



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

**Andy Beshear**  
Governor

Division of Community Alternatives  
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**Eric C. Friedlander**  
Secretary

**Pam Smith**  
Director

**Lisa D. Lee**  
Commissioner

May 20, 2020

TO: PT 17: Acquired Brain Injury – Provider Letter #A-36  
PT 33: Supports for Community Living – Provider Letter #A-57  
PT 42: Home and Community Based – Provider Letter #A-95  
PT 43: Adult Day Health Care – Provider Letter #A-57

RE: Electronic Visit Verification

Dear Medicaid Provider,

The Kentucky Department for Medicaid Services (DMS) is implementing the use of electronic visit verification, or EVV, this year. EVV is an electronic system that captures information about in-home services delivered to 1915(c) Home and Community Based Services (HCBS) waiver participants. This information includes the type of service, the date, start and end time of the service, and the names of the person delivering and the person receiving the service. The use of EVV is a requirement of the 21<sup>st</sup> Century Cures Act. DMS must transition to EVV by January 1, 2021.

Traditional and Participant Directed Services providers who deliver in-home services to participants in the following 1915(c) HCBS waivers must use EVV.

- Acquired Brain Injury
- Acquired Brain Injury Long Term Care
- Home and Community Based Waiver
- Michelle P. Waiver
- Supports for Community Living

Providers and participants should benefit from EVV as it reduces the need for paper documentation, creates more flexibility for scheduling and delivering services, improves monitoring of participant health, safety, and welfare, and reduces potential Medicaid fraud, waste, and abuse.

Providers have two options for using EVV. DMS has selected Tellus, LLC to launch EVV in Kentucky. Tellus is a national EVV company that has successfully launched EVV in multiple states. Providers will be trained on the Tellus solution and can use it free of charge.

DMS will allow providers to use their own EVV systems. Those systems will not be paid for by DMS and will be the responsibility of the providers using them. Provider EVV systems must meet the



requirements of the 21<sup>st</sup> Century Cures Act and integrate with Tellus to allow DMS to reimburse for rendered services and conduct waiver quality assurance activities.

We recognize many providers are busier than usual as a result of the COVID-19 pandemic and are issuing this notice now to give you as much time as possible to prepare. DMS created a website with more information about EVV and will be updating it regularly to keep you informed.

**DMS EVV website:** <https://bit.ly/kywaiverEVVinfo>

DMS will send next steps for getting started with EVV soon. DMS is asking affected providers to take two actions to ensure they receive important communications. First, please complete the survey available at <https://bit.ly/evvcontactinfo>. This will give us some important information and help us know who to contact at your agency regarding EVV. Second, please subscribe to our EVV email list. Instructions on how to subscribe are available at <https://bit.ly/getkywaiverupdates>.

1915(c) HCBS waiver participants will receive a letter about this change. A copy will be posted to the DMS EVV website. DMS encourages providers to share the participant letter with any affected individuals they serve.

If you have questions about EVV, please email [MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov).

DMS looks forward to working with our providers on this exciting change.

Sincerely,



Pam Smith, Director  
Division of Community Alternatives