

# PA ODP EVV FAQ

Electronic Visit Verification Frequently Asked Questions for Pennsylvania Participant Directed Services Program Stakeholders.



## OVERVIEW

Electronic Visit Verification (EVV) is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data:

- Type of service performed
- Individual receiving services
- Individual providing services
- Date of the service
- Location of the service
- Time services begins and ends

EVV is a federal mandate under the 21st Century Cures Act that requires compliance by Medicaid agencies by January 1st 2020.

## MORE INFORMATION:

[CLICK HERE FOR MEDICAID GUIDANCE ON ELECTRONIC VISIT VERIFICATION](#)

### What EVV System will Palco use?

Palco has partnered with FirstData to provide stakeholders with one of the best EVV platforms that exists nation wide.

### When will EVV be implemented?

Palco will go live with EVV in PA on **August 16th 2020** to align with the start of the new pay period.

### How are the six data points be captured?

Palco clients will have the choice of utilizing the EVV mobile app or a telephony option. Location is captured at only the beginning and end of the visit. It does not require a microphone, photographic, or video recording. Geo-fencing, facial recognition, or biometrics are not used.

## What is the mobile application and how does it work?

The mobile application is a FREE smart phone app developed by the EVV vendor that captures the date, time, and location of the attendant when clocking in and out. It uses your WiFi connection or minimal cell data to send information.

As an example, the SSP arrives at the home or starts the visit in the community (shopping, medical, etc.) and before starting services, opens the EVV mobile app to clock in.

## How long does clocking in/out take?

We estimate the average time to be less than one minute.



## Do agency based services have to use EVV also?

Yes. Any agency providing services that are mandated as part of the 21st Century Cures Act will be required to comply.



## How will service details collected through EVV be kept safe?

All Medicaid data, EVV related or not, is stored on secure servers that are managed and maintained by Palco. We are responsible for ensuring the data meets state cyber security and Health Insurance Portability and Accountability Act (HIPAA) requirements.



## What is telephony and how does it work?

Telephony or Interactive Voice Recognition (IVR) is a method of EVV used via the participants landline phone.

The SSP uses the landline phone to call in at the beginning of the shift and call out at the end. Calls are to a toll free number and voice prompts guide the entire process.

## Can the EVV solution be used in rural areas?

The EVV Solution is designed to work across the state. The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi.

The telephony/IVR option can be used with any landline.

## Can I use both the mobile app and telephony?

No. Every SSP must be registered and choose one method for collecting EVV. You may not interchange between the two systems.

## Is there a practice or test environment?

No, the ability to login to the mobile app and use telephony will not be available until 8/16. If you are not currently using Connect, Palco's online portal, you can register now and start doing your time online as a way to get familiar with the system and prepare for EVV.

## Does EVV replace paper timesheets?

Yes! Paper timesheets will go away 8/16.



## Does the CLE have to download the app also?

No, the CLE will not have a login for the app and will not need to use it. If the SSPs are going to share the CLEs device for clock in/out then they may download it.



## If I provide multiple services during a shift do I need to clock in/out for each services?

Yes! Every service must be recorded separately, selecting the correct service being provided each time. The SSP should clock out when one service ends and clock back in to start the next even if it is during the same visit.



## How do I find my Device ID to register?

Please refer to the Mobile App user guide located on our website for detailed instructions. You can also view a video with instructions here:

[https://www.youtube.com/channel/UCwnV29qcSNa6\\_GBktF4Lxzw](https://www.youtube.com/channel/UCwnV29qcSNa6_GBktF4Lxzw)

## If I get a new phone do I have to re-register?

Yes! You must submit a new EVV Registration Form to provide Palco with your new Device ID right away.

## If my shift crosses midnight, do I have to clock out at 11:59 and back in at 12:00am?

No. This split will be done automatically for you when the record is imported in to Connect, Palco's online portal.

## How will SSPs providing 2:1 services clock in/out simultaneously if they are sharing one device or phone?

Each SSP should take turns clocking in and out using the device, one after the other. As long as the recorded clock in/out are close in time there will be no issues when imported to the system. Palco's online portal, Connect, will round the time following Department of Labor rounding laws to the nearest 15 min increment. This will allow shifts for services like 2:1 to match up cleanly and better more efficient processing for billing and payroll.



## What should I do if the visit starts in one location and ends in another?

You should use EVV to clock out when the location ends no matter where you are.



## What happens if I clock in early?

You should always clock in when the shift actually begins. Do not record time that you are not providing approved services.

## What languages are EVV available in?

The Authenticare system is currently available in both English and Spanish for both the mobile app and telephony.



## Does the Participant who is not the CLE need an email address?

No. Only the SSP and CLE who will be required to use Connect, Palco's online portal, will need a unique and valid email address.

## Should my SSPs use one shared device or their own devices for EVV?

That is completely up to you! CLEs should speak with their SSPs and evaluate the best system that will work for your team. If everyone decides to share one device, that is fine. Just remember, every SSP must complete their own EVV Registration Form even if the same Device ID is used on all forms. If every SSP wants to use their own personal device then that is fine also.

## What happens if there is a mistake with the time entry?

All EVV data will be imported into Connect, Palco's online time portal. Connect is where time can be viewed, edited and approved. If a mistake is made the SSP will login to Connect and make the necessary correction. Please see the Connect for EVV user guide located on our website for detailed instructions.

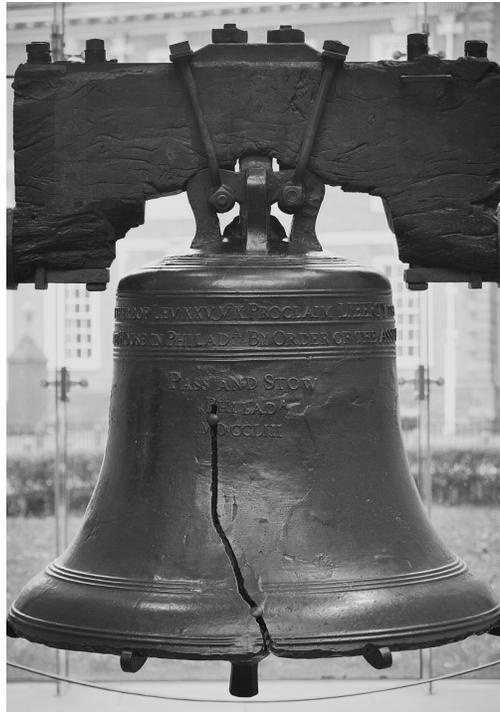
## When will my EVV shifts be visible in Connect?

Shifts will be imported from EVV to Connect every night and you should be able view them in Connect by the next day.



## Do overlapping rules still apply?

Yes! The way services are delivered and the rules have not changed, SSPs who complete back to back shifts should be mindful of overlapping.



## Does the app track my location?

No. There is no tracking or capturing location during the visit or when time the app is not in use. The only time location is captured is when the SSP is clocking in/out. Capturing location at check in and out is a requirement of the 21st Century Cures Act which mandates EVV.



## Is Connect still used to approve hours?

Yes! Using Connect, Palco's online portal, is a requirement with EVV as it is used to review and approve the shifts. Please see our Connect for EVV user guide located on the website.

## Is EVV required to submit my mileage?

No. Mileage will still be submitted via a mileage form, same process as always. EVV

## Can I use the Telephony/IVR option from my cell phone?

No. This option must be used via the participant's landline home phone in order to capture all the required data as part of the 21st Century Cures Act.

## My SSP is employed by two participants and has the mobile app, can they use the same mobile phone for both participants?

Yes! In fact, it is a requirement. When registering with Palco the careworker should indicate the same mobile device ID for all participants they work for and only register one device.

## When do I have to get all of my SSPs registered by?

All EVV Registration Forms must be submitted to Palco no later than 7/10/2020 for Pennsylvania!

## What if my SSP's or I do not have a smart phone device?

If you do not have the ability to use the mobile application, you will be required to use a landline home phone within the participant's house. This option is called Telephony and allows the SSP to clock in and out by calling a toll free number and following the prompts.



## How do I get training on EVV?

Palco is hosting multiple training sessions in June, July, and August to help everyone get the information and support they need! Starting July 7th Palco will be hosting training every Tuesday and Thursday. Contact our Customer Service team for more information! You can view the training slides posted on our website any time.

Additionally, if those times do not work you can check out one of our recorded training sessions posted on YouTube at this link:  
[https://www.youtube.com/channel/UCwnV29qcSNa6\\_GBktF4Lxzw](https://www.youtube.com/channel/UCwnV29qcSNa6_GBktF4Lxzw)

For specific questions related to your services and needs, contact your Service Coordinator or visit the PA Department of Human Services website.



## Other Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: [Info@palcofirst.com](mailto:Info@palcofirst.com)

Mail: Palco, Inc.  
P.O. Box 242930  
Little Rock, AR 72223