



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

Advisory Council Meeting

Summary

Date: March 10, 2020
Time: 1:00 pm – 3:00 pm
Location: University of New Hampshire, Institute on Disability, 57 Regional Drive, Suite 8,
Concord, NH 03301

Attendees:

In person: Amy Foy, Deb Scheetz, Deb Ritcey, Pam Locke, Wendy Cassady, Wayne Daily, Denise Germano, Michelle Donovan, Deb Mullen, Elizabeth Shields, Kerri King, Cris Philipson, Jen Pineo, Kim Donica, Megan Niemaszyk, Mary St Jacques

Through Zoom: Colleen Cass, Andrew Pontbriand, Robert Breig, Alison Deptula, Alyssa Cohen, Diana Dedousis, Henry Lipman, Katherine Boutin, Laura Ringelberg

- Introductions
- Purpose of Council
 - Identification of committee members and members of the public.
- PowerPoint training on EVV and its requirements
 - Received feedback/questions from members for consideration:
 - Can paper versions of information can be used as verification?
 - Will the service recipient need to sign for the service?
 - In order to avoid confusion, the State should ensure that terminologies used for EVV match ones that are currently used throughout the State.
 - Clarify if someone living with the service recipient needs to complete EVV.
 - Does the location have to be validated and is/should GPS be used?
 - What do vendors of EVV use when the internet is not available?

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- Need to think about how/if the EVV process can eliminate some of the paperwork that is currently done.
- One agency currently using EVV has a policy that staff cannot use their personal phones for the EVV process. Another organization has staff use their phones with the option of Telephony.
- All three of the agencies present currently use EVV systems.
- Question asked why New Hampshire is choosing to implement both Personal Care and Home Health services at the same time when they each have a different requirement. The question was put “in the parking lot” for future discussion.
 - The suggestion was made to include it in the provider and family surveys and open forums to obtain feedback.
- If an agency does not have an EVV system in place and chooses to use the state system, will there be a licensing fee that the provider will need to pay?
- Feedback received from multiple agencies that it would be a hardship if they were required to purchase a device for all of their staff. One provider said they have issued a phone per employee with only the EVV app.
- Regarding the Task List in a potential design of an EVV system, would answering questions regarding tasks completed alleviate other forms of documentation currently needed?
 - In addition, more information was requested if the same coding for tasks will be used by all agencies or if they have the ability to customize based on agency specific need. Concern about cost as providers who have systems have to make changes in their system to accommodate.
 - Desire to ensure the EVV reporting will not take away from the care and attention needed for the individuals’ served.
- Regarding the reporting and dashboard aspect of EVV, there were questions surrounding how the systems will interact and what enhancements will be needed to export data to get the State what they need as well?
 - DHHS staff commented that the EVV Advisory Council and Leadership team must act as a united front in creating an EVV system for New Hampshire. By doing so, our goal is for the result to meet business needs, while not being intrusive to providers.
- Role of University of New Hampshire IOD and update on Stakeholdering efforts
 - Includes facilitation of EVV Advisory Council meetings, holding Open Forums to continue getting feedback from a large catchment in New Hampshire including providers, individuals, families, etc.
 - Discussion regarding the fourth Open Forum in Northern New Hampshire and there was consensus that Littleton would be best and GSIL offered to use their space.
 - Question received regarding if there could be a fifth Open Forum solely by Zoom for ease of family participation. Will discuss with DHHS.

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- EVV dedicated email box and EVV website
 - Information Shared: EVV Advisory Council dates, times and places should be listed on the website.
 - Want this to serve as a “file cabinet” for EVV and copies of agenda and other items covered should be housed here.
 - Stakeholder and Open Forums information to be put out to the public via the website prior to the meetings, giving at least two weeks’ notice for the public.
- Provider kickoff meeting/forum: MCOs and Providers [Personal Care and Home Health]
 - Need help to ensure outreach is being done. A similar presentation to today’s, as well as a survey will be covered.
 - Mercer noted this would most likely be held at end of March or early April in Concord (central location), pending travel restrictions due to Coronavirus.
 - Feedback received: do not schedule for April 9 as Jane Hybsch (DHHS) is working to schedule a training for MCOs with New Hampshire Family Voices on this date.
- Advisory Council meeting schedule for ongoing meetings
 - Next meeting scheduled for March 31, 2020 at 1:00 pm at IOD is cancelled.