TO: Home Health Agencies, Community First Choice, Personal Care Assistance, Acquired Brain Injury, and Connecticut Home Care Program Service Providers

RE: EVV Caregiver Time Capture Best Practices/FVV Device Order Form

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The Department of Social Services (DSS) has contracted with its MMIS vendor, Hewlett Packard Enterprise to implement a statewide Electronic Visit Verification (EVV) system. Sandata Technologies, LLC is the partnered EVV provider for the EVV program.

While there are multiple options for recording caregivers check-in and check-out times in the Electronic Visit Verification (EVV) system, there are some options that are more advantageous than others for your individual client's needs. This communication will help your agency determine which individual or combination of options are best for your clients. **We encourage each agency to research each option and fully understand their benefit**.

Telephony

The telephony option allows the caregiver to call-in and call-out from the client's home or cell phone and document what services were provided at the time of service. The phone calls are toll-free and do not incur a cost for the client. The data captured during the phone calls are transmitted, in real time, to the provider. Each phone call is less than a minute in duration.

Who is telephony best for?

- Clients with a home phone or cell phone that is accessible to the caregiver

How do we use the telephony option?

- The caregiver will call 1 of 3 provided toll-free phone numbers at time of check-in and check-out. During the check-out phone call the caregiver will document what care was provided during the visit. The caregiver will enter all task codes that correspond to the care provided.

Benefits of using telephony

- Less room for error if correct procedures are followed
- No need for backup documentation because visit information is captured during the telephone check-in and check-out
- Caregiver can trigger a real-time alert if there is a change to the clients status with the "99" task code
- Consecutive visits are easy to document and do not require multiple phone calls

What do I do if…?

- *My client has a rotary phone?* The values can be spoken (on the English toll-free numbers only) if the values cannot be manually entered.
- *My caregiver gets a busy signal?* The caregiver can call another of the 3 toll-free numbers provided.
- *The ID number entered is not recognized?* The caregiver should make sure they dial the right number and try again. If that does not solve the problem the caregiver should call their agency.

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- *My client goes into the community with the caregiver. How do I document that time?* The MVV app might be best in this scenario. It allows the caregiver to document visit time and tasks performed from any location. Otherwise, the caregiver can document their time and tasks to be later entered into the agency's Santrax system's maintenance function.

Mobile Visit Verification (MVV)

The MVV application (app) allows a caregiver to document their check-in and check-out time on a mobile app. The app is free to download and available on both Android and Apple iOS cell phones. The app uses very little data to collect and transmit visit data and it is possible to use the app without utilizing the caregiver's data.

Who is the MVV app best for?

- Clients without a home phone or cell phone that is accessible to the caregiver
- Clients that reside in a Residential Care Center or home with multiple clients
- Client is in the community or in transit

How do we use the MVV option?

- The MVV app can be downloaded from the appropriate app store. During the initial log in the caregiver enters the registration ID provided by their agency, their username and password. After this initial set-up the caregiver will only have to enter their password. In the app the caregiver will see their schedule, document check-in and check-out times and document tasks performed.

Benefits of using the MVV app

- Less room for error if correct procedures are followed
- No need for backup documentation because visit information is captured during the app check-in and check-out
- Caregiver can see schedule for entire day, and when connected to Wi-Fi, can see updates made throughout the day
- Caregiver can trigger a real-time alert if there are changes to the clients status by selecting task 99 and allows the caregiver to provide details in the note section

What do I do if…?

- *My caregiver doesn't want to use her cellphone's data?* **The Sandata Mobile Visit Verification (MVV) app does allow a caregiver to use the MVV app to capture visit information without impacting their personal data plan.** Please refer to the link below that show you how to enable Wi-Fi usage only for the app.

Fixed Visit Verification (FVV)

PLEASE NOTE: **FVV is the option of last resort and the device is only received after a request form has been submitted and passed the approval process.** Only those providers who have exhausted all other options and combinations of options will be able to request FVV devices for their individual clients.

The FVV device is an external device that can be affixed in the client's home. It creates a timestamp that the caregiver must call and report after the visit is concluded. It can create additional paperwork, additional manual entries for the caregiver and the office staff, possibility for errors in timestamp recording and reporting

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and in creation of non-resolvable exceptions. For these reasons, DSS strongly recommends use of either telephony or MVV. **If the exceptions are not resolved the visit will not be released for billing and payment for the service will be delayed until the exception is resolved.**

Who is the FVV device best for?

FVV devices can be ordered for those clients who meet the criteria below. If these criteria are **not** met the request for an FVV device may be denied.

- Client does not have a home telephone *or*
- Client does not allow caregiver use of their home telephone *or*
- Client does not have a cell phone *or*
- Client does not allow caregiver use of their cellphone *or*
- Caregiver does not have a cell phone *or*
- Caregiver does not want to use MVV app on their cell phone.

If these criteria are met, an FVV device can be requested for the client. Please note: Not every FVV Device Request will be approved. Each device request will be reviewed prior to acceptance or denial.

Benefit of Using FVV

- Captures check in/check out time when no other method is available
- Consecutive visits are easy to document and do not require multiple phone calls

What do I do if…?

- *My caregiver records the wrong FVV ID?* The visit will be an exception in the Santrax system and will require visit maintenance

by the office staff. We recommend that when check in/check out fails to successfully occur, and an exception occurs, the provider should keep documentation regarding time of visit and tasks performed to support DSS auditing of paid claims.

- *The client has multiple FVV devices and my caregiver used the wrong one. What do I do?* The visit will be an exception in the Santrax system and will require visit maintenance by the office staff. We recommend that the provider keep documentation regarding time of visit and tasks performed to support DSS auditing of paid claims. **Each agency should label their device to properly identify the device for the caregiver.**
- *The caregiver's FVV entries generated an exception that we cannot resolve.* If you are unable to resolve an exception you will not be reimbursed for the services by DSS.
- *How do I return the FVV device if my agency is not permitted back into the home to retrieve it?* Agencies may solicit help from the client's case manager to aid in returning the device to your agency. DSS realizes that there will be situations when the device is not returned.

How to Request a FVV Device

If you would like to request a FVV device for your client, please submit your request by accessing the link found below and completing the FVV Request Form. Please direct questions related to completing this form to Hewlett Packard Enterprise at ctevv@hpe.com.

The FVV Registration Form must be filled out in its entirety. Each request will be reviewed and if approved, a device will be sent to your office to be installed in the client's residence by your staff. If the request is denied, you will be contacted by Hewlett Packard Enterprise and

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asked to provide additional information regarding your request. DSS needs to ensure that telephony and MVV options have been fully evaluated prior to approving the FVV device.

FVV devices will be mailed to the requesting provider's office no later than ten (10) business days from approval.

https://www.surveymonkey.com/r/FVVRequest

This form will also be used to return no longer needed FVV devices or to replace broken or malfunctioning FVV devices.

Caregiver Time Capture Resources

- MVV User Guide and MVV Supplemental Information - universal User Guide and supplemental instructions that explain the MVV device, how to use it and report functions in the Santrax system
- Training Module 2 Telephony, MVV and FVV – instructions on how the caregiver can prevent the MVV app from using their personal data plan
- FVV Acknowledgement Form – optional form to be retained by provider agency that client signs to acknowledge receipt of the FVV device in the home
- FVV Fact Sheet – important information regarding the FVV device
- FVV User Guide – universal User Guide that explains the FVV device, how to use it and report functions in the Santrax system

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