

**Centers for Medicare & Medicaid Services
Electronic Visit Verification
Good Faith Effort (GFE) Request Form – Personal Care
Services**

Instructions

Section 12006(a) of the 21st Century Cures Act (Cures Act) mandates that states implement electronic visit verification (EVV) for all Medicaid personal care services by January 1, 2020, or otherwise be subject to incremental federal medical assistance percentage (FMAP) reductions. The Cures Act includes a provision that allows states to delay implementation of EVV for up to one year if they have encountered unavoidable delays but can demonstrate they have made a good faith effort (GFE) to comply with the Cures Act. Please be advised that the Cures Act provision on GFE exemptions does not provide CMS with authority to delay the FMAP reductions for more than one year.

Please note the following information before completing this form:

- Requests for GFE exemptions should be submitted by November 30, 2019 for PCS.
- Only the State Medicaid Agency Director or his/her designee can submit this form.
- This document is designed to be used electronically. It consists of the following sections. Section 2 and 3 must be completed in its entirety to be considered for GFE.
 - Section 1: Acronyms and Resources
 - Section 2: GFE Request Form
 - Section 3: State Medicaid Director Signature
- To correctly fill out the document electronically, please follow the following tips:
 - For each response, click or tap on the box.
 - The open response questions have no character limits. Type as much or as little as you believe adequately answers each question. To enter text, click on the box, delete the placeholder text, and begin typing your response.
 - For “yes/no” and date-specific answers, click on the drop-down arrow to the right of the answer box and select the appropriate answer. Be sure the click outside the box after completing the question to ensure that the answer does not change.
 - Save the document often to avoid losing work!

If you have any questions, please email EVV@cms.hhs.gov or contact your CMS Regional Office.

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Section 1. Acronyms and Resources

List of commonly used acronyms in this file

APD	Advance Planning Document
CFC	Community First Choice
EVV	Electronic Visit Verification
GFE	Good Faith Effort
HCBS	Home and Community-Based Service(s)
IAPD	Implementation Advance Planning Document
PAPD	Planning Advance Planning Document
PAS	Personal Assistance Service(s)
PCS	Personal Care Service(s)
SMA	State Medicaid Agency
SSA	Social Security Act

CMS EVV resources website link:

Click here to view detailed discussions of EVV models and section 12006 21st Century Cures Act requirements.

<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>

Section 2. Good Faith Exemption (GFE) Request Form

A. Basic State data

Date of Submission: 10/17/2019

State: New Hampshire

State Medicaid Agency (SMA) Requesting GFE: NH Department of Health and Human Services

SMA Contact Information

Name: Henry D. Lipman

Title: Medicaid Director

Email: henry.lipman@dhhs.nh.gov

Phone: 603-271-9422

Indicate the Social Security Act (SSA) Authority and service type SMA requests GFE consideration:

Authority	PCS
Section 1905(a)(24) state plan personal care benefit	Yes
Section 1915(c) HCBS waivers	Yes
Section 1915(i) HCBS state plan option	No
Section 1915(j) self-directed PAS	No
Section 1915(k) CFC state plan option	No
Section 1115 demonstration projects	No

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B. GFE Request Detail

1. Has the state chosen an EVV model? Yes
 - a. If yes to above, please indicate the model chosen. Open Vendor
 - b. If the model option chosen is “other”, describe the model in detail here:
 - c. If no to above response, please indicate when the state anticipates selecting a model. Date will be in month/year format. [Click or tap to enter a date.](#)
2. Has the state submitted an APD? No If yes, please complete 2.a through 2.c.
 - a. Type of APD submitted: [Choose APD submission type.](#)
 - b. Date of APD submission: [Click or tap to enter a date.](#)
 - c. Most recent APD approval date from CMS (if available): [Click or tap to enter a date.](#)
 - d. If no to above response, explain why the state has not submitted an APD. To secure funding through the NH biennial budget process, this project was not identified in time to meet the September 1, 2016 submission deadline for the SFY 2018-2019 capital budget so the EVV project was submitted as part of the State Fiscal Year 2020-2021 capital budget. The State Fiscal Year 2020-2021 budget was passed by the legislature and signed by the Governor on September 26, 2019. The State Fiscal Year 2020-2021 budget does not include funding for EVV. It is unclear at this time how the EVV system will be funded. NH is undertaking a two-step process; engage a consultant to assist with defining the business and technical requirements for the state’s EVV system and once complete to contract for the actual EVV system. NH has issued a Request for Proposals to engage the consultant (<https://www.dhhs.nh.gov/business/rfp/rfp-2019-ltss-01-elect.htm>) and the contract is targeted for award in November 2019. Funding is available for this consultant contract. The selected consultant will assist NH DHHS to gather input from internal and external stakeholders to define the business and technical requirements for the EVV and Aggregator systems. As part of that process, the APD for the systems implementation will be written and submitted to CMS in the first quarter of 2020 provided funding is identified and available.
3. When is the state’s expected implementation date for PCS? [01/2022](#)

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4. In the table on the following page, please describe the state's progress towards EVV implementation to date. If you do not see a relevant answer, please choose "other" and write the specific implementation status in the "detailed description of the implementation stage" column. Please add additional rows or attach additional documentation as needed. There are no character limits in each cell.

This section includes seven parts.

- **Implementation Stage:** States can choose from a CMS-defined list of EVV implementation stages. However, CMS does not expect that all states will define implementation stages in the same way. Therefore, if the state has a different implementation stage, please go to the "other" cell and describe in detail what the implementation stage is.
- **Detailed Description of the Implementation Stage:** Describe the state's current implementation process for this stage if it is in progress. If the state has completed this specific implementation stage, describe the activities that have been completed. States are free to attach any additional documents and reference these files in the description for further information.
- **Not Applicable:** Check the box if the stage listed is not applicable to the state.
- **Is this stage delayed?** Mark "Yes" or "No" depending on if the specific implementation stage is delayed. If "Yes", fill out step 6 in the pages below.
- **Date Completed:** If implementation stage was completed, select the date in which the stage was complete.
- **If in process, anticipated date of completion:** If the stage is in progress, mark the expected date of implementation.
- **Additional Information:** There is an extra field included below the table to include more specific details and information about the state's unique implementation process.

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Implementation Stage	Detailed Description of the Implementation Stage	Check if not applicable (N/A)	Is this stage delayed? If yes, complete step 5.	Date Completed	If in the process, anticipated date of completion
Planning - Environmental scanning	A RFP was issued for a consultant to assist the State with defining EVV requirements.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	3/12/2019
Planning – Stakeholder meetings	Stakeholder engagement will be performed in conjunction with the Environmental scanning stage. No activities have taken place to this point. New Hampshire is in the process of contracting with a consultant to assist with stakeholder engagement. The consultant contract will include an extensive planning and environmental scanning process. Specifically, the Contractor shall conduct stakeholder engagement and a seven (7) step Market Survey Process to inform and gather high-level needs and requirements that will be used to identify specific, measurable and testable, traceable, complete, and consistent requirements that will be utilized as a foundation for a Request for Proposal (RFP) to procure the Electronic Visit Verification (EVV) technology and services. State staff and external stakeholders will be solicited for input and feedback through public forums, surveys, and other means as proposed by the Contractor. A New Hampshire EVV website page will be published on the Department of Health and Human Services website by 11/15/19 and will be updated as the engagement plan is developed. All meetings will be posted on the web site page and will be noticed through email and social media.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	3/31/2020
Planning – EVV model selection	NH is planning for an Open Model but this decision may be impacted by the conclusions and recommendations of the EVV consulting vendor during their analysis of the State’s environment and available EVV technology.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	3/31/2020

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Implementation Stage	Detailed Description of the Implementation Stage	Check if not applicable (N/A)	Is this stage delayed? If yes, complete step 5.	Date Completed	If in the process, anticipated date of completion
Modification of the existing contract to include EVV	Our contracting approach has not been determined, but we may need to modify existing contracts, e.g. MMIS, to accommodate EVV.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	12/31/2020
Preparing for RFP issuance	Our EVV System RFP will be developed with assistance from the EVV consultant and is anticipated to be finalized, approved by CMS, and disseminated to the public by May 1, 2020.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	4/30/2020
RFP issued and awaiting vendor bids	The projected date that the RFP will be issued.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	5/1/2020
RFP closed and in the process of vendor selection	Vendor selected and contract approved by the NH Governor and Executive Council.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	12/18/2020
Vendor selected and developing work plans	Vendor begins and work plans refined and approved.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	2/28/2021
Implementing work plans	Development, Testing, and Implementation of the EVV and Aggregator systems.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	9/30/2021
Piloting the EVV system	Pilot with a limited number of providers and individuals.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	12/31/2021
Updating existing EVV system in the state	The State of NH does not currently have an EVV system. A limited number of providers in the state have EVV systems that may need modification.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	12/31/2021
Other implementation stages not described above <i>(Please detail the state's current implementation stage in the next column.)</i>	From October- December 2021, the Department will pilot the system with a cross section of providers. Post pilot and lessons learned, the Department will operationalize with all individuals and providers.	<input type="checkbox"/>	Yes	Click or tap to enter a date.	1/1/2022

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5. In the table on the following page, choose the type of unavoidable delays the state has encountered related to EVV implementation. For each choice, describe in detail what the delays are, why those delays have occurred, and what the state’s plans are for addressing the delays. The list provided in the table includes examples of potential delays and will not encompass each unique circumstance of each state. If you do not see a relevant answer, please choose "other" and write the specific delay situation in the "detailed description of the delay" column. Please add additional rows or attach additional documentation as needed. There are no character limits in each cell.

This section includes four parts:

- a. **Detailed Description of the Delay:** Detail the state’s circumstances for the delay. Describe and what specific events have occurred to cause this delay.
- b. **Why Delays Occurred:** Detail why the state believes the cause of the delay happened.
- c. **State’s Mitigation Plan:** Detail the state’s plan for addressing the delay going forward.
- d. **Estimated Date of Completion:** Enter the estimated date that the state believes the task can and will be completed.

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Type of Unavoidable Delay	Detailed Description of the Delay	Why Delays Occurred	State’s Mitigation Plan	Estimated Date of Completion
Procurement issues	The procurement action to obtain a consultant to assist with the planning stage was delayed by six months.	Change in Department contracting staff and workload challenges. Contract staff were diverted to work on contracting actions for Opioid treatment services and reprocurement of the Medicaid Managed Care Program, which delayed our EVV consultant RFP.	Staffing and workload was shifted to meet current deadlines. A Project Manager was assigned to keep the project on task.	11/25/2019
Budget and/or legislation appropriation issues / Funding issues	To secure funding through the NH biennial budget process, it was not possible until the State Fiscal Year 2020/2021 capital budget submission to request funds for the EVV project.	To secure funding through the NH biennial budget process, this project was not identified in time to meet the September 1, 2016 submission deadline for the SFY 2018-2019 capital budget so the EVV project was submitted as part of the State Fiscal Year 2020-2021 capital budget. The State Fiscal Year 2020-2021 budget was passed by the legislature and approved by the Governor on September 26, 2019. This does not include funding for EVV. Despite the Department of Health and Human Services requesting resources for EVV implementation, the Executive Branch and Legislature ultimately did not include this funding in the biennial appropriation package and did not explicitly enter into the legislative record their decision in adopting the capital budget. Moving forward, the Department is vetting funding options through the biennial appropriation for continued implementation.	NH is undertaking a two-step process; engage a consultant to assist with defining the business and technical requirements for the state’s EVV system and once complete to contract for the actual EVV system. A different source of funding is identified to fund the consultant during the Planning Stage. NH will continue to pursue a funding solution for the EVV system.	12/31/2019

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Stakeholder engagement issues	Delay in working with Stakeholders to define EVV systems business and technical requirements.	The RFP for a consultant to assist the State with defining EVV requirements was delayed.	The consultant contract will include an extensive planning and environmental scanning process. State staff and external stakeholders have shown interest and will be solicited for input and feedback.	3/31/2020
System interoperability issue or IT issue	Delay in defining the EVV systems requirements has delayed defining specific MMIS requirements and contract amendments.	The RFP for a consultant to assist the State with defining EVV requirements was delayed.	The consultant contract will include defining MMIS requirements and assisting the State with APD development.	3/31/2020

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Section 3. Medicaid Director Signature

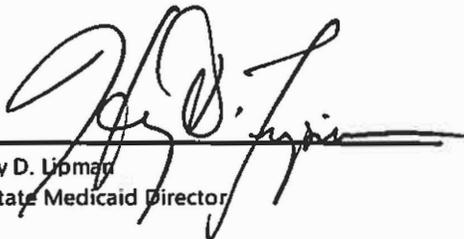
This document is only accepted if the State Medicaid Director signs this form. States can print this file, sign, date the signature, and submit the signature page separately in a PDF file format or add a digital signature. To add a digital signature, right click on the signature line below and choose "sign" option and follow the prompts.

I, **Henry D. Lipman**, attest that the information provided in this form is accurate and reflective of the current activities regarding EVV of my state.

State Medicaid Director Name: Henry D. Lipman

State Medicaid Director Title: NH State Medicaid Director

October 17, 2019

X 
Henry D. Lipman
NH State Medicaid Director

PRA DISCLOSURE STATEMENT: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1148 (CMS-10398 #54). The time required to complete the information collection is estimated to average 8 hours, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.