Feedback and Questions regarding EVV Implementation in Indiana

February 5, 2018

System Design
- Which EVV design is being planned in Indiana?
- Does the state intend to allow the provider to choose the EVV system they use?
- Which services need to have EVV?
- I think it is clear Case Management does not fit the definition. Could the State confirm that Case Management is not included?

Cost
- While there is predicted operations saving to the states, providers may see increased costs.
- Does the state have any plans at assist providers with the cost of EVV?
- If the system implemented is a Provider Choice or MCO, will there be any increase in rates to offset the additional costs to a provider?
- Small providers are going to very challenge to be able to fund a system or implement period.

Logistics
- My biggest concern is the community based services as they are still helping with daily living type support. If it is in the home only, this would work easier, but community as the location changes would be a nightmare to track.
- I do worry how this will affect our Individuals and privacy.
- One of the biggest challenges we have is employees completing their entries in a timely manner. How will late entries (done offsite) be handled?
- One of our challenges in Waiver settings is that we may start or end the direct contact with a person served outside of their home (such as drop off or pickup at day services). If the employee is using a fixed device (computer or phone) at the site to do their documentation and don't have a cell phone, how will that work?
- The software systems that I'm aware of right now allow staff to do an end of shift entry. The transition to doing their entries in real time can be a challenge.
- Some employees may not have mobile devices and come to do their entries on our computers after their shifts have ended and may have worked with multiple people.
- We currently have electronic records that we use for billing purposes. We include all of the necessary EVV information in the electronic case note (with the exception of an actual geolocation tag). Currently we do no transmit that data to the state, rather just the billing info.
  - Is the expectation of EVV that the entire electronic case note be transmitted to the state? If so, do we know what system the state is using that we are supposed to be uploading into and what the parameters are?
  - Exactly what info do we need to send to the state electronically?

Next Steps
- When should we expect to see information regarding decisions made and training sessions announced?