

## Electronic Visit Verification (EVV) Request for Public Input

### Elderly/Disabled and ID/DD Waiver Personal Care Service Providers

The Mississippi Division of Medicaid's (DOM) Office of Long Term Services and Supports requests your feedback on the planned upgrade of electronic visit verification software and systems. Many of you attended a CareVisit software demonstration in February 2020. Good News! DOM has received approval to proceed with the upgrade to CareVisit. DOM is seeking input regarding these upcoming changes from service providers.

### New EVV Software Upgrade

For some waiver program groups, DOM has already started the EVV process. In 2021, DOM will upgrade and expand EVV tools with the new CareVisit software, which includes many features for service providers such as:

#### CareVisit Mobile Application

- Allows for staff to clock-in/out via their smartphone.
- Verifies service location using mobile phone GPS even when cellphone coverage is weak signal or no signal.
- Reduces the need for paper records by allowing participant/caregiver signature, tracking of tasks completed, and documentation of critical incidents within the application.

#### Updates to the EVV Web Portal

- Upgraded platform allowing for seamless data transfer for billing and claims management.
- Implementation of HIPAA secure, private messaging between provider administrators and staff, Case Managers, and participants.
- Enhanced reporting functionality to streamline managing staff and monitoring billing
- Addition of a data aggregator to allow flexibility with future implementations.

#### CareVisit Participant/Member Portal

- Increases participant independence with a Member Portal to view their scheduled visits.

DOM wants your input regarding Service Provider needs in complying with the CMS 21<sup>st</sup> Century Cares Act rules. You can read more about EVV in Mississippi, including rules for providers and see the new software, at <https://medicaid.ms.gov/resources/mississippi-electronic-visit-verification-evv/>.

### How to Provide Input

To provide recommendations or input regarding the upcoming EVV Software Upgrade:

#### Contact us:

- Email: [EVV@medicaid.ms.gov](mailto:EVV@medicaid.ms.gov)
- Toll-free: 800-421-2408
- Phone: 601-359-9521

#### Mail to:

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Office of Long Term Services and Supports  
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While public input is welcome at all times, your ideas for EVV upgrade must be received by **January 15, 2021**.