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# Consumer Directed Employer Project

February 11, 2020

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# Agenda

1. Project Update
2. Introducing the CDE vendor
3. Electronic Verification Visit (EVV)
4. Preparing for the CDE

# Project Update

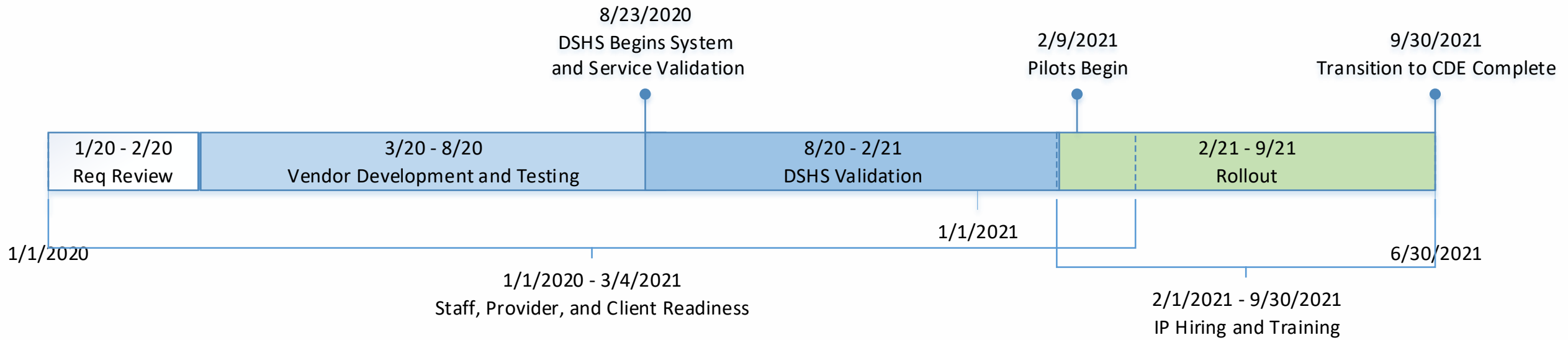
# What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor.

# Project Updates

Recent Accomplishments	Upcoming
<ul style="list-style-type: none"><li>• Announced selection of the CDE vendor</li><li>• Conducted <b>IP</b> baseline readiness assessment</li><li>• Identified new Tribal government representative for project's Strategic Development Group (SDG)</li></ul>	<ul style="list-style-type: none"><li>• Move to new project phase</li><li>• Integrate CDWA project schedule with master DSHS schedule</li><li>• Distribute informational brochure for IPs &amp; clients</li><li>• Work with local Subject Matter Experts for training and support</li><li>• Ongoing communication and outreach activities</li></ul>

# Estimated CDE Timeline



# Consumer Direct Care Network (CDWA)

- Headquartered in Missoula, Montana
- Founded in 1990
- 16 programs nationally
- Currently serves 26,000 clients and 37,000 support workers
- Will be known as *Consumer Direct of Washington (CDWA)* in Washington State

# Preparing for the CDE



# What *won't* change

- Clients will still select, schedule, and manage the work of their IP
- Clients may still select family members to be IPs
- Clients may still receive services from an IP (including nurse delegation if applicable) and a Home Care Agency
- IPs may work as an IP as well as a Home Care agency as long as they meet the eligibility criteria

# What *won't* change

- Training requirements will remain the same for IPs
- Cumulative career hours/paid time off (PTO) will transfer
  - No need to cash out PTO, can be used in the future
- Case managers will still do the CARE assessments
- Case managers will still develop service plans with clients and complete authorizations

# What *will* change

- The CDE will be the legal employer of the IPs
- IPs will no longer contract with DSHS; they will be employees of the CDE
- The CDE will manage administrative elements like payroll, background checks, and tracking training
- IPs will need to complete employee paperwork prior to the transition

# What can be done to prepare?

- Clients: Keep your home address and other contact information current with your case manager
- Providers: Make sure your contact information (mailing address, phone number, and email address) is current in IPhone
- Both: Respond promptly to any notifications you receive from your case manager or from the new CDE vendor (CDWA)

# Stay Connected with the CDE project

**Sign up for GovDelivery emails:** Select *Consumer Directed Employer*

AL TSA -

<https://public.govdelivery.com/accounts/WADSHSAL TSA/subscriber/new>

DDA -

<https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

**Visit the CDE website:** <https://www.dshs.wa.gov/altsa/cde>

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**Email the Project:**

[CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)



Questions or Suggestions?

# Electronic Visit Verification (EVV)

Susan Engels – Office Chief, State Unit on Aging

Alec Graham – Office Chief, Home & Community Programs

# Why are we doing EVV?

- EVV is a federal law that must be implemented or the state will face a significant and escalating financial penalty.
- The goal of DSHS is to implement EVV in a manner that has a minimal impact on the people we serve.
- EVV will provide both the CDE and Home Care Agencies with an increased visibility of the direct care workforce to help ensure that people are receiving services as specified in their care plans.



# EVV and the 21<sup>st</sup> Century Cures Act

Under the 21<sup>st</sup> Century Cures Act, states must have an Electronic Visit Verification (EVV) systems capable of verifying the following information:

1. Type of service performed\*
2. Who received the service\*
3. Who provided the service (NEW)
4. Date of service\*
5. Location of service delivery (NEW)
6. When the service begins and ends\*

\*Currently collected by home care agencies per state law

# EVV and the 21<sup>st</sup> Century Cures Act

- The 21<sup>st</sup> Century Cures Act requires EVV for both Personal Care and Home Health Care
- States are required to implement EVV for Personal Care by **January 1, 2020\***, and Home Health Care Services by **January 1, 2023**.

\*Washington applied for and was granted a 1 year “Good Faith Effort” exemption that delays the CMS requirement until **January 1, 2021**.

# EVV for Personal Care Services

## **WA selected the “provider choice” model for EVV**

- Agency Providers and CDE select their own EVV vendors
- DSHS establishes requirements and standards for EVV vendors
- EVV requirements are put into provider contracts
- The state Medicaid payment system, ProviderOne, will collect and track EVV data for all providers.

# EVV for Personal Care Services

## **Individual Providers**

- The CDE will be responsible for implementing EVV for all recipients served by Individual Providers

## **Home Care Agencies**

- DSHS published a Draft EVV Implementation Guide for Home Care Agencies
- DSHS is working with AAA partners to incorporate EVV requirements into the Statement of Work for all contracted Home Care Agencies.

# August 8, 2019 CMS EVV Guidance

## **Live-in provider policy requirements:**

“Do EVV requirements apply if the individual receiving personal care or home health care lives with the caregiver providing the service?”

- No, EVV requirements do not apply when the caregiver providing the service and the beneficiary live together. PCS or HHCS rendered by an individual living in the residence does not constitute an “in-home visit”. However, states are encouraged to apply appropriate oversight to services provided in these circumstances to curb fraud, waste and abuse. Additionally, states may choose to implement EVV in these instances, particularly when using discrete units of reimbursement, such as on an hourly basis.

# August 8, 2019 CMS EVV Guidance

## **Capturing location when services are delivered in the Community**

- If a personal care or home health care service is provided both in the home and in the community during the same visit, is that service subject to EVV requirements?

## CMS Guidance:

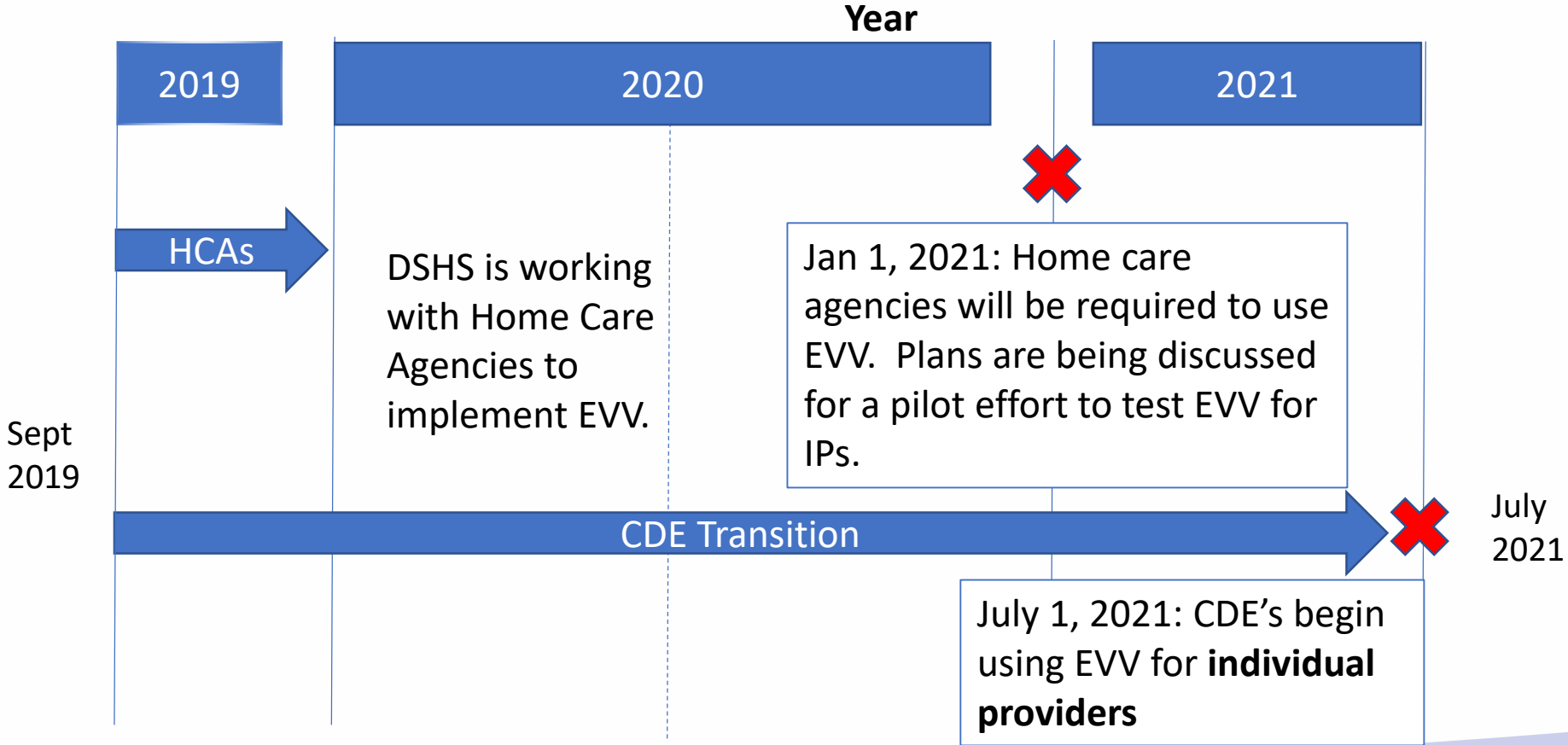
*EVV is only required for the portion of the service rendered in the home; however, states may choose to require more information to control fraud, waste, and abuse.*

# Key DSHS EVV Policies

- Providers will only be required to capture location when services begin or end in the elder's home. Providers may elect to capture location when services begin or end in the community.
- In cases where the community location is unverified, DSHS will require a specific geolocation be submitted into ProviderOne. (00.000 and 000.0000).
- Providers will still be required to verify all other EVV data elements when services begin or end in the community.

# EVV Timeline

WA obtained a 1 year exception for EVV, which delays federal requirements until January 1, 2021.





# How do I know my information will be kept private?

- Location is only captured at the beginning and end of service; location is NOT continuously tracked
- Location data will be masked in the state payment system
- EVV vendors must be *Health Insurance Portability and Accountability Act* (HIPAA) compliant
- Data security will be monitored as a part of contract monitoring activities

# What *won't* change

- Elders will not have to change home care agencies
- Elders will not have to change individual providers
- No impacts to service plan, distribution of service hours, assignment of tasks

# What kind of technology will I be expected to use?

- For the vast majority of people receiving services, DSHS expects no changes
- For a small group of folks, equipment may need to be installed to allow workers to clock in/out
- Workers may need to learn a new system that their employer will teach them

# Will EVV affect elders in other settings?

- EVV will not affect elders who live in residential care settings such as adult family homes, assisted living facilities, or nursing homes

# EVV Resources

-DSHS EVV website:

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

-**DRAFT** WA EVV Implementation guide for Home Care Agencies:

<https://www.dshs.wa.gov/sites/default/files/AL TSA/stakeholders/documents/EVV/WA%20EVV%20Implementation%20Guide%20for%20Home%20Care%20Agencies.pdf>

-CMS EVV Website:

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

-August 8, 2019 CMS Guidance on EVV

<https://www.medicaid.gov/federal-policy-guidance/downloads/cib080819-2.pdf>

Questions or Suggestions?