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Memo

To: All Individuals and Families Receiving CISS Services
From: Sharon M. Francis, CEO
Date: November 30, 2020
Re: EVV at CISS

Our organization is rolling out a secure, online system for our employees to clock in and out of work in real time, replacing paper timesheets. This process is called Electronic Visit Verification (EVV). A similar system is used by other social service organizations such as IHSS. To combat Medicaid fraud, the federal government passed legislation in 2016 known as the CURES act. This act requiring all homecare organizations to use EVV by January 2021 to capture employee work hours, type of service provided (eg. respite care or ILS), the person receiving services, and the service locations.

Your privacy is very important to us! Our organization has spent years researching software options. We have chosen to partner with MITC, a reputable company with a 30-year history, which provides EVV services to many homecare providers like CISS. We have signed a HIPAA Business Associates Agreement with MITC to protect all data including your loved one's name, address where our services are provided, and your phone number. We believe this system offers better data security over using a statewide system.

Please review the information below and contact us should you have questions.

EVV FAQs from Families

Is this system required? When will EVV start?
Yes, it is required of all CISS employees. We are rolling out the software in waves so we have the resources to help all employees who may have questions or need assistance. Staff need to start using the software when directed to start by our office.

Will I need to sign anything?
No, you will no longer sign any paper timesheets. You may still ask employees to log their hours on a paper calendar in your home, if that will help you keep track of your hours. The system uses location tracking (GPS) on staff smartphones to ensure that they are at the location where services are authorized to be provided. This is only used at the moment they clock in and out, and is a federal requirement for EVV.

Will my family get access to the EVV system?
Yes, by the end of January. This is one feature we required when choosing a software provider. You will be given your family's login credentials once all of our staff are trained to use the system. Accessing the EVV system is optional for families, but mandatory for our staff. Detailed directions will be sent to all families on how to access the EVV system. We will create a training video and quick reference guides, and we are here to help you. The system will allow you to see your authorization utilization and balance in real time, replacing our quarterly mailed letters.

What if my caregiver does not have a smartphone?
They will need access to use your home phone, or a mobile phone belonging to you that is registered in our system, to call a tollfree phone number to clock in and out. This is known as "telephony."

What other features will the EVV software offer for families and staff?
By January 2021, our goal is to have all our staff actively using the EVV software so we can start rolling out more features. Families will be able to view their authorization balances, all hours worked with their loved one (hours, dates, and staff name), and eventually schedule shifts or request care within the app.

Our Spring 2021 goal is to use the EVV software as an all-in-one platform for additional features and more:

- schedule hours of support between specific staff and families/individuals
- receive notices when a person's authorization balance or end date is approaching
- receive in-app communication from the office or texts, if desired

As you can imagine, this is a very large endeavor for the company. Your cooperation is greatly appreciated! If you have any questions, please do not hesitate to contact our office. Thank you. 😊