Good afternoon ME and SSP.

You are receiving this message because there is an upcoming change in the way the State of PA requires us to capture time worked by Support Service Professionals (SSPs).

The 21st Century Cares Act is federal legislation that requires all state Medicaid agencies to implement an Electronic Visit Verification (EVV) solution to manage their personal care services (PCS) by January 1, 2020.

Electronic Visit Verification (EVV) is a technology solution which electronically verifies the delivery dates, times, and locations of home and community-based services. EVV uses multiple technologies to help prevent fraudulent claims.

The requirement for EVV applies to the services provided through the Agency with Choice program. Therefore, this Fall we will be moving from our paper-based process to a mobile application. The State of PA has designed the system so that it requires the use of a SSP’s or a Participant's mobile device (smart phone or tablet) so that we remain compliant with the federal legislation.

This change may result in fears or concerns and UCP is providing support and education to ease the minds of Managing Employers, Participants, and SSPs. Our intention is to minimize any disruption and magnify the benefits of such a change.

For starters--the new Electronic Visit Verification (EVV) system will minimize paper timesheets and enhance communication within the team. Next steps include training, a trial period, and then implementation, which will be accomplished in phases through the end of December. You will see many communications from us during this period.

To prepare, we have tested the process you are about to go through. We have learned is that success depends on communication between the ME, SSP and AWC Instructor. The biggest change (besides no more paper timesheets) is the need to have every shift and all tasks scheduled BEFORE the shift occurs. We will provide additional information about this.

It is very important that the Instructor has the appropriate schedule entered into the system so the SSP is able to clock in/out for their shift. If the shift is not entered by the AWC Instructor, the SSP will not be able to complete their clock in/out via the mobile application.

ADDITIONAL INFORMATION WILL BE COMING OVER THE NEXT COUPLE OF WEEKS!

1. UCP EVV: Intro to EVV

2. EVV Overview

3. Calendar/Schedule Review

4. Supports to be provided

5. Process changes

6. Privacy and Security Concerns you may have

7. Tips, Tricks, and Traps

Please reach out to your AWC Instructor with questions. Thank you so much for helping us build and enhance our system.