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## Frequently Asked Questions

### Electronic Visit Verification (EVV) General Questions

#### What is EVV?

EVV is a technology solution which electronically verifies the delivery dates and times of home and community-based services to the individuals needing those services. EVV uses multiple technologies, such as telephonic, mobile application and web portal verification inputs to help electronically validate services. Federal law (the 21st Century Cures Act) requires all state Medicaid agencies implement an EVV solution to manage their personal care services (PCS) by January 1, 2020.

#### What information must be collected and verified through EVV?

The 21st Century Cures Act requires that EVV systems must collect and verify the following six items:

- Type of service performed
- Individual receiving the service
- Individual providing the service
- Date of the service
- Location of service delivery
- Time the service begins and ends

#### What do you consider the “location” and how will this information be collected in the system?

For the mobile application, GPS latitude and longitude will be captured when the visit begins at start (the beginning of the provision of the service) and when the visit ends (the conclusion of the service). Locations visited by the SSP and the individual receiving support in-between check-in and check-out will not be captured as long as the mobile application is closed. For telephony visit verification, the location will be based on the landline phone number associated with the client’s address or the address associated with the landline phone number from which the call is made.

#### What services will require the use of EVV by January 1, 2020?

Personal Care Services (PCS) will require the use of EVV by January 1, 2020. This includes the following: Office of Developmental Programs (ODP) Consolidated Waiver, Person/Family Directed Support Waiver (P/FDS), and Community Living Waivers, Intellectual Disabilities/Autism (ID/A) Base Services (Includes Agency and Participant-Directed Services) and Adult Autism Waiver

- Companion
- In-Home and Community Support
- Respite (unlicensed settings only)
- Homemaker

#### How will EVV impact billing?

The 21st Century Cures Act requires electronic verification of visits for Medicaid-funded care before they can be paid by DHS, therefore, compliance with this mandate is necessary for reimbursement by DHS and Medicaid.

**What are the benefits of an EVV system?**

EVV can help improve quality of care by making caregiver activities transparent and measurable. Also, EVV reduces the likelihood for error or fraud by identifying the participant, recording the individual caregiver's location, clock-in and clock-out time, and services provided.

## Pathways EVV System General Questions

**What EVV system did Pathways choose and why?**

Pathways chose CellTrak as their EVV system. CellTrak is a complete EVV solution for Pathways that includes the functionality needed to fulfill our requirements for PA, as well as provide the options necessary of our diverse workforce. In addition, CellTrak integrates with Pathways' electronic health records system (EHR), minimizing data entry and allowing for the seamless transfer of information.

**What are the different ways that visits can be captured through Pathways EVV system?**

Pathways system allows for visits to be captured through the mobile application and through telephony visit verification. Both options will be available for every support service professional (SSP) working in our Agency with Choice program.

**Do I have to buy smartphones for my SSPs?**

A smart device is preferred but not required for the Pathways CellTrak EVV system. CellTrak allows for the use of either the mobile application or telephony visit verification to record the required visit information. Both the mobile application and telephony visit verification allow for verifying caregiver visit date, time and location.

For SSPs using the mobile application as part of the Pathways EVV system, Pathways has a bring your own device (BYOD) policy where employees may use their personal computing devices, such as smartphones and tablets, to download and access the mobile application. The mobile application called "CellTrak" is a free application that is available on iOS and Android operating systems.

**Will there be help with the cost for people who don't currently have data plans?**

Pathways will not cover the costs associated with the purchase of phones, smart devices or data plans. However, as a Pathways' employee, you are entitled to an 18% discount on your Verizon wireless service. If necessary, consumers may be able to apply for a device through the Lifeline program. More information on Lifeline may be found here:

<http://www.dhs.pa.gov/citizens/telephoneassistanceprograms/>.

**What happens if the SSP's device cannot connect to the system when using the mobile app?**

Telephony can be used to capture visit information if cellular or Wi-fi coverage is not a viable option for a specific visit. The mobile application is also able to collect visit information in an offline mode and upload the visit information to the system when connectivity is available.

**Some participants do not have a home phone. Will a home phone be required for EVV?**

The Center for Medicaid Services (CMS) requires that to use telephony services for EVV, the phone number used to record the services must be a landline home phone associated with the person supported. The telephony system will allow for an override if the client's landline phone is not used, however, these exceptions will be documented and sent automatically to the PA Department of Human Services (DHS).

**Does every SSP need to have an email address to use the Pathways EVV mobile application?**

Every employee who has access to the Pathways EVV mobile application will not need a unique email address to use the mobile app, however, an email address on file with Pathways is necessary for communication purposes. All SSPs are encouraged to create a new email address if they do not have an individual email address or to provide an existing individual email address if they haven't done so already. The SSP's email address will be utilized to communicate important information about their employment with Pathways.

**Can more than one SSP use the same device to record services to an individual?**

No. To utilize the mobile application, every SSP must be associated with an individual device.

**How will an individual receiving services verify times and service?**

An individual receiving services (or their primary caregiver or Managing Employer) will have the ability to verify times and service at the time of service by digital signature through the mobile application. In addition, Managing Employers will have two options to verify services, which are summarized in the Managing Employer Questions section of this document.

**Will signatures be required at the end of every visit with EVV?**

A signature is encouraged but not required at the end of every visit as long as the service starts and ends as expected in the geo-location of the person being supported. If a service is provided outside the expected geo-location, then a signature of the Managing Employer or primary caregiver is required to confirm the service was delivered as expected. In addition, as mentioned above, Managing Employers will have two options to verify services, which are summarized in the Managing Employer Questions section of this document.

**What happens if start and/or end times cannot be, or are not, captured?**

Start and end times are required information that must be captured as part of the visit. In instances where the start and end times are unable to be captured through the mobile application, the telephony option can be used. For time errors, the times can be fixed through manual correction in the web portal.

**Will different modalities for check-in and check-out be allowable in CellTrak?**

Yes, a caregiver can check-in using the mobile application and check-out using telephony (or vice versa), if needed.

**How will the SSP select the service provided in the mobile application of CellTrak?**

The SSP will not select the service provided. The Managing Employer will schedule the SSP for the service they want the SSP to perform during each visit.

Each Managing Employer will be provided with the information needed to select the proper service for the person being supported. The SSP will then perform the service for that person from their schedule.

**What languages will be provided as part of the Pathways' EVV system?**

The telephony visit verification system as part of Pathways' EVV system is available in English and Spanish. SSP and Managing Employer training materials and help reference guides are provided in English.

**Technology Questions****Will the CellTrak EVV mobile application track my movements?**

The mobile application is only interested in tracking the GPS location when the service starts and ends. During the care visit, the app can be closed and will not track movement, if closed.

**What are the device requirements for using the CellTrak mobile application?**

To use the CellTrak mobile app, a smartphone running the Android operating system of 4.4 (KitKat) or later (released October 2013) or running Apple iOS version 10 operating system or higher (released 2016) is required. The device must be capable of receiving data from GPS satellites and must allow the CellTrak app to access GPS information (location services) through a cellular connection.

**How much space does the app take on my device?**

The CellTrak app takes less than 8 MB of space. For reference, Facebook takes up about 475 MB and Netflix takes up about 400 MB.

**How much data does the app use each month?**

Typically, less than 100 MB.

**Can the app be downloaded to a tablet and accessed through wifi instead of a cellular device?**

The CellTrak mobile application can be used on a wifi-enabled device, however, a cellular device with wifi backup is recommended for better reliability.

**Privacy and Security Questions****How does the app protect the privacy of the client?**

Pathways has taken every precaution to ensure our systems are resilient and meet the guidelines and expectations of the Health Insurance Portability and Accountability Act (HIPAA). CellTrak and their applications are compliant with HIPAA to ensure client data is secure.

**How secure is the data that is transmitted through the Pathways EVV system?**

CellTrak uses encryption and other security protocols on their servers. CellTrak installs and maintains up-to-date firewalls and virus protection, conducts a periodic review of users and access rights, reviews and applies security patches and reviews and analyzes system activity logs.

**What additional measures assure client data protection?**

The CellTrak EVV system access is protected by a unique user ID and password for every user. SSPs and Managing Employers are provided with their unique login information access to the mobile app and site and are expected to maintain the confidentiality of that information. User access is maintained by Pathways AWC staff to ensure access is appropriate and up to date.

**Support Service Professional (SSP) Specific Questions****Why do I need to participate?**

The services you provide for Pathways, your Managing Employer and the person(s) you support, are subject to the Federal law (the 21st Century Cures Act) that requires all state Medicaid agencies to implement an EVV solution. For more information, please see the “What is EVV?” question in this document.

**What if I don't have a smartphone?**

A smartphone is encouraged but not required. You will be provided with the information needed to utilize the telephony option and you will work with your Managing Employer to find the right solution for you and your client while also complying with the EVV mandate. Pathways is committed to helping you and your Managing Employer find the right solution for you.

**What happens if the Pathways EVV mobile application cannot connect to the system?**

If GPS or cellular coverage is not a viable option for a specific visit, you can use telephony visit verification to capture visit information.

**Are the phone numbers used to call-in visit verification toll-free?**

Yes, and access is available 24 hours a day, seven days a week. Pathways EVV telephony visit verification tollfree numbers and information will be provided during training, via email or by accessing the support information on our website.

**What if I want to keep my work life and personal life separate?**

Be sure to exit/close the app when you are not working.

**Will I be tracked after work hours?**

No, as long as you are sure to exit/close the app at the end of each day. This will also save on battery and data usage.



**Will CellTrak use my smartphone's battery?**

Yes, CellTrak will use your battery when using the app and or running in the background so be sure to exit/close the app when not in use.

**What if my smartphone dies? Will I still be able to record services?**

CellTrak will store your activities on your device until you recharge your battery, then you can go into the app and pick up where you left off. Alternatively, you can utilize the telephony backup system to start and/or end your shift until your battery is recharged.

**What if I don't have enough space on my device for the app?**

The app will only require about 8 MB of space on your device. There are options for allocating space on your device that include deleting unused apps, photos or video, minimizing the number of messages/emails stored on your phone or moving photos/videos to cloud storage.

**What if I get a new phone?**

Just let your Managing Employer or the Pathways AWC staff know so that they can reset your license. Then you can register your new phone.

**What if my device's software isn't updated?**

Your smartphone's operating system must comply with the minimum requirements so if an update is available for your phone, we encourage you to install those updates. If your device does not comply with the minimum requirements, the telephony option for recording your services is available.

**Will Pathways be reimbursing me for my data?**

Pathways will not reimburse for cellular smart devices or data plans. However, as a Pathways' employee, you are entitled to an 18% discount on your Verizon wireless plan. If necessary, consumers may be able to apply for a device through the Lifeline program. More information on Lifeline may be found here: <http://www.dhs.pa.gov/citizens/telephoneassistanceprograms/>.

**Will I still turn in my paper timesheets to my Managing Employer?**

During Pathways parallel testing timeframe, SSPs will continue to record their time on their paper timesheets and submit to their Managing Employer. When parallel testing is complete and all SSPs and Managing Employers are transitioned, paper timesheets will no longer be necessary. We will keep you informed of that progress and timeline.

**Will I still turn in my progress notes each week/pay period to my Managing Employer?**

Yes, during Pathways parallel testing timeframe and likely for some time after, SSPs will continue to complete their paper Progress Notes and submit to their Managing Employer. We are continuing to work towards the most efficient and effective processes possible while also accommodating our diverse workforce and complying with state and federal requirements.

**Who will have access to see where I am?**

While the app is running on your smartphone, the Pathways AWC staff will see your location in the CellTrak Operations Portal. You are encouraged to close the app when not working and/or during service delivery. The app is only necessary at check-in and check-out.

**What if there is a discrepancy with my schedule and the actual time I worked?**

If the start and end times of your visit do not correspond to your schedule or the actual time spent with the person(s) you support, the schedule or time can be edited by the Pathways AWC staff or your Managing Employer to reflect the correct schedule or time.

**What happens if I forget to start or end a service in CellTrak?**

At the time you determine that you have forgotten or start or end a service, do it at that time, then contact your Managing Employer or Pathways AWC staff and they will correct it in the Operations Portal.

**If I am a parent SSP of a person being supported, do I still need to participate?**

Yes, all direct care staff in Pennsylvania providing these services are required to utilize an EVV system to record services regardless of their relationship with the person(s) being served.

**What happens if GPS coordinates do not match an approved location for services?**

The GPS coordinates will be captured in the CellTrak mobile application at start and end. The perimeter for locations is set at 1000 ft from the client's address. If the recorded location is outside that perimeter, an exception will be recorded and viewable by the Pathways AWC staff and Managing Employers who choose to use the portal. Action on those exceptions will be taken appropriately.

**If the telephony option is used, do SSPs need to use the client's home phone?**

The Center for Medicaid Services (CMS) requires that to use telephony services for EVV, the phone number used to record the services must be a landline home phone associated with the person supported. The telephony system will allow for an override if the client's landline phone is not used, however, these exceptions will be documented and sent automatically to the PA Department of Human Services (DHS).

**Managing Employer (ME) Specific Questions****Why do I need to participate?**

The services you manage as a Managing Employer for the person supported by Medicaid funding are subject to the Federal law (the 21st Century Cures Act) that requires all state Medicaid agencies to implement an EVV solution. For more information, please see the "What is EVV?" question in this document.

**What if the client's home does not have a landline?**

The Center for Medicaid Services (CMS) requires that to use telephony services for EVV, the phone number used to record the services must be a landline home phone associated with the person supported. The telephony system will allow for an override if the client's landline phone is not used,

however, these exceptions will be documented and sent automatically to the PA Department of Human Services (DHS). Therefore, if your SSPs do not have smartphones, then the client must have a landline telephone to utilize the telephony option.

### **Are schedules created in advance required with the EVV system?**

Yes. To use the EVV system, advanced scheduling is strongly encouraged. Schedules can be created each week or created to recur the same schedule every week. Pathways is committed to make scheduling as easy and functional as possible for Managing Employers. Managing Employers will have two options for scheduling:

1. Managing Employers may opt to have access to the scheduling portion of the application to electronically manage their SSPs schedules.
2. Managing Employers may also opt to submit paper schedules to the AWC office staff for entry into the system.

### **How does the Managing Employer ensure accuracy in the time submitted by the SSPs?**

Managing Employers will submit schedules to the AWC or will enter schedules into the system prior to the delivery of services. This will allow staff to know/view their schedules in advance and start/end services from their schedule. In addition, Managing Employers will have two options of approving SSPs services and time submitted after services are provided through the EVV system.

1. Managing Employers may opt to have access to the CellTrak Operations Portal to electronically manage their SSPs services and time.
2. Managing Employers may also opt to receive a weekly report via email of the services performed. They may then approve the services and time or provide changes that will be completed by Pathways AWC staff in the CellTrak Operations Portal.

### **Does the Managing Employer need to approve and submit the SSPs paper time sheets?**

During Pathways parallel testing timeframe, SSPs will continue to record their time on their paper timesheets and submit to their Managing Employer for approval and submission to Pathways. When parallel testing is complete and all SSPs and Managing Employers are transitioned to the EVV system and processes, paper timesheets will no longer be necessary. We will keep you informed of that progress and timeline.

### **Does the Managing Employer need to approve and submit Progress Notes?**

Yes, during Pathways parallel testing timeframe and likely for some time after, SSPs will continue to complete their paper Progress Notes and submit to their Managing Employer for approval. We are continuing to work towards the most efficient and effective processes possible while also accommodating our diverse workforce and complying with state and federal requirements.

### **Does every Managing Employer need to have an email address?**

Managing Employers are encouraged to have an email address for either the CellTrak Operations Portal option or the weekly report approvals. Any Managing Employer who does not currently have an email address is encouraged to create a new email address or provide an existing individual email address to Pathways if they have not done so already. The Managing Employer email address will also be utilized by Pathways to communicate important information as needed.

## CellTrak Training Questions

### **What kind of training will be available for SSPs and Managing Employers?**

In the month of December, SSPs and MEs are encouraged to attend face to face classroom training at sites across Southwestern PA but may optionally participate in self-paced online training available soon through Pathways AWC website. The training schedule and additional training information will be made available on the Pathways AWC website at: <http://www.yourawc.org>

### **Do I have to go to an in-person training to use the Pathways CellTrak EVV system?**

All AWC Support Service Professionals and Managing Employers are encouraged to attend training in person prior to receiving login credentials for the CellTrak EVV system. If in person training is not possible, SSPs and Managing Employers must complete the online training that will be available in December.

### **What do SSPs and Managing Employers need to bring to the training session?**

SSPs are encouraged to bring their smartphone to the training because you will be instructed on how to download and register your device. In addition, representatives from Pathways Human Resources department will be on hand to accept any updated required documentation.

### **When will they be able to access the online training?**

The online training modules and training documentation to assist you in installing and utilizing the mobile application and telephony option will be available online by December 15<sup>th</sup>. Those SSPs and Managing Employers who are not able to attend in person will also be provided with their credentials and/or information specific to the person supported after in person trainings are completed.

### **How do I register for a training session?**

All SSPs and Managing Employers have been sent information via email and postal mail with the dates/times and registration information for the in-person trainings. If you have not received this information, please contact Pathways AWC Customer Care team. If you have not yet registered for a session, [click here](#) to RSVP, before December 5<sup>th</sup>, to one training session.

### **Will I get paid for the time spent at the in-person training or watching the training video?**

Yes. You will be paid for your training time. The process for submitting training time will be discussed during the training.

Additional PA and Federal Information

**How can I ensure that I receive all the information I need about Pennsylvania's EVV program and/or the EVV mandate from the Center for Medicaid Services?**

Pennsylvania Department of Human Services EVV Website:

<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

For additional FAQs provided by the Center for Medicaid Services (CMS) regarding the EVV mandate, please visit <https://www.medicaid.gov/federal-policy-guidance/downloads/faq051618.pdf>

**AWC Customer Care Hotline**

For additional information or to speak with a Pathways Agency with Choice representative, call 1-800-340-1029 or email [support@yourawc.org](mailto:support@yourawc.org). For additional documentation on Agency with Choice and CellTrak EVV, go to <http://www.yourawc.org/evv>.

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