

UCP EVV7: Tips and Tricks – 11/29/19

The Federal 21st Century Cares Act requires Electronic Visit Verification (EVV) to be fully operational by January 1st, 2020. PA aims to be fully compliant and therefore requires ALL providers in PA to be compliant by that time.

MatrixCare Mobile app is the tool we will be using as the electronic method to collect the GPS location, clock-in and clock-out times, and documentation of all tasks provided by each and every SSP. It is HIPAA compliant.

There will be two four-week roll-outs:

1. Starting December 1, 2019: Lancaster, Northumberland, Centre, Lycoming, Clinton
2. Starting December 15, 2019: Dauphin, Cumberland, Perry, Lebanon, Columbia, Montour, Snyder, Union

We understand that this change will impact you. We have tested the roll-out of MatrixCare Mobile app across earlier groups to help us improve this process. (We can always improve, and welcome input.)

This is the seventh and final email that be sent out regarding this change. This email will discuss tips, tricks, and traps that we have identified in our usage of the app. If you find any more of these, please forward them to your Instructor so that we can collect them for the future.

1. Communicating the Schedule

a. It is imperative that you communicate any and all schedule changes to your Instructor as soon as possible.

b. For emergency after-hours, last minute schedule changes, please call the emergency on-call # 1-877-761-5332 c. If all else fails, and there is no schedule in the mobile app, you may revert to telephony and paper Task-Sheet documentation Information can be found in the Training Materials 2. Make sure the prior SSP is checked out, prior to the next SSP checking in a. This is critical when you have a hand-off from one SSP to another. You MUST coordinate among yourselves to ensure an orderly transition from the first SSP to the second SSP.

3. Privacy and security issues

a. You ONLY need location services turned on when Checking-In and Checking-Out. At all other times location services can be turned off, including when providing services.

4. Checking schedule weekly to ensure schedules are up to date a. It is recommended that you confirm your schedule the week prior for the following week. This will give you time to address any scheduling issues directly with your Instructor.

5. Contact Instructor for schedule changes immediately and during normal business hours a. This is being repeated because it is so important and represents a change from our current procedures b. It also provides an opportunity for the Instructor to help identify any concerns you may have 6. Clock out at Midnight a. If working overnight-SSP MUST clock out at midnight and clock back in to ensure proper pay to the SSP 7. Documentation details first and check off the task 2nd a. As directed in the video in the Training Materials it is necessary to enter your service documentation prior to Checking-Out.

b. We recommend that you form the habit of entering the service documentation as you go through your day, and ONLY after entering the service documentation, that you then check a task as being completed.

c. This will allow you to clearly identify in a quick glance which tasks have been fully documented and which ones have not

Thank you.