

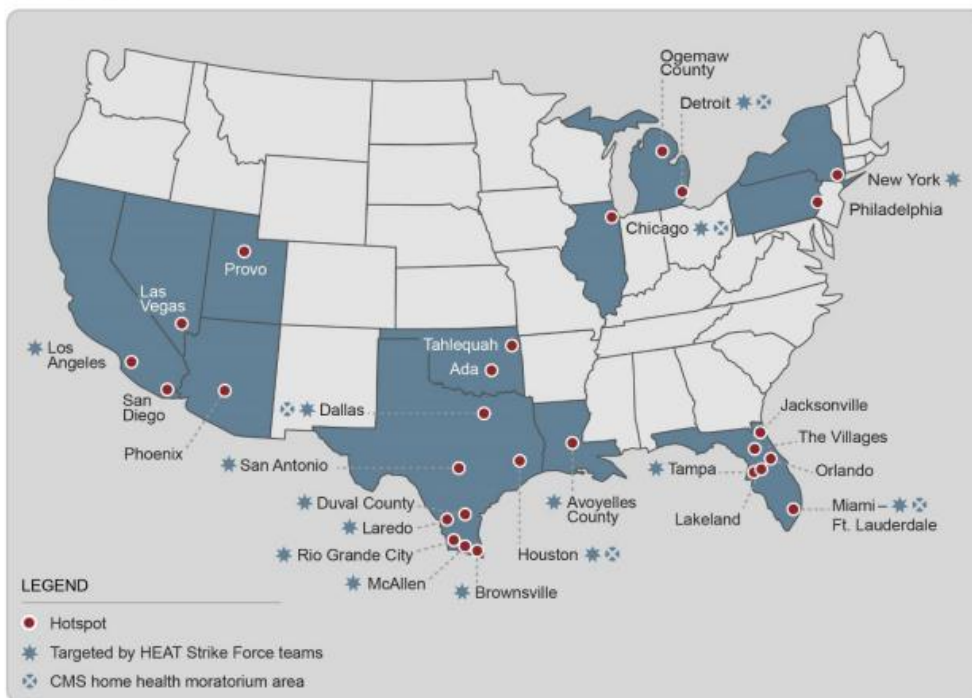
State of the Union: Snapshot into Electronic Visit Verification Statutes & Mandates

The use of in-home healthcare services is rising dramatically. Combatting billing fraud associated with such services is driving legislation and regulation within federal and state governments.

The Current Landscape

Home healthcare fraud, waste and abuse are all too common in the United States, according to the Health and Human Services Department's Office of the Inspector General (OIG). A June 2016 OIG report estimates that more than \$10 billion in improper payments for home healthcare service were made in FY 2015.¹ The report goes on to say that 27 geographic areas in 12 States emerged as hotspots for characteristics commonly found in OIG-investigated cases of home health fraud (see map below).

Geographic Hotspots for Characteristics Commonly Found in OIG Home Health Fraud Cases



Source: OIG analysis of Medicare claims data, 2016.

¹ HHS, Medicare Fee-for-Service 2015 Improper Payments Report, December 2015. See Appendix D, Table D3. Improper payments include payments for services that were not medically necessary as well as payments for services lacking sufficient documentation.

Home healthcare fraud comes in many forms, however the most common is billing for services that are not medically necessary and/or were never provided. For example, in April 2016 a Dallas physician and three HHA owners were convicted for their roles in a \$375 million fraud scheme. “As part of the scheme, the perpetrators recruited patients from a homeless shelter in Dallas to sign up for Medicare home health services. The physician falsely certified and recertified beneficiaries as being eligible for home health care, and the owners and office staff falsified medical documentation to support the eligibility certifications and services that were never provided.”²

To combat home healthcare fraud, the Federal and state governments are enacting legislation and regulations requiring the use of an electronic visit verification system (EVV). EVV systems facilitate communication with geographically dispersed health professionals monitoring whether home health care is provided to the right patient for the prescribed amount of time.

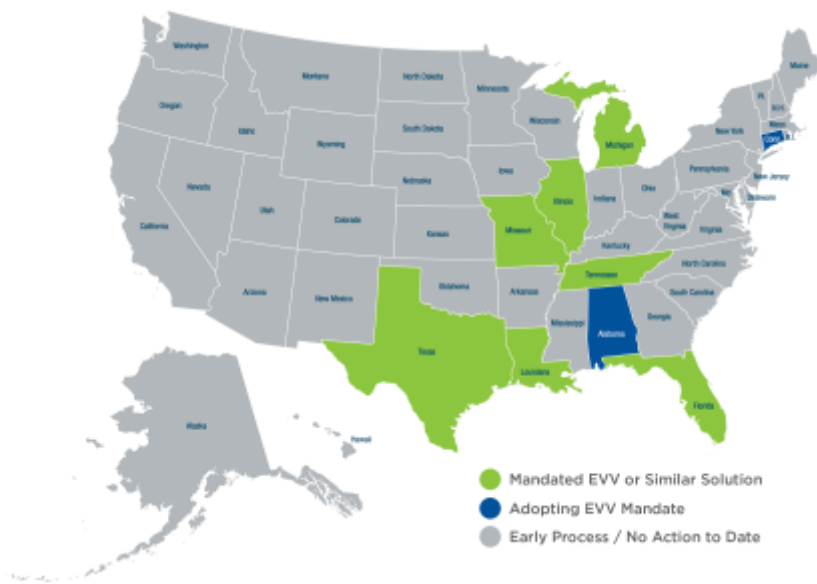
Enacted and Pending Legislation and Regulation

At the federal level, the 114th Congress passed the CURES Act which directs states to require the use of EVV for personal and home healthcare services reimbursed under Medicaid.

Some states had already mandated the use of EVV with Illinois becoming the first to mandate its use in 2014. Since then, numerous other states have either mandated or encouraged the voluntary use of EVV. However, states still remain at varying policy implementation and adoption rates.



The following map represents which states require an EVV system and the type of EVV solution system utilized in those states.



² See U.S. Department of Justice (DOJ), Dallas Doctor and Three Dallas-Area Home Health Agency Owners Convicted for Running Large-Scale, Sophisticated Health Care Fraud Scheme, April 13, 2016. Accessed at <https://www.justice.gov/usao-ndtx/pr/dallas-doctor-and-three-dallas-area-home-health-agency-owners-convicted-running-large> on April 18, 2016.

States with EVV Statutes

Florida: The [Agency for Health Care Administration](#) requires that care providers to work with a vendor program to submit claims electronically for the delivery of home health services. That program must verify visits for the delivery of home health services by using technology that is effective for identifying delivery of the home health service and deterring fraudulent or abusive billing for these services.

Missouri: [Department of Health and Senior Services \(DHSS\)](#), Division of Senior and Disability Services (DSDS). Home healthcare service providers are currently required to maintain and use electronic visit verification (EVV). A telephone and computer-based system or other electronic technology used to verifying and report the delivery of in-home services in the participant's home.

Louisiana: [Home and Community Based Long Term Care Act](#) requires the implementation of EVV to improve quality of care, and specifically to prevent fraud, abuse, and billing errors. EVV is required for all in-home care services funded by medical assistance programs.

Tennessee: [Long Term Care and Community Choices Act](#) recommend adopting an EVV system as a way to achieve quality assurance and improvement of long-term care services.

Texas: [EVV](#) is required for certain home and community- based services provided by the Texas Health and Human Services Commission, Texas Department of Aging and Disability Services, and certain Managed Care Organizations. The Act ensures that individuals receive only services authorized for which the state is being billed.

Some state statutes refer to programs similar to EVV, but use varying terminology

Illinois: [The Department on Aging and Department of Human Services](#) requires providers to implement auditable electronic service verification based on global positioning systems or other cost-effective technology.

Michigan: A 2015 House Bill, enacted in July 2016, instructs the Michigan Department of Health and Human Services to fund a study to review the outcomes and performance improvements of developing and piloting a mobile electronic service verification solution to create administrative efficiencies, reduce error, and minimize fraud.

Government medical programs or Managed Care Organizations must improve billing efficiencies and reduce fraudulent medical claims. Therefore states are proactively engaging with technology, and healthcare leaders to outline requirements.

States in the process of adopting an EVV statute

Alabama: Does not have a formal EVV statute, However in 2016, Alabama's Medicaid Agency submitted a request for proposal to procure of an Electronic Visit Verification and Monitoring (EVVM) system.

Connecticut: The [Department of Social Services](#) has started to roll out an EVV program in response to the state's Long Term Strategic Rebalancing Plan of 2013.

To combat these crimes and to manage their rapidly changing paradigm, healthcare organizations are using electronic visit verification (EVV) solutions. Additionally, EVV reduces and eliminates the potential for erroneous visits, as well as recording and billing errors.

Healthcare Organizations Can Address Fraud Proactively

Managing home healthcare services is difficult and complex, especially monitoring mobile clinicians and ensuring required care is actually delivered. Home health agencies, insurance payers, government programs and family members require assurance of timely and appropriate care from qualified clinicians in patient homes. Adding secure EVV to current home healthcare applications allows all parties to trust that each visit actually happened in a secure automated environment.



How HID Global's EVV System Works

HID Global's Trusted Tag® Services combine near field communication (NFC) or Bluetooth (BLE) technology and a cloud-based authentication platform to uniquely authenticate an assigned caregiver to a web application or mobile app. The solution documents each visit with the patient, their location and the healthcare services delivered during the visit. Leveraging trusted technology simplifies the caregiver's experience by using their mobile device to engage with the digital documentation platform and other healthcare applications in a secure environment. A simple automated experience allows clinicians to focus on patient care instead of paperwork.

Trusted Tags are securely placed in the patient's home or even a precise room. The tags are easily provisioned prior to deployment with the tap of an authorized NFC/BLE enabled device. A simple tap on the secure tag with a mobile device is the only action each caregiver needs to deliver precise proof of presence, resulting in a digital record documenting and authenticating the caregiver's arrival and departure.

For more information, see the [HID Trusted Tag overview](#) and [How it Works](#) videos.

About HID Global

HID Global is the trusted source for innovative products, services, solutions, and know-how related to the creation, management, and use of secure identities for millions of customers around the world. The company's served markets include physical and logical access control, including strong authentication and credential management; card printing and personalization; visitor management systems; highly secure government and citizen ID; and identification RFID technologies used in animal ID and industry and logistics applications. The company's primary brands include ActivID®, EasyLobby®, FARGO®, IdenTrust®, LaserCard®, Lumidigm®, Quantum Secure and HID®. Headquartered in Austin, Texas, HID Global has over 2,200 employees worldwide and operates international offices that support more than 100 countries. HID Global® is an ASSA ABLOY Group brand. For more information, visit www.hidglobal.com

Hidglobal.com/electronic-visit-verification

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