

# Financial Management Services

## Agency with Choice

Electronic Visit Verification

# Meeting Agenda

- Welcome and Introduction
- What is Electronic Visit Verification (EVV)?
  - Federal Mandate
    - Exemptions
  - AwC and EVV
  - HHAeXchange
- AwC EVV Implementation
  - Clocking In/ Out
  - AwC EVV Roles
- How will EVV effect the Consumer and their staff (SDE)
- New 2-page timesheet and location code
- Questions, Contacts and Resources

# What is Electronic Visit Verification(EVV)?

- EVV is a web-based system that verifies when supports/ services occur and documents the exact time services begin and end.
- Ensure that Consumers are receiving their supports/ services as authorized.
- Allows SDE (staff) to confirm where the services were delivered.
- Requires electronic clock in/ out method, using a phone call or Geolocation by Smartphone Application.

# The Federal EVV Mandate

- Section 12006 of the Twenty First Century Cures Act and The Centers for Medicare & Medicaid Services (CMS) has mandated that Electronic Visit Verification (EVV) will be required for all Personal Care Services by **January 1, 2021**
- Mandate Requirements:
  - Type of service performed
  - Individual receiving service
  - Date of service
  - Location of service delivery
  - Individual providing service
  - Time service begins and ends

## The Federal EVV Mandate (cont.)

- **ALL** Service Providers will be required to use EVV
- AwC Services Impacted: All Medicaid-funded home-based services
  - Individual Supports
  - Community Based Supports
  - Respite Supports
- EVV Exemptions:
  - SDE Live-In Exemption
  - SDE Providing Virtual Services/ Supports Exemption
  - SDE providing services where the visit takes place 100% in the community
  - Services that happen at the consumers place of employment
- If a SDE is exempt please send an email to AwC EVV Support that includes the following information: Full Name, Consumer Name, and which exemption status you fall under.
  - [awcevvsupport@nj.easterseals.com](mailto:awcevvsupport@nj.easterseals.com)

# AwC and EVV

- Changes to Service Delivery:
  - Clock-In/Clock-Out of services
  - Tracking service start and end locations
- Information Needed
  - Consumer's home phone number
  - Consumer's home address
  - Anticipated service addresses
  - Worker's cell phone number
  - Worker's home address
  - Preferred EVV Method



# HHAeXchange

- HHAeXchange has been selected as NJ's statewide EVV system
- The Electronic Visit Verification (EVV) system was created and contracted through an organization called HHAexchange, who we have worked very closely with to meet the needs of our organization and consumers. Our team along with HHAexchange have aimed to create materials and resources that we believe will help you navigate through this transition period with ease.
- HHAeXchange Terminology:
  - Caregiver = SDE/ Staff
  - Patient = Consumer
  - Provider = AwC

# AwC Implementation

- Due to technical issues AwC has been delayed in the rollout of EVV
- Soft implementation for October
- SDEs will begin clocking in/out by their preferred method
- SDEs will continue to use a 2-page written timesheet and case note submitted by their regular due date
- There will be weekly live zoom EVV trainings throughout the month of October
- EVV and the new time sheet will be required for use November 1<sup>st</sup>
- SDEs should be fully trained and compliant using EVV for all EVV required visits by November 30<sup>th</sup>
- A pre-recorded training video and all resources will be located on our website <https://www.financialmanagementservices.org/>



- When converting to the FFS model there is a case note requirement for Medicaid billing
- The new timesheet is a two-page timesheet
- First page: SDE records the date, time and service code associated with the service provided
- Second page: SDE records the date, individualized activity, service documentation, and place of service code
- Both pages must be completed in full to be processed
  - Please do not submit any pictures, taken by phone or other devices, of the timesheets. They can not be processed and may cause a delay in payment.
- Timesheets are due weekly by 11:59 pm on Saturday
  - You can either fax the timesheet to **888-399-0427** or email [awcforms@nj.easterseals.com](mailto:awcforms@nj.easterseals.com)
- Link to instructional video:  
<https://www.youtube.com/watch?v=GVXcgJxRV30&feature=youtu.be>

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Page 1 of 2

**Authorized Weekly Svc Hours**

17316

Dept # (budget xx-xxxxxx-mmdd-jlghlsh)

**Weekly TIME SHEET**

ISP

Outcome: 1 Service: 5 Auth Hrs 20

01/01/21 - 12/31/22 INDIVIDUAL SUPPORTS

Outcome: \_\_\_\_\_ Service: \_\_\_\_\_ Auth Hrs \_\_\_\_\_

Emp: **NANCY JONES**

Consumer **ROBERT REDFORD**

Emp #

\* 7 7 7 7 7 \*

**Please note In/Out day times:**

Day (In) Starts at 12:00 am

Noon is 12:00 pm

Day (Out) Ends Midnight 12:00 am

Overnight shifts will require two daily entries.

In

Out

**INDIVIDUAL SUPPORTS**

Out 1

Out \_\_\_\_\_

Svc 5

Svc \_\_\_\_\_

Svc Strategy Code<sup>\*\*\*</sup>

Code\*

MM / DD / YY	In	Out	Svc	Svc Strategy Code <sup>***</sup>	Code*
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Second page of  
timesheet

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Page 2 of 2

Authorized Weekly Svc Hours

Outcome: 1 Service: 5 Auth Hrs 20

01/01/21 - 12/31/22 INDIVIDUAL SUPPORTS

Outcome: Service: Auth Hrs

35130

Dept # (budget xx-xxxxxx-mmdd-planid)

ISP

\* 0 7 - 8 8 8 8 8 8 - 0 6 1 8 - 2 \*

Emp: NANCY JONES

Consumer ROBERT REDFORD

Emp #

\* 7 7 7 7 7 7 \*

INDIVIDUAL SUPPORTS

Out 1

Svc 5

Individualized Activity (I.A.)

Out Svc

1-Char Location Codes

W-Drive-In

V-Virtual

C-Community

E-Place of Employment

E-EW

MM / DD / YY Location Code =>	I.A. Service Delivered:	I.A. Service Delivered:
MM / DD / YY Location Code =>	I.A. Service Delivered:	I.A. Service Delivered:
MM / DD / YY Location Code =>	I.A. Service Delivered:	I.A. Service Delivered:
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MM / DD / YY Location Code =>	I.A. Service Delivered:	I.A. Service Delivered:

I certify that I have provided the services as reported on this timesheet.

I certify that the individual has received the services as reported above.

35130

X

Employee Signature

Date

X

Supervisor Signature

Date

# Second page of timesheet

Changes to the Pace timesheet

**Location codes:**

- L-live-in
- V-virtual
- C-community
- P-place of employment
- E-EVV

Location codes are used for billing purposes  
They will become a required field on the timesheet

Any services provided with an E-EVV location code must also be documented in HHA

\*Place of service codes will be a mandatory field on all timesheets starting November 1<sup>st</sup>, 2021.\*

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Agency with Choice

Page 2 of 2

Authorized Weekly Svc Hours

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Outcome: Service: Auth Hrs

35130

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ISP

\* 0 7 - 8 8 8 8 8 8 - 0 6 1 8 - 2 \*

Emp: NANCY JONES

Consumer: ROBERT REDFORD

Emp #

\* 7 7 7 7 7 7 \*

INDIVIDUAL SUPPORTS

Out 1

Svc 5

Individualized Activity (I.A.)

Out

Svc

1-Char Location Codes

L-Live-In

V-Virtual

C-Community

P-Place of Employment

E-EVV

## Clocking In & Clocking Out

- Staff will be required to clock-in/clock-out for each service visit
- Clock-In/Out Options:
  - Smartphone Application (or GPS-enabled tablet)
  - Consumer's home phone
- Workers **CANNOT** call-in/out from their own phone



# Clocking-In/Out: Smartphone App

- **Smartphone Application: HHAeXchange**
  - (Free app download; no purchases required)
- Compares SDE's location to the listed address using GPS
- GPS data is not collected at any time other than when you clock-in/clock-out
- SDEs must download and register through the HHAeXchange Mobile App and send their ID#, which they received via email after registering, to the AwC EVV Support email.  
[AwCevvsupport@nj.easterseals.com](mailto:AwCevvsupport@nj.easterseals.com)
- [HHAeXchangeDemonstration](#)





## Clocking In/Out: Phone Call

- If using this method, must call-in using the consumer's home phone
- Workers **CANNOT** use their own phone
- SDEs Must contact AwC EVV Support email, [AwCevvsupport@nj.easterseals.com](mailto:AwCevvsupport@nj.easterseals.com), to acquire their personal call-in PIN#, if they are choosing this EVV method.



# Helpful Reminders

- Timesheets: AwC SDEs will still be required to submit their 2- Page timesheets weekly on Saturday's by 11:59pm.
- Location Code: Only 1 Location Code is required per shift.
- Entering Duties: When SDEs clock in/out of EVV using the Mobile App or phone call-in method they will not be required to enter duties performed during the visit.
- Patient Signature: When the SDE clocks out using the EVV Mobile App, the Patient/ Consumer's signature is not required to end the visit.
- Unscheduled Visit: When the SDE is clocking-in to the Mobile App they will use the "Unscheduled Visit" feature.
- Preferred EVV Method: Before a SDE can use EVV, they must email their preferred EVV method to AwC EVV Support [AwCevvsupport@nj.easterseals.com](mailto:AwCevvsupport@nj.easterseals.com)
  - Phone call-in/ out method: AwC Staff will provide SDE with a PIN#.
  - HHAeXchange Mobile App: AwC Staff will add SDEs Mobile ID# into their HHAeXchange profile and link them to their consumer.

# EVV Training Schedule

- There will be trainings held in November for families and SDEs please feel free to join us.

Click the link below to register:

Nov 4th, 2021, 9:00 AM

<https://eastersealsnj.zoom.us/meeting/register/tJlrcuGvqD8oGdQxnEW163kSGwox8JumUOpZ>

Nov 8th, 2021, 7:00 PM

<https://eastersealsnj.zoom.us/meeting/register/tJEuceitqTliHNzLUMj2FthBt5ntaVa-mB24>

Nov 17th, 2021, 11:00 AM

[https://eastersealsnj.zoom.us/meeting/register/tJMtcuqpqzlvHNQDQ\\_Isav5fAHiTJ4xoRs1Y](https://eastersealsnj.zoom.us/meeting/register/tJMtcuqpqzlvHNQDQ_Isav5fAHiTJ4xoRs1Y)

Nov 30<sup>th</sup>, 2021, 4:00 PM

<https://eastersealsnj.zoom.us/meeting/register/tJMpcO6hrTsrH9RQzYsDqfjdMEP6sY4TgCeH>

# Who to Contact

If you have a question about:	Contact Name/ Title/Email	Direct Dial	Main # / Ext
Escalated Inquiries and Feedback, Program Development, Service Presentations	Asia Tang Program Director Financial Management Services <a href="mailto:atang@nj.easterseals.com">atang@nj.easterseals.com</a>	732-812-6101 Cell: 732-580-7364	732-257-6662 Ext 324
Escalated General Inquiries for SDEs, Consumers, and Support Coordinators and External population	Jocelyn Summers Program Manager Financial Management Services <a href="mailto:jsummers@nj.easterseals.com">jsummers@nj.easterseals.com</a>	732-955-8362 Cell: 732-539-8473	
Scheduling for Asia Tang & Jocelyn Summers	Patricia Draude Administrative Assistant Financial Management Services to Asia Tang <a href="mailto:pdraude@nj.easterseals.com">pdraude@nj.easterseals.com</a>	732-812-6125	732-257-6662 Ext 222
General Inquiries for SDEs, Consumers, and Support Coordinators, Vendors and External population	Financial Management Services Agency with Choice Customer Service <a href="mailto:AwCcustomerservice@nj.easterseals.com">AwCcustomerservice@nj.easterseals.com</a>	1-800-471-3086	732-257-6662 Ext 581
EVV specific questions, mobile registration codes, request for call in pin #, report missed clock-in/out, issues with EVV	Agency with Choice Electronic Visit Verification Support <a href="mailto:AwCevvsupport@nj.easterseals.com">AwCevvsupport@nj.easterseals.com</a>		