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# Electronic Visit Verification (EVV) Presentation

# What is EVV?



EVV Stands for Electronic Visit Verification. It's a way for home healthcare providers to prove that the visiting nurse delivered the agreed-upon service(s) by confirming six key data elements:

1. Patient name
2. Date
3. Location
4. Type of service performed
5. Home health provider's name
6. Start and finish time of care delivered



## Why EVV?

A federal mandate was put into place under the 21st Century Cures Act that requires compliance by all companies providing personal care services (PCS) by January 1, 2020, while home healthcare services (HHCS) must comply by January 1, 2023. Failure of PCS companies to implement an EVV process by the deadline will result in a series of reductions of Federal Medical Assistance Percentages of up to one percent per penalty.

- **Personal Care Services:** This includes the type of home care that doesn't necessarily require formal education, such as assistance with cooking, cleaning, running errands, or providing companionship.
- **Home Healthcare Services:** This includes services rendered by a caregiver with an advanced degree or extensive training, such as a dedicated nurse, wound-care provider, or rehabilitative therapist.





## How can these visits be verified?

- Telephonic system: Staff members call in from each location to verify that they did, in fact, show up.
- Mobile application: Secure software that captures the necessary information and verifies location using GPS tracking.



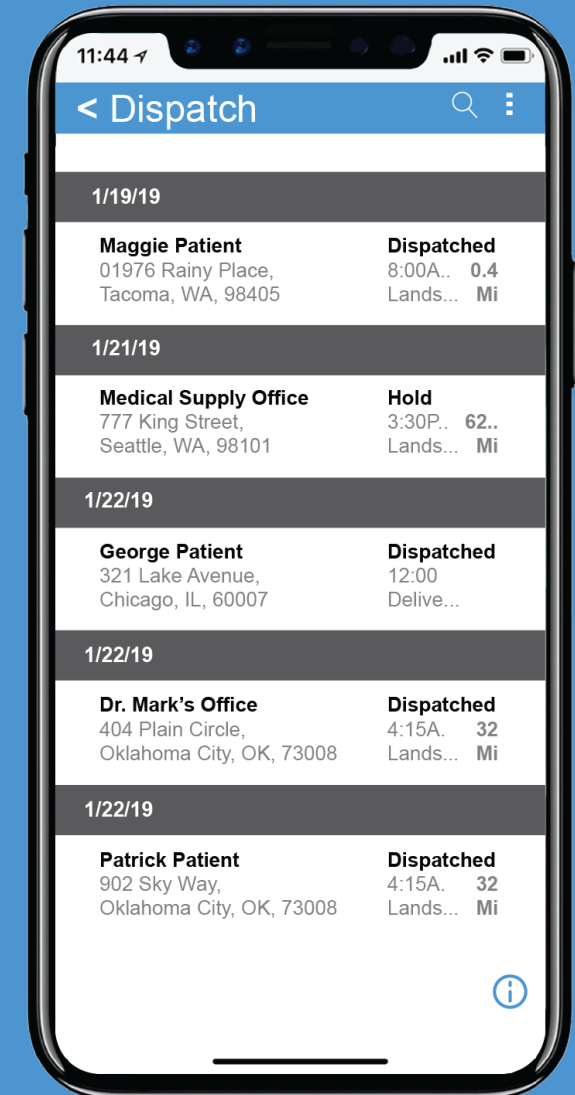
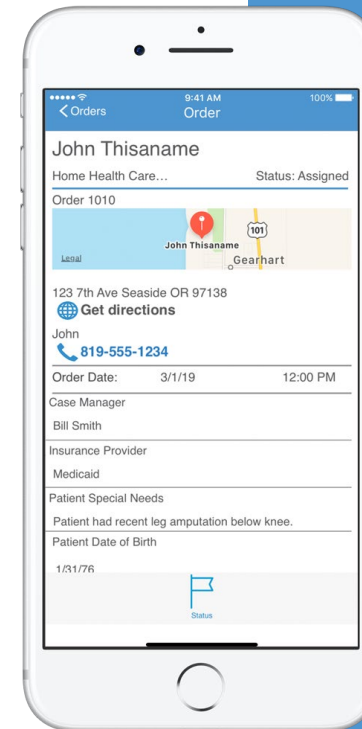
## What's the solution?

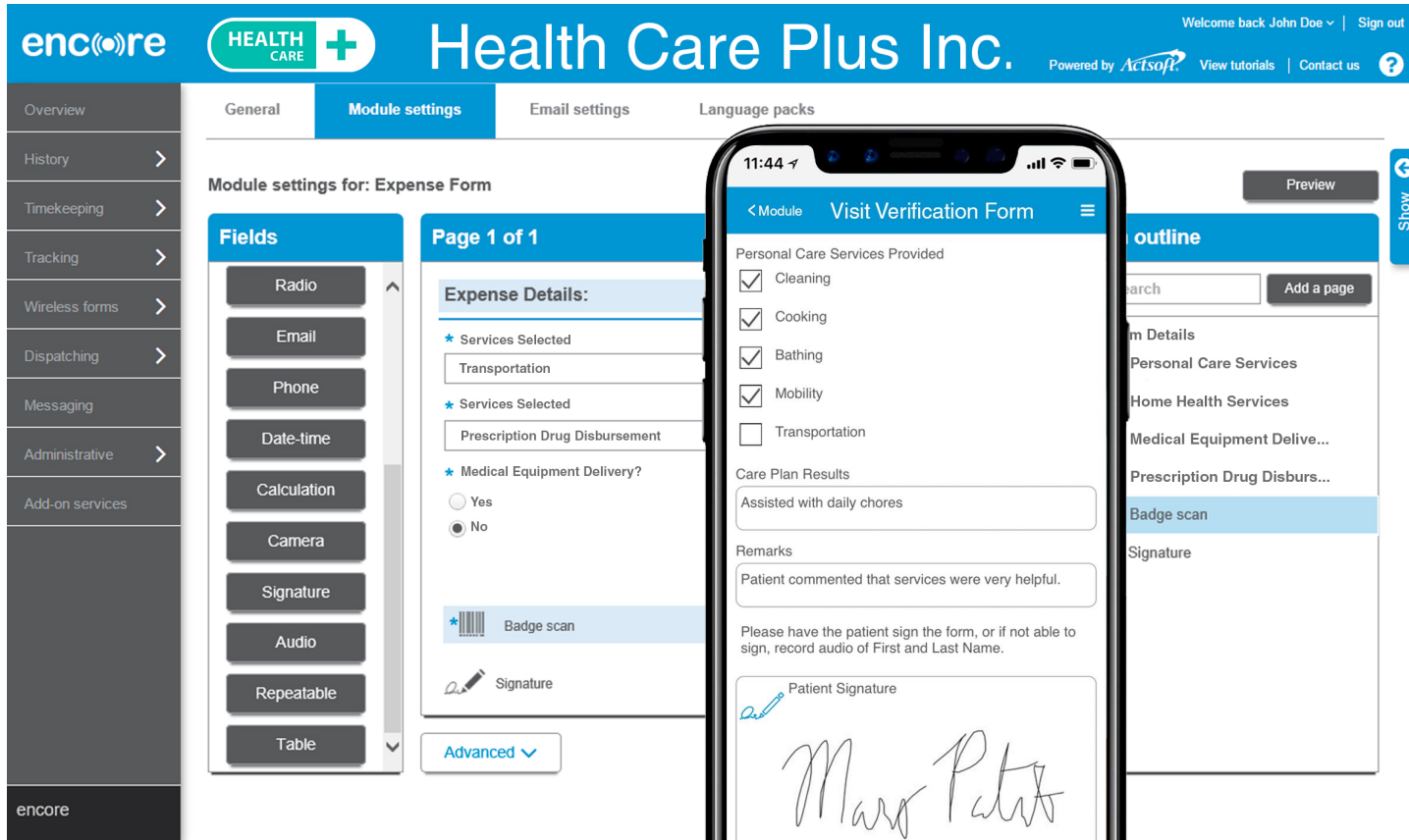
EVV with Encore is more than just a simple check-in solution. It's an intuitive tool that, in addition to easily and securely keeping your business compliant with government mandates, gives you a slew of tools for even more in-depth remote management.

## Increase productivity: Visit Scheduling

Use Visit Scheduling to build itineraries and send new work orders to employees already in the field.

- Update visit status with forms to capture EVV-required data.
- Send job information out, track progress, and manage workloads in near real-time.
- Easily review patient plans of care.
- Turn-by-turn navigation helps decrease drive time.
- Run reports to view analyses of completed visits with EVV data.





## Enhance efficiency: Wireless Forms

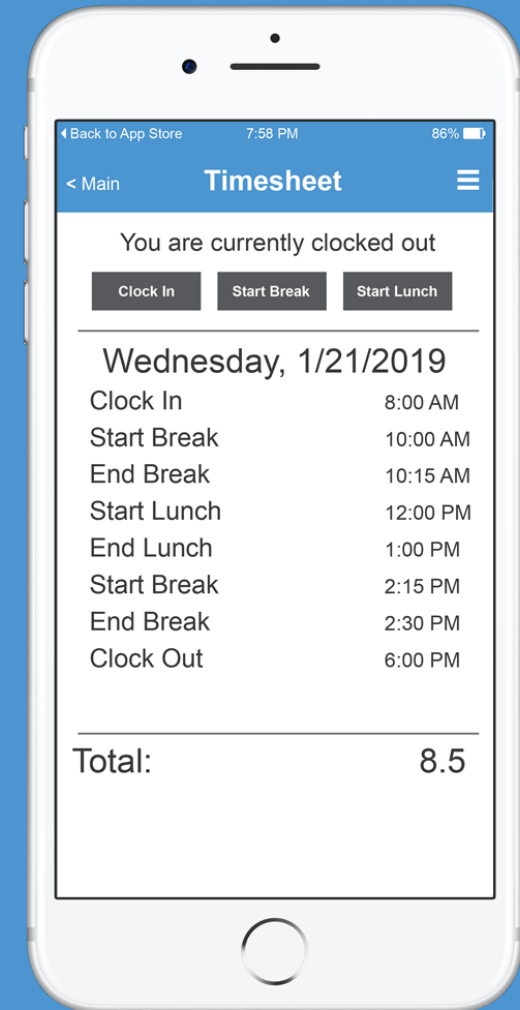
Make paper records a thing of the past with Wireless Forms. Employees can send electronic documents back to your home office via mobile devices, directly from the field.

- Choose from a robust library of pre-built home healthcare forms. Forms are available for use in both online and offline modes.
- Digitally capture all pertinent patient information accurately, plus use calculation fields to automatically compute any totals.
- Reduce paper costs, eliminate paper trails, and view submitted information nearly instantly.
- Run reports to view analyses of completed visits.

## Improve accountability: Timekeeping made flexible

Register time punches from mobile devices from anywhere. Employees can clock in, take breaks and lunches, clock out, and submit timesheets.

- View the history of all time punches on one screen.
- Include mileage reporting with timesheets, if needed.
- See employee time statuses in near real-time.
- Run reports to view analyses of employees' timesheets.







## Additional features

- Stay in close contact with your employees when they're in the field using **intra-company Messaging**. Unlike traditional messaging, you can be sure customer information is kept ultra-secure while transmitting between devices.
- Use **Barcode Scanning** to stay updated on medical supply statuses or use patient wristbands to quickly check customers in.
- When you add **continuous GPS Tracking**, administrators can see employee positions at all times when clocked in, providing an additional layer of accountability.



## What are the benefits?

- **Eliminate overbilling** – Obtaining verification of services rendered means providers won't mistakenly bill patients for appointments that were missed, and they have a logged record of what was accomplished.
- **Reduce instances of insurance fraud** – Never worry that workers are falsely filing invoices for services that were never actually rendered. The GPS-stamped record guarantees that field workers showed up to the appropriate job sites.
- **Enhance worker safety** – Knowing exactly where workers are, and with whom, adds an extra layer of protection while in the field. Audio notes take verification to the next level, letting you hear all parties involved with each visit.
- **Keep accurate visit times** – Digitally cataloging caregivers' trips with customers leaves providers with a time-stamped verification of every single visit.

## Electronic Visit Verification (EVV) Tiers

EVV		EVV with Time
<b>Visit Schedules</b> <ul style="list-style-type: none"><li>• Access schedules from mobile devices</li><li>• View patient care plans</li><li>• Update visit status to capture required data</li><li>• Turn-by-turn navigation</li></ul>	or	<b>Mobile Forms</b> <ul style="list-style-type: none"><li>• Pre-Built EVV form</li><li>• Available audio, image, and signature capture</li><li>• Available in online or offline modes</li></ul>
<b>Visit Schedules</b> <ul style="list-style-type: none"><li>• All the same features from stand-alone EVV</li></ul> <b>+</b> <b>Timekeeping</b> <ul style="list-style-type: none"><li>• Clock in and out, including lunches and breaks</li><li>• Track mileage reporting</li></ul>		
<ul style="list-style-type: none"><li>• Secure, intra-company messaging</li><li>• Comprehensive reports for easy analyzation of captured data</li></ul>		

**Available add-on:** Continuous GPS tracking provides near real-time worker locations and smarter scheduling.



## Encore EVV Tiers

EVV	EVV + Time
<ul style="list-style-type: none"> <li>• One module from predefined module library</li> <li>• Web users (1)</li> <li>• Review Patient Plan of Care</li> <li>• Collect data in the field</li> <li>• Visit Scheduling with GPS Location Stamp</li> </ul>	<ul style="list-style-type: none"> <li>• One module from predefined module library</li> <li>• Web users (1)</li> <li>• Review Patient Plan of Care</li> <li>• Collect data in the field</li> <li>• Visit Scheduling with GPS Location Stamp</li> <li>• Time and attendance</li> </ul>

Classic	Essentials	Ultimate
<ul style="list-style-type: none"> <li>• Up to 5 modules from predefined module library</li> <li>• Web users (1)</li> <li>• Review Patient Plan of Care</li> <li>• Collect data in the field</li> <li>• Visit Scheduling with GPS location Stamp</li> <li>• Basic infographics and charts for modules</li> <li>• Time and attendance</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 10 modules from predefined module library</li> <li>• Web users (2)</li> <li>• Review Patient Plan of Care</li> <li>• Collect data in the field</li> <li>• Visit Scheduling with GPS location Stamp</li> <li>• Time and Attendance</li> <li>• Customize existing modules</li> <li>• Customize and build your own charts and graphs for form modules</li> <li>• Customize scheduling module &amp; build services and status workflows</li> <li>• Enhanced filter capabilities in scheduling</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited modules from predefined module library</li> <li>• Web users (3)</li> <li>• Review Patient Plan of Care</li> <li>• Collect data in the field</li> <li>• Visit Scheduling with GPS location stamp</li> <li>• Time and attendance</li> <li>• Customize existing modules</li> <li>• Customize and build your own charts and graphs for form modules</li> <li>• Customize scheduling module &amp; build services and status workflows</li> <li>• Enhanced filter capabilities in scheduling</li> <li>• Premium scheduling functionality</li> <li>• API access</li> <li>• Ad-hoc Reporting</li> <li>• Form Workflows</li> </ul>

**Add continuous GPS Tracking to any plan**



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