

Monthly Meeting Minutes- Services Facilitator

Meeting Details	Dates: June 18, 2019 (10:00a-11:00a) June 20, 2019 (4:00p-5:00p) Location: Web based Meeting Facilitator: Consumer Direct Care Network
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Electronic Visit Verification

Effective October 1, 2019, paper time sheets will no longer be accepted. The 21st Century Cures Act requires an EVV system for Medicaid funded personal care services. For more information, please visit <https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>

Electronic Visit Verification (EVV) is a mobile application that uses technology to electronically record when Attendants providing personal, respite, and companion care, begin and end services to Medicaid members.

- The EVV application requires a device, such as a mobile phone or landline phone, to collect Attendant's start and end times.
- The following link provides Cell Trak download and registration instructions.
https://www.consumerdirectva.com/wp-content/uploads/2018/12/CellTrak_UsersGuide_backGround.pdf
- Employers can sign and approve time directly on the Caregiver's mobile phone.
- The Cell Trak application is available both for Android and iPhone devices.
- Attendants will enter their unique user id, last name, and a password of their choosing to register for the Cell Trak application.
- Challenge questions will be required to successfully complete the registration process.

Please note, when opening Cell Trak for the first time, you'll need to enter:

License ID: 200458

Authentication Code: 740083

When registering a device, please remember that only one mobile device can be registered per user.

Electronic Visit Verification Registration

Once successfully registered, the Attendant will log in to the Cell Trak App. The Attendant will select "Run *Unscheduled Participant Visit*", then choose the participant for whom they are providing service, and click the arrow button. The *Overview* page will appear and the Attendant will need to select "Start"

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at the bottom of the screen. Select the proper *Workgroup ID* (Service Code) to designate the intended service they are going to provide.

The Attendant will then provide the selected service and select “*Finish*” once the service is complete. The Attendant and Employer will need to fill out the *Finished Visit screen* section before closing.

To complete the screen, users must:

- Acquire the proper **Employer’s Signature**
- Acquire the **Attendant Signature**
- Decide if the **Activity Requires Adjustment**
- Only if further explanation is needed, **Add Notes**
- To save this screen, the Attendant will select the *Check Mark* and the visit is complete.

Electronic Visit Verification Town Halls

DMAS staff will host several town halls across the state.

At these events, DMAS and the Fiscal Employer Agents(F/EAs) will talk about EVV and provide demonstrations of our EVV systems.

Services Facilitators can help make this a smoother transition by joining the town hall sessions in your area.

VAREFERRALS vs. INFOCDVA

CDCN wanted to ensure that Service Facilitators know the differences between our 2 inboxes to make sending correspondence to the correct inbox easier. When sending in paperwork for the EOR or the Attendant, please advise EORs to send these packets or individual forms to Infocdva@consumerdirectcare.com.

The types of questions to send to the InfoCDVA@consumerdirectcare.com inbox or fax to 877-747-7764

- pay related question
- pay selection forms
- timesheet and packet questions
- back pay
- pay schedule
- web portal related questions
- complete packets or individual forms with corrections
- general questions from Service Facilitators, Employers, or Attendants

The types of forms that SF can send to the VARefferrals@consumerdirectcare.com inbox or fax to 877-571-8649

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- FARFS only

Consumer Direct has updated our FARF form to make choosing the reason for submitting the form simpler to choose. For the latest FARF form, please visit www.consumerdirectva.com/forms , located under the *SF* section of our website.

It is important to note that filling out the FARF incorrectly will lead to a delay in CDCN's ability to request the tax ID number from the IRS, which will delay processing of Attendant's timesheets for payment.

You will notice on the updated FARF, there are two options under the Employer Enrollment Packet for you to select. Please select one of the two boxes on how you would like the Employer to receive the enrollment packet. "Do you want CDCN to mail the employer a blank packet within 3 business days, or do you prefer to print and provide the enrollment packet to the employer?"

Service Facilitators have the option to print the EOR Enrollment packet from CDCN's website at www.consumerdirectva.com under the *Forms* tab or encourage the EOR to access the packet from our website.

CDCN highly recommends when selecting, "the Service Facilitator will print and bring an enrollment packet to the Employer", it is best practice to fill out Page One of the Packet online before you print the Employer Enrollment Packet. These forms are fillable, meaning that the information you type into page one will automatically be filled in on the subsequent pages. For Example, if you type the Consumer's Name and the Employer of Record's Name on page one, then those names will automatically show up throughout the rest of the document and will not have to be re-typed or handwritten.

Please select any option that applies in the next section. What is the reason for providing the FARF?

1. An existing participant with a change of Employer
2. An existing participant with a change of Service Facilitator
3. A change of F/EA is taking place. If this is an F/EA to F/EA change, please provide CDCN with the current F/EA's name, as well as, the name of the
4. Last, if the consumer is completely new to Consumer-Directed Services and is not considered an F/EA to F/EA transition, please select the New Consumer option.

Fill in the Consumers full first name, middle name, last name, date of birth, and social security number as outlined on their social security card. Please provide the Employers email, physical address, and mailing address if different from the physical address.

Select the EOR to Consumer Relationship that applies.

Fill in the EOR's full first name, middle name, last name and social security number as outlined on their social security card. Please provide the EORs email, physical address, and mailing address, if different from the physical address.

Training Schedule

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Training schedules and meeting minutes are made available to keep Service Facilitators up to date on what changes and updates were made within CDCN.

Call-in information reminders and agenda items will be sent in an e-blast to Service Facilitators at least 48 hours in advance prior to the call.

Call-in information for the calendar year will be published on the *Training Schedule* calendar on the website. There will be no Existing Service Facilitator training in July, so please remember, the next Existing Services Facilitator training will take place August 15th at 4pm and August 20th at 10 am.

Meeting Minutes

Meeting minutes from the trainings are still made available to Service Facilitators who were unable to attend. Previous Meeting minutes can also be pulled up by clicking on the meeting summary from past E-blast sent from CDCN or by entering www.consumerdirectva.com/sfforms into your web browser.

Questions and Concerns

If you need any help or have additional questions, you can contact CDCN by email or phone. Our contact information is listed here can also be found on our website at www.consumerdirectva.com/contact

Please note, that we do send all Protected Health Information (PHI) by secure email and instructions on how to access our secure email system will be included on our website at www.consumerdirectva.com/forms under the *Others* section. We also encourage you to use our secure email system when emailing us.

Existing SF Presentation FAQ 6/18/2019

- 1) DMAS indicated that the caregivers could use the individual's or EOR's phone if they did not have a smart phone to log time; however, you are saying that there is only one registration per cell.**

How will this work?

Multiple people can use the same cell phone to log in and out of their shift. Each Employer and Attendant will have unique log in credentials.

- 2) What if the Consumer is not able to sign and the EOR/representative is not present? Can anyone in the household sign off?**

It is important to note that the Employer of Record, must be the individual to sign off after shifts have been worked.

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- 3) Are the Attendants required to log in and out when leaving the client's home or attending medical appointments with clients?**

Attendants must sign out of the Cell Trak application when they are not providing care to the Consumers.

- 4) If the Consumer represents the role of EOR, are they still able to sign off?**

Yes, if the consumer also holds the role of Employer of Record, they will be able to sign off for shifts worked.

- 5) Where do we obtain a copy of revised FARF for Consumer Direct? The last revised copy doesn't include information on FARF being used during this presentation?**

The most up-to-date copy of our Fiscal Agent Request Form can be located on our website, under the *Service Facilitator* section, at the following location:

<https://www.consumerdirectva.com/forms/>

- 6) With the switch of FEA by VA Premier on Sept 26th, will the Service Facilitator need to complete the transition packets for Attendants/EOR/consumer? Or will this be an electronic transition? If transition packets are required, can we start now submitting the completed packets?**

Transition packets will be required for both the EOR and attendants for this process. While we are *not* currently accepting these packets, further details will be provided during the communication rollout that will take place closer to the transition date.

- 7) How does it work for the landline?**

When calling in using a landline phone, the Interactive Voice Recognition (IVR) software will provide a series of prompts for the attendant to follow. Calling into the IVR system will be required at the beginning and the end of each shift.

- 8) Are attendants required to sign out if running an errand for consumer: leaving the home, then sign back in upon returning?**

Yes, the Cell Trak app should only be running while the attendant is working with the Medicaid individual. The attendant must log out of the application if they are not providing services and log back in to the application when they are providing services.

- 9) Is there a way to send emails to CDCN securely?**

Instructions can be located at: https://www.consumerdirectva.com/wp-content/uploads/2018/10/CDCN_Secure-Email_20181031.pdf

- 10) Can we get a copy of this presentation?**

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Meeting Minutes from this presentation and previous presentations will be posted at the following web address for your review: <https://www.consumerdirectva.com/sfforms/>

11) Are Service Facilitators required to go into the mobile application to make notes?

No, the mobile application is only to be used by the Attendant to clock-in, clock-out, capture the Employers and Attendants signatures and select if any adjustments are needed.

12) How do you request a packet to be mailed out to attendant(s)?

Please remember that all forms can be located by going to our website at www.consumerdirectva.com/forms and filling in the PDF prior to printing it for faster completion, but if you are having trouble with this option, you can send a request to infoCDVA@consumerdirectva.com.

13) Will there be more EVV training? If so when?

CDCN will be partnering with DMAS to conduct a series of townhall meetings throughout the state in the coming months. Please visit DMAS Website to locate the townhall meeting that is closest to your location. We will provide more in-depth training and host a Q & A during those sessions.

14) If the EOR is unable to sign at the end of the shift, do they just need to sign at the end of the pay period?

If the EOR is unable to sign at the end of the shift, the attendant will indicate this in the notes within the Cell Trak app. The attendant's time will be saved in the web portal as a shift that is waiting to be approved. The EOR can then log into their web portal and approve the time, at any time.

15) As a Service Facilitator, how can we still see the timesheets? Do we also need to make an EVV account?

All time submitted using EVV will be linked to the CDCN web portal for visibility to both EORS and Service Facilitators. Access to approved and paid time will be available using the reporting processes currently being used in the portal.

16) Can aides use Cell Trak / EVV now? Has it started being used yet?

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The mobile application is currently available for Attendants to register, so we encourage users to visit our website and follow the instructions to download and register for the Cell Trak app. Attendants will be able to submit time using this application. We will provide more in-depth training and host a Q & A during our townhall meetings.

17) How will the landline process when there is no mobile or internet service available?

The landline process will use an Interactive Voice Response system that will require the attendant to call a specific number and follow a series of prompts to clock in at the beginning of the shift and out at the end a shift as well.

18) You are emphasizing that paper time sheets will no longer be accepted. Will time entry through the web portal still be available once EVV is up and running?

You must use a device like a smart phone or landline to submit time for EVV. Any time that is entered in the web portal is not EVV compliant and this will be monitored by DMAS. Continued noncompliance may result in disenrollment from the CD program.

19) Will these PowerPoints be on website after?

An outline of the presentation and previous presentations will be in our meeting minutes at www.consumerdirectva.com/sfforms

20) How exactly do they "acquire the proper Employer's signature"? What will this process look like?

If the EOR is present at the end of the Attendants shift, they will sign with their finger or a stylus to acquire the signature.

21) I saw a glimpse of something indicating that you were too far from a specific location. Is there a maximum distance from the consumer's home that the attendant can clock-in from?

At this time, this function is not being used. Please reach us at infocdva@consumerdirectcare.com if you need further assistance.

22) Does it clock them out at time of clock out or at time that the Finished Visit screen is completed?

No, the application will not automatically clock the Attendant in and out. The Attendant will be required to start their shift until they have completed all their tasks with the Consumer, after that, the Attendant is required to click the "Finish" button to finish the shift.

23) What happens if an attendant forgets/fails to sign in the beginning for the shift or forgets/fails to sign out at the end?

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If the Attendant forgets to sign in or out of a shift, the corrections can be made by having the Attendant log into their web portal and enter the time so that the EOR is able to approve it. Please note that any time entered in the web portal is not EVV compliant and this will be monitored by DMAS. Continued noncompliance may result in disenrollment from the CD program.

24) If an aide comes off during the day while client is at an appointment and comes back on after the appointment, do they need to clock in and out each time or just at end and say adjustments need to be made?

If the Client is at an appointment or away from the Attendant for any reason, the aide is to finish that specific visit. When the appointment is complete, the aide can then start a new shift when they are back in the presence of the client.

25) Regarding Change of FEA information on the FARF, wouldn't the New FEA always be CDCN since we are using this form only to notify new consumers to CDCN?

This is not always the case, if the situation is an F/EA to F/EA transition (loss of eligibility), that will be marked as the option on the FARF. If it is not an F/EA to F/EA transition, but indeed a new consumer who is new to Self-Directed care, then the selection for a new consumer will be checked.

26) What if the Employer is an Employer for another consumer for a consumer under a different FEA? Isn't the EIN the same?

If this is the case, please provide the EIN for the EOR on the FARF for faster processing. CDCN will check to ensure that the EIN is the same.

27) For VA Premier Consumers coming to CDCN, will there be transfer packets like there was in December?

Yes, a transition packet will need to be presented to CDCN for the transfer of information to be requested.

28) If they start EVV now just to get used to it, will they also be able to still send timesheets from now until 10/1?

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Yes, Attendants can still provide paper timesheets. We recommend for attendant to familiarize themselves with the Cell Trak app prior to 10/1/2019.

29) Will the IVR questions be answered during the townhalls or at other SF webinars?

Yes, more trainings and demonstrations on how to use the IVR to submit time will be answered in town halls and webinars prior to 10/1/2019.

30) Can you not place the license ID and Auth code in the training material on the web portal?

CDCN will reach out to our Development team to ensure that this is possible and alert Service Facilitators once this has taken place.