



**Americare Certified Special Services**  
*Policy, Procedures and Information*

<b>Title: ELECTRONIC VISIT VERIFICATION SYSTEM POLICY</b>	<b>Effective Date: 04/12/2012</b>
	<b>Last Revision: 07/19/2017</b>
<b>Issued By: Miri Bank- Director of Compliance</b>	<b>Approved by: Compliance Committee and Governing Board</b>

**Policy:**

All contracted Home Health Aide Vendor Agencies must implement and utilize Electronic Visit Verification (EVV) system in order to ensure compliance with time and attendance requirements imposed by the NY state Office of the Medicaid Inspector General. Americare CSS has selected HHA Exchange as Verification Organization.

**Procedure:**

- ◆ All contacted vendors must utilize an EVV system that is linked to HHA Exchange in order to ensure the time, attendance, duties/tasks and all other activities ordered by the MD are provided by the Home Health Aide (HHA) to each recipient.
- ◆ Vendor is responsible to conduct an EVV system training program at the time of orientation in order to ensure that each HHA is proficient in entering time in/ time out as well as tasks and codes based on the clinician ordered plan of care for the patient.
  - ✦ Task Codes, Employee Id and Call in numbers will be provided to the caregiver at the time of the orientation
- ◆ The purpose of the EVV is to ensure that all information related to service is captured and verified electronically.
 

The information that is listed includes:

  - ✦ Patient information
  - ✦ Caregiver information (i.g the HHA/PCA)
  - ✦ Schedule of services
  - ✦ Actual time and duration of services provided
  - ✦ Type of duties provided based on the plan of care that is authorized and ordered by the clinician.

- ◆ Vendor will designate staff members to monitor, review and actively respond to the call data, or lack of thereof on the call dashboards. (i.e. conflict and exceptions reports)
- ◆ Vendor must ensure that all the above information is addressed, resolved and documented on a daily basis, however in extenuating circumstances, no later than 72 hours.
- ◆ Vendor is responsible to store all supporting documentation such as HHA duty sheets and provide them to Americare upon request.
- ◆ All vendors are provided with Americare CSS protocol regarding resolution of exception and conflict visits, missed visits, change in caregiver or patients schedule, and adherence to the plan of care ordered by the physician.
- ◆ To measure compliance Americare Compliance Department will conduct the following audits:

- ✦ **Annual vendor audit** (See Vendor Audit Policy and Procedure)

10% of all personnel files reviewed to ensure that:

- All new employees complete education on EVV prior to being placed on the case.

- All caregivers servicing the patients meet baseline compliance standard set forth by NYS Department of Health, including pre employment and annual follow up (See Vendor Audit Policy and Procedure)

- All compliance information entered in the system is valid and accurate based on the documentation located in the personnel file

**Exception/ Conflict Audits:**

5% random sample of exceptions and 100% of conflicts are audited by the vendor as well as by Americare compliance department on a **quarterly** basis in order to evaluate performance and measure the compliance as it pertains to the resolution and documentation of the exceptions and conflicts. (See exception report and Conflict report policies)

- ✦ **Trending and tracking:**

All results will be trended and tracked by vendor. Plan of correction will be requested from the vendors with deficiencies.

For vendors that was identification as deficient, Americare CSS will increase the reaudit percentage to 10% then to 20% respectively.  
Contract will be terminated if reaudit shows no improvement on the part of the vendor.