



## New Hampshire Department of Health and Human Services Electronic Visit Verification (EVV) Meeting for Providers and MCOs

### Meeting Summary

Date: August 11, 2020  
Time: 2:00pm-3:00pm EST

Mercer Government Human Services Consulting (Mercer), part of Mercer Health & Benefits LLC, shared. Topics included:

- Live-in providers subject to EVV (Discussion)
- Family members as paid providers-timesheet verification (Discussion)
- Review list of services subject to EVV (Mercer)

Based on the feedback received during the call, a FAQs document will be updated and posted on the DHHS website. This document will include questions and answers discussed during the meeting.

#### Feedback

##### *Live-in providers subject to EVV*

**Question:** People who live 24/7 with staff vs live-in caregivers. Is Enhanced Family Care subject to EVV?

**Answer:** No, Enhanced Family Care is not subject to EVV. That service is paid a per day rate. Personal Care Services subject to EVV are intermittent personal care services that are paid by the hour.

**Question:** We have a Residential Treatment Facility, 24/7 with staff, so not sure I qualify to be on the call?

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**Answer:** Residential Treatment Facilities with 24/7 with staff, are not subject to EVV. People living in "adult foster care" are considered 24 hours and are also not subject to EVV.

**Question:** Are family providers who support individuals who are supported 24/7 in their home subject to EVV?

**Answer:** Family providers who support individuals in their home 24/7 are not subject to EVV. Personal Care Services subject to EVV are intermittent personal care services that are paid by the hour.

**Question:** Are 24 hour staffed facilities subject to EVV?

**Answer:** Twenty-four hour staffed facilities are not subject to EVV.

**Question:** Are all Home Providers in an Enhanced Family Care setting exempt regardless of the specific circumstances of their situation?

**Answer:** Home care providers are exempt for the services that they are providing as a home care provider. If a provider is in the home 24 hours a day, those services are going to be exempt, but if the provider is providing services for a set amount of hours, those hours are going to be subject to EVV.

**Question:** Is 24/7 staffed residence that is NOT a facility, but is a residence in the community, subject to EVV.

**Answer:** In any scenario that has a 24/7 staff support and is paid per diem, those services are not subject to EVV.

**Question:** Is respite staff for a Home Care provider subject to EVV, because they are coming into the home and providing services to relieve the 24/7 home care provider.

**Answer:** Respite is still under consideration and needs more research. The answer will be posted on the FAQ document.

**Question:** If an EFC setting also has residential staff coming in to help out with personal care, will that be subject to EVV?

**Answer:** Yes, that service will be subject to EVV.

**Clarification:** EVV applies to the personal support services that are hourly. Therefore, family members who are providing services to their family member 24/7 are not subject to EVV.

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However, if a family member is providing services for a few hours and are on a pay roll for providing these services, they might be subject to EVV.

**Question:** Are services provided within PDMS subject to EVV?

**Answer:** If those services are hourly and are personal care services, then yes, those are subject to EVV.

**Question:** Are Community participation services/day programs subject to EVV?

**Answer:** Community participation services depend on what type of services they would be. These types of services require more research for Mercer/DHHS. The answer will be posted in the FAQ document. From the Federal perspective those are not included in EVV, but this needs to be clarified.

**Question:** An individual lives in an EFC setting, but their budget is all residential. But the facility has a paid staff that takes the individual out of the home and delivers community based services out of the home, but all part of that residential budget. Are those additional hours outside of the home subject to EVV?

**Answer:** DHHS is in the process of identifying which codes are defined as personal support services. DHHS included DD residential personal care level 1–7 as personal support services. Therefore, in the above situation, those services would be subject to EVV. But those services could be redefined as a day program.

**Question:** What CSS services would be subject to EVV?

**Answer:** At this point CSS services are subject to EVV. For specific details see the list of services.

**Comment:** Concern about CSS being subject to EVV as those services are provided in the community exclusively.

**Response:** DHHS encourages everyone to review list of services and provided feedback, particularly if providers think services are community based vs. home based.

**Question:** When will the List of Services Subject to EVV be finalized and how will it be available?

**Answer:** The List of Services Subject to EVV will be posted on DHHS EVV website. The list will be finalized sometime in the fall, but DHHS is still working with the Federal partners on a few questions about services that might be added or taken off the list.

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## Meeting Summary

### *Family members as paid providers*

**Mercer/DHHS Question:** How are timesheets signed for family members who are providing services?

**Participant Answer:** Timesheets are currently signed by both the provider and the family member.

**Participant Answer:** Yes, the family member who they are providing services to also signs.

**Mercer/DHHS Questions:** What is the situation if the family member is the provider?

**Participant Answer:** As a family member with IHS we are supposed to send an email each week with the hours worked by staff and that we approve.

**Participant Answer:** If the parent is paid through a stipend, there is no time sheet. Parents sign off on time sheets for supports.

**Participant Answer:** The family member who is providing services will sign off or another family member will sign.

**Participant Answer:** Most states are moving away from signatures, as the primary EVV methods of GPS and IVR (Caller ID) Verification provide a greater assurance. Some EVV Apps can obtain a signature, but IVR models are unable to obtain signatures since they are calling in from a landline to clock-in/out.

**Question:** Family member has to approve the expense and the timesheet, will EVV take the place of that?

**Answer:** DHHS will have to do more research on this. The goal is to streamline paperwork as much as possible.

**Question:** Are OT/PT services in the home subject to EVV?

**Answer:** According to the Federal partners, these services should be subject to EVV, but these services are not included on the NH DHHS service list yet. DHHS is discussing with federal partners.

**Question:** Will people that receive homemaking services (no personal care) S5130 only be subject to EVV?

**Answer:** This service is not subject to EVV.

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### Feedback Methods

- The DHHS EVV web page found at <https://www.dhhs.nh.gov/dcbcs/beas/evv.htm> includes information about:
  - Federal regulations governing EVV;
  - EVV Advisory Council meetings;
  - Community Stakeholder Forums/Listening Sessions.
- The EVV dedicated email box for submitting feedback or asking a question: [EVV@dhhs.nh.gov](mailto:EVV@dhhs.nh.gov)
- EVV Listening Sessions facilitated by UNH IOD. Information on listening sessions can be found at webpage above.