

## **ELECTRONIC VISIT VERIFICATION (EVV)**

January 1, 2021, Implementation for Managed Care

### **SUMMARY**

Electronic Visit Verification, or EVV, is a federal requirement for states to implement. In December 2016, the [21<sup>st</sup> Century Cures Act](#) was signed into federal law. Section 12006 of the Act requires EVV for personal care services beginning January 1, 2020, and for home health services beginning January 1, 2023. Iowa was granted a one year good faith exemption, so the requirement for Iowa is January 1, 2021 for personal care, and January 1, 2023 for home health services. The Department is using a Managed Care implementation model for EVV. Both Managed Care Organizations (MCOs) will be using the same EVV vendor, CareBridge.

### **WHAT IS EVV AND WHY IS IT REQUIRED?**

EVV uses technology to electronically record when attendants begin and end providing services to Medicaid members. EVV will be used to ensure members are receiving the care they need that is outlined in their service plan. EVV will be used to monitor the delivery and utilization of personal care and home health services in non-traditional settings and will provide verification of the visit with location information and a time stamp. EVV will be used to ensure quality and program integrity. It also streamlines billing for providers as once a visit is complete, the claim is sent to the MCO for payment. Starting with dates of service on or after January 1, 2021, EVV will be required for personal care services payable by a MCO. Fee-for-Service providers will continue to bill as they normally do.

### **WHAT SERVICES ARE REQUIRED TO USE EVV?**

Beginning January 1, 2021, the following Consumer Directed Attendant Care (CDAC) and homemaker services provided through the MCOs will require EVV:

- Attendant care services (S5125)
- Homemaker services (S5130 and S5131); and
- Personal care services (T1019)

### **WHAT PROVIDER TYPES ARE REQUIRED TO USE EVV?**

Home health services and waiver providers including Individual CDAC providers, and Consumer Choices Options (CCO) providers.

### **WHO IS EXCLUDED FROM THE JANUARY 1, 2021 IMPLEMENTATION?**

Assisted Living Facilities are excluded from the January 1, 2021, implementation deadline. The Department has extended the deadline for Assisted Living Facilities to July 1, 2021.

## **HOW DO PROVIDERS CONDUCT EVV?**

Using the CareBridge mobile application is the preferred method of checking in and out. Providers may also choose to use the CareBridge online platform or may check in and out by calling CareBridge using the member's phone. In addition, providers who are currently utilizing a certified EVV solution could continue to use that system.

## **IS TRAINING AVAILABLE?**

CareBridge is offering a number of training opportunities to assist providers and employees in feeling comfortable using the EVV system and dashboard. Providers may register for training [online](#), or by contacting CareBridge.

## **WHERE CAN I FIND MORE INFORMATION?**

CareBridge has many EVV resources available on their [website](#). The Department also has a dedicated [EVV webpage](#) with the latest updates and Frequently Asked Questions regarding EVV implementation.

### **CareBridge:**

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