



ELECTRONIC VISIT VERIFICATION (EVV)

POLICY:

It is the policy of NorthStar Community Services to comply with the Department of Human Services (DHS) requirement to use an electronic system to record data about the delivery of in-home or community-based services where people receive support with activities of daily living and/or independent activities of daily living.

Personal care services: Services that support ADLs, such as mobility, bathing, toileting, transferring and personal hygiene, or services that support IADLs, such as meal preparation, assistance with paying bills, shopping and telephone use. This definition comes from the federal Centers for Medicare & Medicaid Services (CMS).

PROCEDURE:

Staff will download and use the HHAX mobile application on their smart device.

1. Staff are required to sign into Deputy, as well as HHAX, for all shifts.
2. Staff must authorize permission for HHAX to gather location information on their personal cellular device.
3. The EVV system will verify
 - a. Type of service performed
 - b. Who received the service
 - c. Date of service
 - d. Location of service delivery
 - e. Who provided the service
 - f. When the service began and ended
4. DHS will use EVV data in a post-payment review process that may result in takebacks from providers if their claims are not supported by EVV data in the aggregator.