Supports (Hourly)
- o Shared Living

The additional services listed below will be required to utilize EVV but will come on board after the initial roll-out:

- o Clinical Behavioral Support
- o Independent Support Broker
- o IDGS(Individual Goods and Services) – Supervisor
- o IHS Group 1 staff 2 individuals
- o IHS Group 1 staff 3 individuals
- o Senior Supports (Per Diem)

DDS will be providing updates as we move forward and will be developing an EVV website to access information and training.

If you are a Provider of these services below is additional information that may be helpful as you begin to prepare for EVV:

New Provider (Not currently using Sandata's EVV System)	Overlap Provider(Currently using Sandata's EVV system with DSS)
Utilize DDS portal for EVV entries upon roll-out	Will have a choice to use the DDS Portal or utilize Sandata's existing EVV system for individuals funded byDDS upon roll-out. They will still be required to utilize Sandata's existing EVV System for individuals funded by DSS. If the provider chooses to use both systems there will be separate Log in procedures and additional work involved as these are separate systems with their own unique TVV Toolkit and SMC Mobile APP Access for employees. Administratively, you would have two different agency ID's, Telphone numbers and Account ID's. See Table on page 3 for for further clarification on the differences of each system. In addition, all provider information would not be consolidated into one location. Each system has separate reporting capability and do not connect to each other. Task list and schedule use are optional for DDS individuals. Schedules are not an option for use in the DDS Portal.
WebResDay training as it relates to EVV targeted for Fall 2020.	WebResDay training as it relates to EVV targeted to begin Fall 2020.

In person and webinar training opportunities targeted to begin Fall 2020. In person Training offers a Train the Trainer Model utilizing PowerPoint materials, system demonstration and hands on system experience and it is anticipated that 2 individuals per agency would have the opportunity to attend. Instructor Lead Webinars is a virtual room environment led by a Sandata trainer. Trainer led web-based trainings are scheduled for specific times and are accessed online and via phone. These Webinars are archived and can be accessed as often as needed. Training via in person or webinar is required in order to gain access to the new DDS Portal.	Webinar training targeted to begin Fall 2020. Trainer led web-based trainings are scheduled for specific times and are accessed online and via phone. These Webinars are archived and can be accessed as often as needed. OVERLAP PROVIDERS CHOOSING TO USE BOTH SYSTEMS will be required to complete portal training, either via in person or webinar, in order to gain access to the new DDS Portal.
Training and other reference materials for the new DDS Portal will be posted to the DDS website. Path will be included in future communications.	Training and other reference materials for the new DDS portal will be posted to the DDS website. Path will be included in future communications. Training and other reference materials for the existing EVV system used for the DSS program and for those DDS overlap providers who choose to use their existing EVV system will continue to reside on the www.ctdssmap.com website.
Providers will begin using EVV in conjunction with WebResDay August – December. Providers will transition to EVV GO LIVE at a mutually agreed upon date prior to 1/1/2021.	Providers will begin using EVV in conjunction with WebResDay August – December. Providers will transition to EVV GO LIVE at a mutually agreed upon date prior to 1/1/2021.

A specific training schedule will be distributed once it has been finalized. DDS will continue to communicate updates throughout the implementation process.
Any questions may be sent to the DDS EVV mailbox at DDS.EVV@ct.gov,

The table below highlights the differences between the DDS Portal and DSS EVV System for consideration by Overlap Providers in making their decision as to which system to use for indivdiauls funded by DDS. A survey will be sent to Overlap Providers to officially make their declaration of which system they have decided to use for individuals funded by DDS and should be returned in a timely fashion as instructed.

Functionality	1) Current DSS EVV Solution	2) DDS Portal
Telephonic Visit Verification	Caregivers will use same telephone numbers and IDs they use today. The call script will be updated to support entry of service using tasks. (DSS service is identified per the schedule)	Caregivers will have to use different phone numbers for DDS member visits The provider agency can set the caregiver up with the same ID in the new EVV system. The caregiver will need to know if the member belongs to DSS or DDS if they provide care to both populations. Visit service will be documented on the call similar to the DSS Consumer Direct program.
Mobile/GPS Visit Verification	Caregivers use same mobile application (green version) and login for DDS member visits. The mobile application configuration will be adjusted to support entry of service using tasks.	Caregivers will use the new Sandata Mobile Connect application (blue version) and will use a different login. Visit services will be documented in the mobile application similar to the DSS Consumer Direct program.
Fixed Visit Verification Device	Each program would need to have a unique FVV assigned to a member.	Each program would need to have a unique FVV assigned to a member.

Functionality	1) Current DSS EVV Solution	2) DDS Portal
Visit Maintenance	Providers will be able to conduct visit maintenance for both DDS and DSS in a single screen.	Providers would only see DDS visits and provider training will be required to support use of the new system. Providers would have to log into two separate systems to view EVV data and perform visit maintenance.