



New Hampshire Department of Health and Human Services Electronic Visit Verification (EVV) Advisory Council Meeting

Summary

Date: May 19, 2020
Time: 1:00pm-3:00pm
Location: Zoom Meeting - <https://unh.zoom.us/j/2188600609>
Call in option - Dial: +1 646 876 9923 (US Toll)
Meeting ID: 218 860 0609

EVV Advisory Council Member Attendees (via Zoom): Kim Donica, Mary St. Jacques, Megan Niemaszyk, Kerri King, Elizabeth Shields, Jane Hybsch, Karen Carleton, Wendi Aultman, Laura Ringelberg, Trina Loughery, Robert Breig, Cris Philipson, Michelle Donovan, Denise Germano, Dawn Mrotek, Deb Mullen, Julie Houle, Gina Balkus, Deborah Ritcey, Krystal Sieradzki, Jennifer Pineo, Pam Locke, and Colleen Cass.

Members of the Public Attendees (via Zoom): Joshua Slen, Holly Eaton, Allison Deptula, Alyson Christian, Andrew Pontbriand, Arianna Sassone, Bill Dougherty, Dave Petrangelo, Geetha Karthikevan, Ezren Ellis, Mason Cass, Tina Holmes, Carin Philbrick, Catherine Flaherty, Katherine Boutin, and Amy Foye.

Agenda

- Welcome and Introductions (UNH-IOD)
 - Discussed role of Advisory Council Members and Members of the Public within the EVV Advisory Council Meetings.
 - Within the Zoom platform, discussed the use of the “chat” function to voice feedback and questions throughout the meeting or the option that EVV Advisory Council members have to unmute themselves to voice feedback or questions.
- EVV Brief Overview (if needed) (UNH-IOD)
 - As there were several participants who had not attended the first EVV Advisory Council meeting, on 3/10/2020, the EVV Brief Overview was presented.

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- Within this portion of the meeting, provided an overview of EVV including the background of EVV, how EVV works, the specifics of home health and personal care services, minimum requirements of EVV system, the various models of EVV available and the model New Hampshire (NH) is leaning towards, EVV data collection methods, and what is to come in EVV implementation for NH.
- Also included the information of how to submit input or questions, as well as where to find other EVV resources on the DHHS website.
- Shift in Stakeholder Strategies in response to COVID-19 (UNH-IOD)
 - Discussed the shift in the four areas of stakeholder efforts including EVV Advisory Council Meetings, EVV Feedback Sessions, Individual Stakeholder Group Meetings, and the DHHS Designated EVV Email Inbox due to COVID-19. The value of Stakeholder Feedback remains the same as well as the desire to ensure input is received.
 - Requested feedback from the Advisory Council members regarding the EVV Feedback Sessions and how to best disseminate information. Feedback included:
 - For families, access social media and periodically post about the upcoming EVV events. This would be a good way to get the word out. Family Voices can also assist in helping to share the information out.
 - GSIL will be able to help get the message out by emailing consumers using services (reaching about 400-500 consumers in the state who would utilize EVV).
 - CSNI can put it within the CSNI Facebook page, as well as vendor email list to pass along this information to individuals who it would benefit.
 - Q: Do we want to put Zoom Meetings out on Social Media with all the information public as this could lead to an experience with Zoom-bombing? As an alternative, it could be posted with an email to request the meeting information if interested in attending.
 - UNH-IOD researched options regarding security measures including the EVV Feedback Sessions having a registration component to better monitor participants of these meetings.
 - Discussion also regarding placing the PPT as well as guiding questions on DHHS website for participants to submit feedback via the EVV designated email inbox.
- Provider Survey (MERCER)
 - Discussion regarding the Provider Survey and the goals of this survey. It will be launched in early June and be open for three weeks.
 - This feedback is targeted to providers, desiring to collect information from providers who currently use EVV systems (including system capabilities, challenges, and training methods), as well from those providers who do not have an EVV system. DHHS looking for feedback on the proposed EVV system features for the State of NH.
 - Currently, there is about 33 questions in the survey. Trying to balance having the survey be easy to complete and still receiving valuable information.

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- Will be having a provider and MCO meeting on June 2nd to gather further information. Mercer/DHHS would like the Advisory Council members' assistance to spread the word.
- Received feedback specific to the Provider Survey from EVV Advisory Council members:
 - Q: Which providers will be targeted on the survey depending on EVV services in scope? Fee for Service only or MCO contracted providers as well?
 - A: Mercer: Target providers in general who may provide services that are potentially subject to EVV. Question back – isn't MCO' contract with the providers tied directly to DHHS?
 - Hard to say what the network of providers would be without knowing the specific services that are going to be subject to EVV.
 - A: DHHS: The provider meeting and the provider survey would be targeting MCO providers, as well as Fee for Service.
 - Q: When you set a meeting with providers/MCOs – how will this be different then the EVV Feedback Sessions? Is one more for information and the other more for input?
 - A: Mercer: With Provider/MCO meeting – it is both informational and an opportunity to provide feedback, but more targeted. Want to have a conversation with providers/MCOs to discuss any provider/MCO feedback, concerns or issues related to EVV, while the EVV Feedback Sessions are a little broader scope.
 - Q: In terms of EVV operationalization – January 1, 2021 is the targeted date of Personal Care Services under the State Plan. Is this correct?
 - A: Mercer: A timeline is still under development. January 1, 2021 deadline is the extension deadline received by CMS for NH. However, the timing of implementation of when Personal Care will happen has not been determined, as after this the procurement process will take place.
 - Q: When it is implemented, it will be for Personal Care Services, it will not be Home Health Services as well till January 1, 2023. Is this correct?
 - A: Mercer: There is conversation regarding implementing both Personal Care and Home Health Services together. This is currently under consideration. Do you have an opinion regarding implementation?
 - At this stage, the desire would be to get further input from providers on the ground level. Would be happy to raise this question with the providers that the EVV Advisory Council members are connected to.
 - IOD Suggestion: This topic could be raised during the EVV Feedback Sessions to garner feedback and input regarding dual implementation versus separate implementation if DHHS is amenable to this approach.

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- GSIL is in a system that is EVV compliant and looking for the State's guidelines on EVV compliance. We are happy to participate with anything that is beneficial to this process and happy to pilot anything that could help to provide feedback.
- Q: Due to COVID-19 several of the provider communications and surveys have been delayed. We have heard from providers that they are not available to support extras at this time. Do we believe that our feedback from provider survey will be impacted during this time?
 - A: Mercer: Is the timing of this survey okay or is it going to be overwhelming to providers?
 - One of the things that will help answer the question would be determining if the implementation will be completely live on January 1, 2021. If we have not decided if this EVV process will be launched by January 1, 2021, then this survey may not be a great option to release at this time in regard to value for the providers because of the length of time between survey and implementation.
 - I think that if you are looking to do surveys, they should be less than 10-15 questions.
- EVV Services (UNH-IOD)
 - Shared the initial identification of services that will be included in the EVV process. This is the first round of services to be included, as DHHS continues conversations regarding the services that will be included.
 - DHHS added this comment: You do not see a lot of BDS waiver services on this list, as this is still under consideration.
 - Questions from EVV Advisory Council members:
 - Q: Are the services listed connected to IHS or are they also connected to the Adult System? Desiring to understand what waivers this connects to, particularly in explaining this to families as they do not always know what the codes are for each service.
 - A: The services will be shown per waiver or State Plan (separating out).
 - Q: Would CFI Homemaker Services be subject to EVV? What about State Plan Rehab Therapy visits (PT, OT, ST)?
 - A: Mercer: It has not specifically been identified at this time and continued conversations at DHHS are currently happening.
 - Comment from the chat box: We do PT and OT through skilled MCO care, and not straight Medicaid.
 - Mercer: CMS recently issued guidance, they are not going to require individuals who live with their caregiver to be subject to EVV, leaving it up to states to make that decision. At this point, it is looking like DHHS will require live-in caregivers be subject to EVV.

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- Q: Is there rationale around that? I wonder if people would benefit from hearing from families who do have individuals living with them of what that would mean in terms of the enormity of the ask.
 - A: Mercer: We do want to receive input as this is the initial decision regarding this.
- Recommendation: this would be a good topic area to discuss at Individual Stakeholder Group meetings.
- Members of the Public Comments and Feedback (EVERYONE)
 - Received question from members:
 - Will the PowerPoint files shared today via Zoom be made available to members of the public as well as EVV Advisory Council members?
 - Regarding sharing the EVV Feedback Session Invites:
 - Multiple attendees wrote in the chat they would be happy to help share the information regarding the EVV Feedback Sessions.
 - One provider said it will depend on the content and expectations around when members/providers will be required to begin utilizing EVV as mandated by the state.
 - Regarding EVV services:
 - Assume you are following the Cures Act requirement? Only Personal Care Services providers? We are seeing across the states that we're looking at procedure codes T1019 and S9122. Are you aware of any other codes?
 - Interesting other states have included S9123 and S9124 in the HHCS category. PCS = 9122. Not a question. Just a comment.

Next EVV Advisory Council Meeting: June 16, 2020 from 1:00pm-3:00pm