

# New Jersey FamilyCare Electronic Visit Verification (EVV) Fact Sheet

Electronic Visit Verification (EVV) is a requirement of a federal law called the 21<sup>st</sup> Century CURES Act. All states, including New Jersey, must have EVV systems for direct care workers who provide Medicaid-funded personal care and home health care services, including both agency and self-directed workers. Personal care services must use EVV by January 1, 2021 and home health care services must use EVV by January 1, 2023.

EVV systems use an electronic device such as a smartphone or tablet, or a landline telephone to record specific information about a service visit and verify that the visit occurred. Some members may be eligible for a free device to be placed in the home in limited circumstances where cell signal and landline connections are not available.

Below is the information to that must be collected at each visit:

- Person receiving the service
- Date of the service
- Location of the service
- Person providing the service
- Time the service starts and ends
- Type of service

## Who EVV Applies To

If a participant receives Medicaid-funded personal care or home health care services in their home or in the community, their direct care worker will need to comply with EVV.

The federal requirement gives states flexibility around requiring EVV for direct care workers who live in the same home as the participant. New Jersey made the decision that it will **not require** EVV for workers who live in the same home as the participant, whether they are a family member or non-family member.

Below are the personal care services in New Jersey that must use EVV as of January 1, 2021:

Type of Service:	Service Delivery Options:	Coordinated Through:
Personal Care Assistance (PCA) Services	<ul style="list-style-type: none"> <li>✓ Agency</li> <li>✓ Self-direction through the PERSONAL PREFERENCE PROGRAM*</li> </ul>	Medicaid Managed Care Organization (MCO)
MLTSS Home-based Supportive Care	<ul style="list-style-type: none"> <li>✓ Agency</li> <li>✓ Self-direction</li> </ul>	Medicaid Managed Care Organization (MCO)

MLTSS In-Home Respite	✓ Agency	
DDD Individual Supports	✓ Agency	NJ Division of Developmental Disabilities (DDD)
DDD Community-based Supports	✓ Self-direction through the <b>DDD SELF-DIRECTED EMPLOYEE OPTION*</b>	
DDD In-Home Respite		

EVV requirements will apply to self-directed services provided through the Personal Preference Program and the DDD Self-Directed Options. The implementation plan for self-direction is described in detail below.

To ensure a smooth transition to EVV with adequate support for members and caregivers, DMAHS is implementing an EVV pilot for self-direction as follows:

- Members of Amerigroup and their caregivers participating in the Personal Preference Program will be fully trained and supported with EVV by the fiscal intermediary, Public Partnerships, Ltd. (PPL).
  - *For members self-directing through PPL, only Amerigroup members will implement EVV during the pilot period.*
- Members using the NJ DDD Self Directed Option through Easterseals will be trained and supported with EVV by Easterseals and HHAeXchange.

Based on member and provider experience during the first 45 days of the pilot period, DMAHS may define additional rollout groups and compliance thresholds for self-direction.

## Where to Get Information about EVV

For Services Received Through:	Care Recipient, their Representative, and/or their Worker can Contact:
Provider Agency	Provider Agency (agency that employs the worker)  DMAHS EVV website: <a href="https://www.nj.gov/humanservices/dmahs/info/evv.html">https://www.nj.gov/humanservices/dmahs/info/evv.html</a>
Personal Preference Program	PPL Consultant • PPL: <a href="http://www.publicpartnerships.com/programs/new-jersey">www.publicpartnerships.com/programs/new-jersey</a>
DDD Self-Directed Employee Option	Fiscal Intermediary: • PPL: <a href="http://www.publicpartnerships.com/programs/new-jersey">www.publicpartnerships.com/programs/new-jersey</a> • Easterseals NJ: <a href="http://www.financialmanagementservices.org">www.financialmanagementservices.org</a>

## No Change to Participant Services and Privacy

EVV does not change the services a participant receives. Direct care workers will continue to provide the prior authorized Medicaid-funded services a participant needs. EVV systems are designed to protect participant privacy and to only collect information needed to verify that the service visit occurred.

EVV systems do not record location information during the visit. Location information is only collected at the beginning and end of the visit.

## How EVV Collects Visit Information

When a direct care worker begins a service visit, a mobile application on a smartphone is used to enter required service details at the start and end of the visit. EVV systems use the Global Positioning System (GPS) to verify service date, location, and start and end times. A direct care worker can use a tablet as long as GPS services are available.

The mobile application for a smartphone or tablet is free to download. The mobile application can be used even when there is no data or Wi-Fi connection. The information will automatically transfer from the device later when there is a data or Wi-Fi connection.

Direct care workers who do not have a smartphone or GPS-enabled tablet will call a designated phone number from the participant's landline phone. Some members may be eligible for a device to be placed in the home in limited circumstances where cell signal and landline connections are not available.

## How EVV Works with Payroll Processing for Self-Direction

Direct care workers for self-directed services through Amerigroup or Easterseals NJ as described above cannot use paper timesheets – only the smartphone mobile application, landline phone or home-based EVV device can be used to “clock in and out” of a service visit.

Workers can use the mobile application or the web-based timesheet portal to approve or reject a service visit and to enter service documentation notes for services that require it. (EVV does not replace service documentation for services that require it.)

It is still the agency or employer's responsibility to review and confirm the accuracy of the direct care worker's timesheet and to approve the timesheet for payment processing.

## To Ask Questions

You can send an email to the State general EVV email at: [Mahs.Evv@dhs.state.nj.us](mailto:Mahs.Evv@dhs.state.nj.us)