![Washington State Department of Social & Health Services — Transforming lives]

Service Experience Team Meeting
ALTSA, Home and Community Services

March 25, 2021
Zoom call only
10 am to 11:30 AM

	Attendees:				
☒	Anderson, Shelley (Member)	☒	Hayward, Heidi (Member)	☒	Thompson, Cora (Member)
☒	Carlstrom, Brenda (Member)	☒	Kennedy, Kris (Member rep)	☐	
☒	Conner, Kim (Advocate)	☒	Leslie, Kim (HCS)	☐	
☒	Dronen, Nicole (HCS)	☒	McNeill, Geri Lyn (HCS)	☐	
☒	Emans, Kelli (HCS)	☒	Meewes Sanchez, Andrea (HCS)	☐	
☒	Erkkinen, Meghan (HCS)	☒	Peterson, Isaac (Member)	☐	
☐	Filosa, Stephen (Member)	☒	Plummer, Robert (Member)	☐	
☒	Graham, Alec (HCS)	☐	Rector, Bea (HCS)	☐	

Main Outcome:

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Welcome/Introductions/Agenda review/Approval of January minutes	10:00	Kelli/Nicole	Minutes Approved
2.	LTSS Trust Feedback	10:05	Andrea	See question and answers attached. SET Questionnaire on the CARE Assessment
3.	EVV Discussion	10:45	Alec	• Last meeting update on Electronic Visit Verification was up in Holgate back in Septemeber in 2019 • Want to discuss today some of the challenges with the implementation of Electronic Visit Verification. • Plan was to implement in 2 phases, where each home care agency would select their own vendor to use, then for IP's were were going to be implementing with CDE. With onset with COVID19, those plans got derailed. CDE slowed their implementation, and the biggest impact was budget, due to the signicant decline in revenue, and the failure of implementing EVV, resulted in Medicaid penalities, which would have further reduced the budget, and at the time we were looking at 15% cuts. • The state made the decision implement EVV for individual providers using our existing current payroll vendor that operates IPOne. • We did request multiple times from the federal government to get a delay or extension, but they were denied and it is federal law and that we had to proceed with the implementation. • We went live with IP's on December 16, 2020 and the Home Care agencies we did a soft launch on November 1, 2020 and then strict EVV requirements went into effect January 1st.

- The State was able to avoid the penalties. But we know that with clients and individual providers that may not resinate as being something important, but this was prior to Covid19 relief bill where budgets were tight, and any reduction in the Medicaid budget, would have direct impacts on client services.
- We tried to limit the impact of Electric Visit Verification, so we had the abilitiy to exempt care givers that lived with their clients, which was about 15,000.
- First challenge was the need to let everyone know it was going to be a requirement. The State did a large scale messaging campaign. It was suppose to be done Digitial, email, notification on the website, and a large mailing campaign. We had service delay's in November and December, due to postal delays. Some providers got notification close to the go live date, and due tot the system requiring a pay cycle refresh, it would not register in the system until 2 weeks later.
- Another challenge, we received a notification from vendor on December 15th, which was the day before the go-live date, which caused issues for some providers to have issues accessing the app.
- Additionally, the call center that was supporting the implementation efforts, very quickly received far more phone call than they were able to staff. During November and December we had worked with the payroll vendor to increase their staff and they had by 50%.
- In second week of January there was an issue with coding behind the application that caused the system to offline for 3 days, and caused call center issues, which caused Individual providers to delays in submit their time.
- Delay in the adjustment functionality, and that was scheduled to go into production the second week of January, which delayed providers to be able to make changes or adjustments on their time cards.
- Alec asked for group input on what their experiences have been.
  - Bob asked why work week starts on a Sunday??
  - Bob also asked about the 3 strikes, for IP's on work week limitations. If they have three occurences, they are terminated, and asking to review policy as there is such a shortage of providers.
  - Brenda I have experienced all the above and two providers that still having to manually log in and cannot use the app. One provider that had to wait 4 payperiod before she was paid. She can now can log in.
  - Heidi had a question regarding the GPS used in the Application. Alec - We strictly stuck with the federal required of time and place when they log in and log out. That is the only time it is on, and we also put in policy on limitation of who has access to this information and who it can be shared with.
  - Alec asked group: Availablity of cell phones, do your providers have obstacles to access to SMARTphones?
  - Heidi, it is a serious concern as we do not pay providers enough. I personally have not experienced it.

			- Kris – frequently I have had to access wifi in my home for them, as they did not data access on their phone. - Shelley – when you are on social security you have to budget, and had a surgery and had to let me phone go for a month, for a entire month, until I got my service back, she has to use her phone and got a reprimand for using her own phone. She actually ended up quitting with all the problems. If this is federally required, they should be assisting with access. - Brenda –data is the largest obstacle.
4.	Next Steps/Discussion	11:25	Nicole/ Kelli	

	Action Items/Decisions				
#	**Action Item**	**Assigned To:**	**Date Assigned:**	**Date Due:**	**Status**
1	Alec to send Kelli or Nicole the Memorandum of Understanding on GPS use in EVV	ALEC	3/25/2021	4/2/201	
2	Adding Phone/internet resources to client facing webpage	Meghan	3/25/2021		