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Electronic Visit Verification (EVV) Product Training

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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

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Why EVV?

The 21st Century Cures Act mandates that all Personal Care Service providers must implement an EVV solution by January 1, 2020, and Home Health Care Nursing providers by January 1, 2023. This law was adopted as an added measure in the prevention of insurance-related fraudulent claims (e.g. charging for services that were never actually rendered). It assures that patients are getting the care required and that invoices that are submitted are valid.

In addition to staying compliant with the forthcoming government-issued mandates, there are plenty of other benefits from implementing an EVV solution.

- **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.

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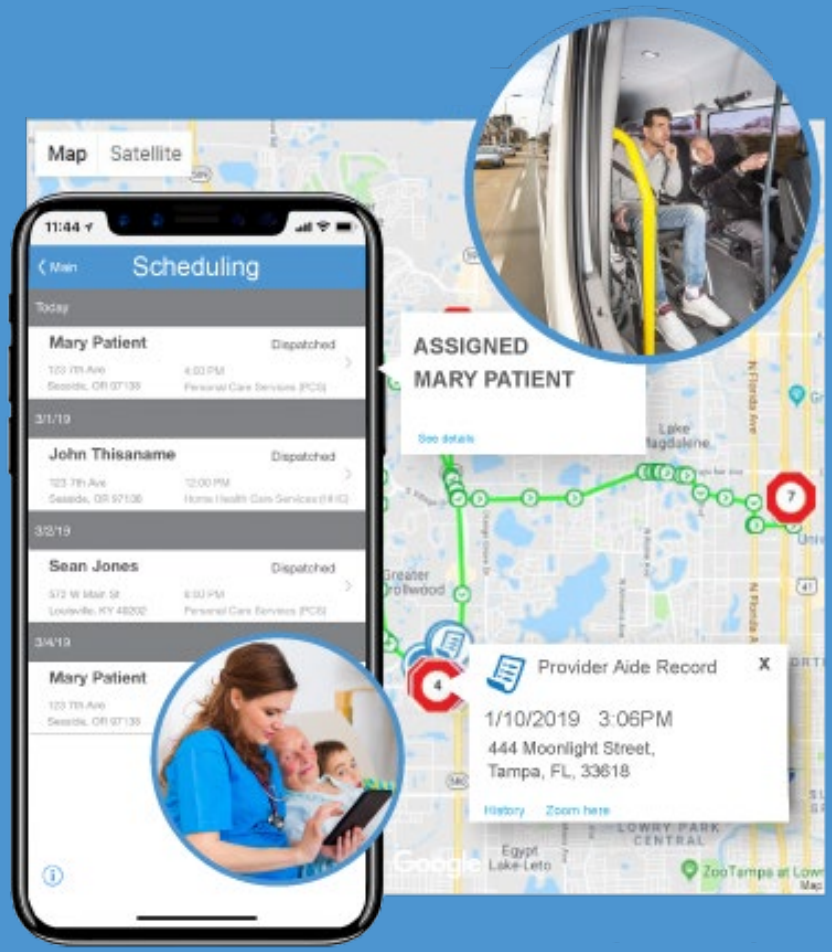
Why EVV with Encore?

When customers choose Encore as their EVV solution, they get much more than just a simple check-in software. They get a robust tool that includes a slew of features, including:

- As new work orders come in, **Visit Scheduling** lets admin distribute jobs to staff directly onto their mobile devices. Patient information remains confidential and workers can fit additional customers into their schedules.
- Stay in close contact with the team using intra-company **Messaging** via a fully secured network. This lets you maintain regular communication without fear of interception.
- Keep track of staff members' hours easily with mobile **Timekeeping**, allowing them to punch in and out from anywhere, without ever having to stop by the office.
- With **Barcode Scanning**, stay updated on medical supply statuses or use patient wristbands to check in customers.
- When you add **continuous GPS Tracking**, administrators can see employee positions at all times when clocked in, providing an additional layer of accountability.



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Electronic Visit Verification (EVV) Tiers

EVV

Visit Schedules

- Access schedules from mobile devices
- View patient care plans
- Update visit status to capture required data
- Turn-by-turn navigation

or

Mobile Forms

- Pre-Built EVV form
- Available audio, image, and signature capture
- Available in online or offline modes

EVV with Time

Visit Schedules

- All the same features from stand-alone EVV

+

Timekeeping

- Clock in and out, including lunches and breaks
- Track mileage reporting

- Secure, intra-company messaging
- Comprehensive reports for easy analyzation of captured data

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

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