



**MINUTES**

**Electronic Visit Verification**

**Participant Directed Services & Family Caregiver Subcommittee**

**Monthly Stakeholder Meeting**

303 East 17th Avenue

7th Floor - Conference Room 7C

Denver, CO 80203

Wednesday, June 26, 2018 at 10:30 am

**1. Attendees**

| <u>Name</u>               | <u>Affiliation</u>                        | <u>Email</u>                        |
|---------------------------|---|-------------------------------------|
| Jody Davison              | HCPF                                      | jody.davison@state                  |
| Rebecca Sturdevant        | Morning Sun FMS                           | rsturdevant@morningSun              |
| Matt Dotson               | PPL FMS                                   | mdotson@pcgus.com <sup>FS.com</sup> |
| Ake Hunter-Simes-Erickson | Consumer Direct                           | lutej@consumerdirectcare.com        |
| Kady Predota              | Consumer Direct                           | kadyp@consumerdirect                |
| Laurie Phipps             | CDASS <sup>parent</sup> <del>parent</del> | lhippsacton@nsa.com                 |
| Jennifer Martinez         | PPL FMS                                   | jdmartinez@pcgus.com                |
| Cleal Kennerstrom         | Morning Sun FMS                           | chuntre@ourassoc.net                |
| Craig Morrison            | ACCESS FMS                                | cmorrison@mycil.org                 |
| Tracy McDonald            | HCPF                                      |                                     |
| Nilam Ahmed               | HCPF                                      | nilam.ahmed@state.co.us             |
| Katherine Casel           | Parent Caregiver                          | tangoresults@gmail.com              |
| Emelie Esquivel           | HCPF                                      | emelie.esquivel@state.co.us         |
| Bonnie Rouse Caputo       | ACCESS                                    | brcaputo@mycil.org                  |



On the Phone: Toni Thulen with Morning Sun, Linda with Morning Sun, Jimmy Jane Boyce, Rhyann Lubitz with HCPF, Andrew Lane with Pasco Home Healthcare; Martha Proctor

## 2. Meeting Notes

### A. Overview of Last Meeting

### B. Meeting Guidelines

- Appreciate Stakeholder engagement
- Identify self when speaking

### C. EVV review – background/services

### D. Concerns from prior meeting

- Rural areas
  - Inf will upload when connected at a later time
- Clock in/out time burden
  - Address in a pilot face and development policies
- Request extension
  - Department closely watching bills
  - Clarity: Delay vs. Extension
- Required location
  - Addressed in scenarios

### E. Discuss EVV System Updates

Sandata CDASS

- Mobile app
- Avoid rigid scheduling
- Ensure members can schedule their services between the members and the caregiver
- Accommodate service at multiple locations and allow for multiple service delivery

Q: is this separate from other state products?

A: Tracy: it is a separate product

Clarity: CDASS is not a standalone interface. Everyone will be using the same product, however Sandata provides participant directed set of features

Q: Would caregivers who only work for one family, but through an agency, be EVV exempt? ...even if the family caregiver is employed by an agency?

Q: Laurie Phipps: Would a family caregiver be exempt from EVV

A: We think not, pending guidance. IHSS is also the same.

Bonnie w/ Access: Will there be a manual solution for clock in/out?

A: Web portal feature in the mobile app allows correction (W potentially a reason code)

Q: Bonnie – using third party solutions?

A: Tracy – if a provider chooses to use a third-party system, that system will connect through an aggregator and batch upload into MMIS. However, we won't know what the third-party interface look like

CDASS "SUITE"

Member or their authorized rep can access (see slide)

Soft launch, then CDASS Sandata solution follows, then aggregator launches

Q: Catherine Caroline parent caregiver: How will Authorized Representative specifically interact with this product?

Awaiting confirmation from Sandata:

(see slide for list)

Tracy: reminder – we expect the contract to be executed within the next week. Work closely with Sandata to address these items and will have a lot of answers within the next few weeks

ADA Compliance concern: Sandata claims it meets section 508 requirements. (listed in slide)

(My new question – will a third party vendor require ADA compliance to be 'certified')>?

Directed participants to the website to read more about Sandata's ADA requirement

Other states EVV implementation:

Danielle announced that the multi-state call did have CDASS as a hot topic, but not a lot of solutions proposed. However, many are still in the RFP process. Danielle will have more 1:1s with other states to get their EVV CDAASS Solutions

## F. Scenarios

If provider is doing homemaker services and the member/client is not there, how much time is needed to confirm service?

- Cathryn Carol – If data input is required in real-time, it cuts into service time. Additionally, a third party was taking photos. They decided to go with another provider.
  - It's likely that many parties don't understand what privacy is, like protecting digital identity, we have to educate our members on what that means, Recommended HCPF take this on.
    - Smart-home technology provided as an example
    - Therefore: Prefer NOT to have real time
- Cathryn Carol – are you training individuals with disabilities?
  - Webinars? How will you accommodate different learning styles?

Question on phone Jim Boyce – family caregiver: – ways to reduce the number of times you have to confirm services.

A: this is a specific item on our address list to limit and find the easiest option

A2 Mallory: it will also depend on the service delivery option.

What accessibility features are needed to ensure clients can continue to manage their care?

Think about this and share next time

Suggestions for services that are delivered in the community

## G. Q & A

- Do you have times posted for Privacy and Training subcommittees? They'll address some of these concerns
  - Reminder: be cognizant of the individuals receiving these services
- Phone concern: Added stress on families - please keep the fluidity and adaptability of CDASS and don't
  - Mallory: Assure that we absolutely are aware of the nuances and the uniqueness to protect the independence. We've been collecting this over the past year and have been reviewing all details. We're advocating as much as possible to minimize the burden and will continue to bring questions to stakeholders. We're very diligent here.
- Cathryn Carol: It seems that EVV is a fraud preventative and not in the best interest of the recipient.
  - Danielle – if services are verified as provided. We do know it varies based on the service and the members
  - Cathryn – theoretically, this is to improve the member's support. It should be on the forefront on conversations – if it is not improving lives, then we shouldn't do it.
    - The intent to improve a persons' life should always be on forefront
      - If you go in with the intent and keep in all negotiations, is that data at the expense of people, or will it allow us to create better services and eliminate gaps.
      - "Technology does not ensure the quality of a relationship"
      - What's rewarded gets done – if there is a reward for turning in your data, and no reward for giving the actual care...
      - The relationships in caregiving are all about those other things first. (smile, quality of care, ease struggles, etc)
      - We could really help model this for people

Danielle – we appreciate that highlight: we'll see how we can address and incorporate that moving forward. The six points of data are not the person. Put the person in the center of the six. Guiding principles should involve this. It's about 'improving care'

EVV videos will also highlight that

Jennifer Martinez w Public Partnerships: Currently, there are three different options – personal care, health, homemaker, etc...

- Is the department still considering?
- So that they don't have to do multiple entries for different service types
- Tracy: Ohio has overcomplicated. The solution does what it does, it's the policy that makes it simple or complicated. It's the rules that we put around it on how to best use it that make sure that the person is first. It is not at all a very cumbersome app.
- Tracy: Sandata will start attending subcommittee
- Different service are paid at different rates, so would they have to go back and edit the service types – how do we assign the hours and units to the services?
  - Mallory: we definitely understand that it's a variety, and as we have the business requirements conversation, it will be taken into consideration.

Andrew Pasco Q: Can the web portal be used consistently through all visits, or would you have to use the app primarily and the portal as a backup

A: Danielle: believe that the portal is he backup, but we'll get more clarity

## H. Next Steps

Danielle will have more 1:1 cross state with Mallory from CDASS on the call to get better CDASS info

Continue to submit questions to Sandata

Development of CDASS FAQ – we'll want a robust product after big kickoff meeting

Contact info for follow up: [EVV@state.co.us](mailto:EVV@state.co.us)

Danielle's phone: 303-866-6265

\*\*Meeting notes remain open for addition/edit by meeting attendees