State of Connecticut
Department of Developmental Services

Ned Lamont
Governor

Jordan A. Scheff
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Deputy Commissioner

Operations Center Memo FY2019-20

TO: DDS Qualified Providers

FROM: David David, Operations Center Director

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Scott McWilliams, Chief of Fiscal/Administrative Services, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

DATE: April 18, 2019

SUBJECT: Electronic Visit Verification Update

The Department of Developmental Services (DDS) and Department of Social Services (DSS) have received approval to move forward with the development of Electronic Visit Verification(EVV) for individuals receiving DDS-funded supports. The department expects a signed contract within the next month that will allow DDS to begin work on development of business rules with DXC, DSS and Sandata Technologies.

DDS began the planning process for this system in 2018 with the intention of transitioning qualified providers to EVV in the summer of 2019. Over the past year, DSS has been working on an EVV module for individuals who hire their own staff, which is currently near implementation. Since DDS and DSS have identified individuals who receive in-home supports through both state agencies, the decision was made to implement the Self-Direction EVV module prior to transitioning qualified providers. **The new target date for qualified providers to transition is late fall of 2019.**

We would like to share with you the following updates and goals for the provider system:

- The following services have been identified as in-home supports requiring Electronic Visit Verification:
    - Clinical Behavioral Support
    - Companion Services
    - Healthcare Coordination
    - Independent Support Broker
    - Individualized Day Supports
    - Individualized Home Supports
    - Peer Support - Agency
    - Personal Support
    - Respite, In home

- Data to be collected includes:
    - Type of Service
    - Service Recipient
    - Date of Service
    - Location of service delivery
    - Service Provider
    - Time Service starts and ends
    - Service Documentation

- The EVV System will include telephonic and mobile visit verification applications for IOS and Android.

- The EVV Web-Based Provider Portal will allow providers to review and make corrections to visit data.

- Providers who currently use EVV with DSS services will continue to use that system. There will be an upgrade from the Green App they are currently using to the new SMC Blue App. DDS will develop a process to use EVV data for the WEB RES DAY payment system to eliminate Provider clerical entries.

- The EVV system will provide agencies the ability to obtain standard extracts and PDF reports containing visit data that can be used by agencies within their own business structures, for example in payroll and service documentation.

- Sandata will provide agencies with in-depth training and support to implement EVV.

DDS will host a meeting for providers in late spring or early summer to provide additional information and updates.