IHCP *bulletin*

IHCP provides electronic visit verification (EVV) updates and project timeline

The Indiana Health Coverage Programs (IHCP) continues work to implement an electronic visit verification (EVV) system for documenting personal care services by January 1, 2020.

To keep providers and vendors up-to-date on EVV activities, information on the IHCP website has been updated as described in this bulletin. Additionally, the IHCP is sharing an updated timeline for all EVV activities to give providers and vendors a snapshot of the entire project.

EVV web page updates

Providers can find the following EVV project updates on the *Electronic Visit Verification* web page at in.gov/medicaid/providers:
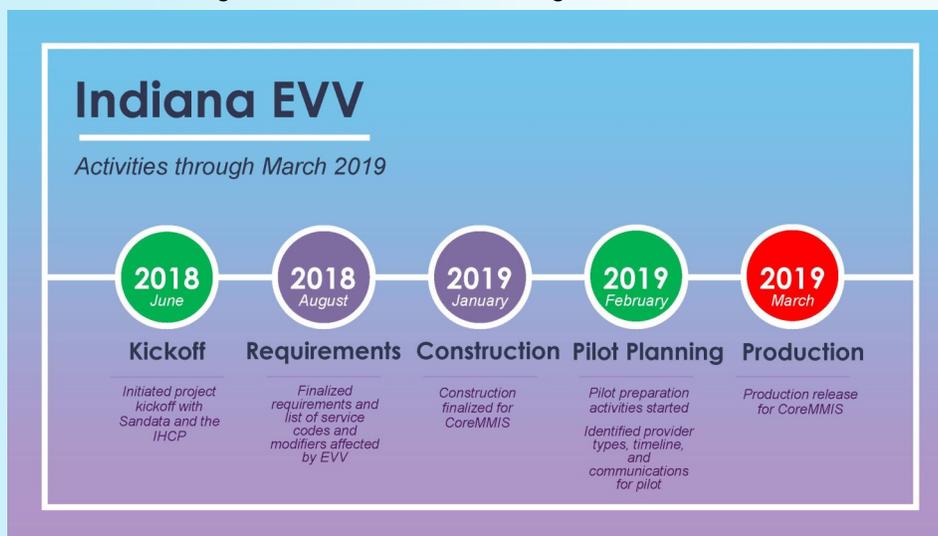
- Initial alternate EVV specifications
- Bulletin links
- Frequently Asked Questions (FAQ) document
- How to update contact information

Additionally, the *Electronic Visit Verification Training* page has been added, under the Provider Education tab of the website. Training materials and information about upcoming training for EVV will be added to this page as they become available.

EVV timeline

The EVV timeline gives providers and vendors an overview of the entire project. A recap of the EVV activities through March 2019 is presented in Figure 1.
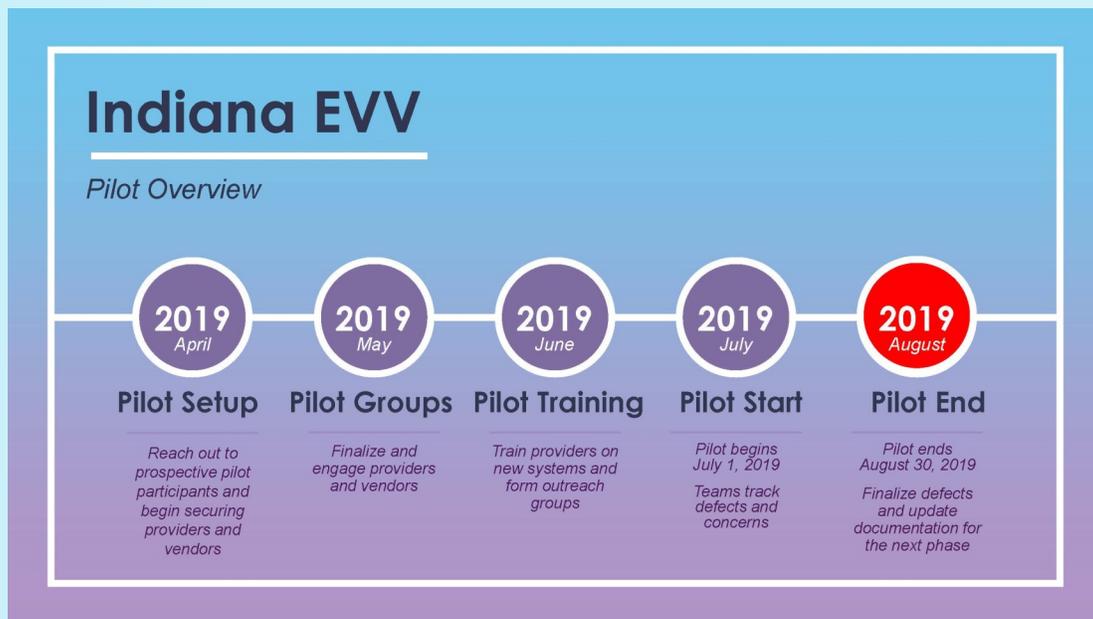
Figure 1 – EVV activities through March 2019

During the last several months, the IHCP has worked to design and implement the EVV solution. This process included discussions with providers and team members from many divisions. In February 2019, the State began planning for a pilot that will occur later in the year. The goal for this pilot is to provide a robust analysis of the EVV program and gather real-life experiences from providers to ensure that Indiana has a world-class solution for the *21st Century Cures Act*.

As previously announced, the IHCP will be conducting a pilot with several providers and vendors during the months of July and August. The overview of the different steps involved in the pilot is presented in Figure 2. During the next couple of months, the IHCP will be focusing on planning and communications for a successful pilot for the EVV solution.
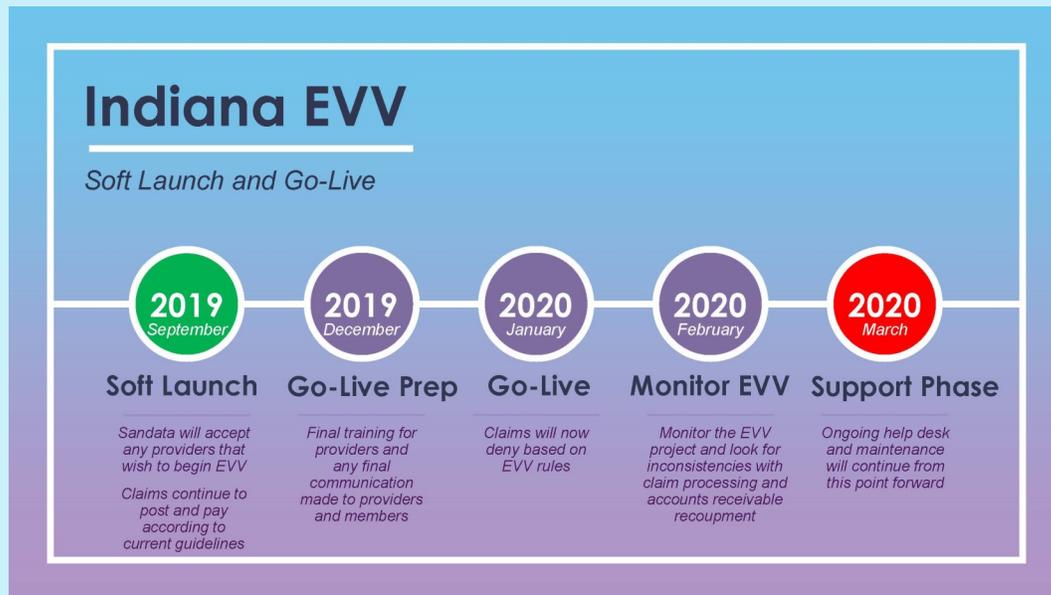
Figure 2 – EVV pilot overview

During the month of April, the State and DXC Technology are reaching out to the initial list of pilot participants (personal care providers selected through discussions between the State and individual providers). The intent is to identify any gaps for those populations being served or geographic areas of the state that need to be covered. At this time, the IHCP has met the criteria for the number of pilot participants using alternate EVV systems. However, if your organization is planning to use Sandata (the State-sponsored EVV system) to document personal care services, and you would like to participate in the pilot, please send an email to EVV@fssa.in.gov **before May 10, 2019**. Include the type of services you provide and the area of the state you serve in the email.

The IHCP is also conducting a survey at surveymonkey.com to better understand providers' plans for EVV. Personal care providers are encouraged to take the short three-question survey by May 7, 2019.

During the pilot, it is the intent to monitor for areas where training can be improved, identify any concerns with claim processing, and gather general feedback from providers. After the pilot is completed in August, the State intends to open the EVV solution for a soft launch in September 2019 (see Figure 3). This period will allow any provider to begin using their chosen EVV system, and claims will continue to post and pay according to current processing guidelines.

Figure 3 – EVV soft launch and go-live

Indiana EVV

Soft Launch and Go-Live

2019 September	2019 December	2020 January	2020 February	2020 March
Soft Launch	**Go-Live Prep**	**Go-Live**	**Monitor EVV**	**Support Phase**
Sandata will accept any providers that wish to begin EVV *Claims continue to post and pay according to current guidelines*	*Final training for providers and any final communication made to providers and members*	*Claims will now deny based on EVV rules*	*Monitor the EVV project and look for inconsistencies with claim processing and accounts receivable recoupment*	*Ongoing help desk and maintenance will continue from this point forward*

During the pilot period, providers will continue to be trained via a combination of self-paced, virtual, and classroom sessions (at no cost to the provider) in preparation for a go-live (full implementation) scheduled for January 1, 2020. Claims with dates of service (DOS) on or after January 1, 2020, for applicable personal care services will be denied if EVV requirements are not met. For applicable procedure codes and modifiers, see *Service Codes That Require Electronic Visit Verification* on the [Code Sets](#) page at in.gov/medicaid/providers.

Teams will continue to monitor the solution for several months after the launch, performing any changes needed and issuing provider communications.

Next steps

Remember, the IHCP is not requiring providers to use the Sandata system (the State-sponsored EVV system); however, if you choose another EVV vendor, you will be required to send EVV data from the alternate EVV system to the Sandata Aggregator in order to bill for services. The IHCP EVV solution is intended to meet the requirements of the *21st Century Cures Act*. It will include both mobile and telephonic recording methods for EVV as well as an option for administrators within the agency to manually enter visit data, when necessary.

More information will be available in future IHCP communications. If you have immediate concerns or questions, please send them to EVV@fssa.in.gov.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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