The New Jersey Department of Human Services
Division of Developmental Disabilities

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CORONAVIRUS DISEASE (COVID-19)
UPDATE FOR FAMILIES AND PROVIDERS

May 13, 2021

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Agenda

- COVID-19 Statistics
- May Webinars
- In-Home COVID-19 Vaccine for Homebound
- Vaccine Transportation Resources
- Reminder about Staff/SDE On-Boarding Requirements
- Clarification on CPR/FA Requirement
- New Housing Subsidy Form and Process
- Resources
- Electronic Visit Verification (EVV) Overview

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New Jersey COVID-19 Current Statistics*

State of New Jersey	
Positive	
Deaths	

This update is as of Wednesday, May 12, 2021.

For regular updates: https://covid19.nj.gov/

Consider downloading COVID Alert NJ on your Apple or Android smartphone: https://covid19.nj.gov/pages/app

DDD Specific COVID-19 Statistics*

	Community		Developmental Centers	Total
	Licensed	**Own Home**		
Positive				
Deaths				

*DDD-specific statistics are updated weekly. Community data includes individuals **actively** under DDD services in settings such as group homes, supervised apartments, out of state, and own-home settings.*

Full detail, including data for individuals not under services for whom reporting is voluntary and provided for informational purposes only, can be found at NJ Department of Human Services COVID-19 Information.

COVID-19 Update Webinar Schedule

- Next May Update webinar:
  - Thursday May 27, 2021 – 10:30 am
- Use link below to register:
  - Register Now for May 27 Update Webinar

In-Home COVID-19 Vaccine for Homebound

- NJ Department of Health (NJ DOH) has established a program to provide in-home COVID-19 vaccines to people in New Jersey who are homebound, including individuals with intellectual and developmental disabilities.

- If you are unable to leave home to receive a COVID-19 vaccine, or are the caregiver of someone who is homebound, you may request an in-home vaccination appointment by completing this [Request for In-Home Vaccination](#).

- For assistance completing the request by phone, call the NJ COVID-19 Vaccine Call Center at 1-855-568-0545.

- Information is available on the NJ DOH webpage, [How can I get the COVID-19 vaccine if I'm homebound?](#)

Vaccine Transportation Resources

- NJ TRANSIT has established VAXRIDE NJ, a program offering free rides to and from vaccine appointments.

- ModivCare (formerly LogistiCare) manages non-emergency transportation, *including transportation to and from vaccine appointments*, for Medicaid recipients.

- To schedule by phone, call **866-527-9933.** (TTY for deaf or hearing impaired members: 866-288-3133)

- To schedule online, go to the Member Portal.

Reminder: Staff/SDE Onboarding Requirements

- All agency staff and self-directed employees (SDEs) who began their employment based on temporary clearance from DHS ECCU are required to **complete all pending onboarding requirements by June 4, 2021**, including:
  - Criminal background checks via fingerprinting;
  - Pre-employment drug testing;
  - Child Abuse Record Information (CARI) checks.

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Reminder: Staff/SDE Onboarding Requirements

○ SDEs, including family members, who received temporary emergency clearance from DHS ECCU to be hired *and who still need to complete onboarding requirements* should contact their Fiscal Intermediary (PPL or Easterseals) as soon as possible.

○ The FI will be able to advise SDEs which of the onboarding requirements they are missing and provide instructions and email links for completing.

  ✕ PPL Customer Service: 844-842-5891

  ✕ Easterseals Customer Service: 800-471-3086

Clarification on CPR/First Aid Requirement

- CPR and First Aid classes may be completed online, but an instructor-led classroom skill section is required.

  - For direct support professionals employed by a provider agency, this must occur **prior to assuming responsibility for an individual**.

  - For self-directed employees employed through a fiscal intermediary (PPL or Easterseals), this must occur **within six months of the date of hire**.

New Housing Subsidy Form and Process

- The Division's Housing Unit is pleased to announce the upcoming launch of a new streamlined process to request a housing subsidy. Details will be communicated soon.

- The current multi-step process and submission of forms is being condensed into a single **Housing Subsidy Program Eligibility Determination Form**.

- Completed forms will be submitted through a dedicated DDD Housing Subsidy email, and review and response will be completed within ten days.

- In collaboration with the Community Living Project (CLEP), the Housing Subsidy Unit is conducting a webinar on May 18 to talk about the DDD Housing Subsidy program and the new process. See next slide (#12) for registration link.

Upcoming Events

○ The [Division of Developmental Disabilities Spring Webinar Series brought to you by CLEP](#) (Community Living Education Project) is being held every Tuesday in May, from **12 Noon – 1:00 pm** and will be presented by DDD staff. You can register for the upcoming webinars using the links below:

  ✕ **May 18**: [The DDD Housing Subsidy Program](#)

  ✕ **May 25**: [Understanding Self-Directed Services in New Jersey and the Role of the Supports Broker](#)

Upcoming Events

SAVE
THE
DATE!

**ASL and Live CC
provided**

Promoting Safety,
Access, and Inclusion
for Every Survivor

Expert panel discussion on fostering healthy and inclusive communities for all
survivors of interpersonal violence. Findings from the New Jersey Needs
Assessment for Survivors of Interpersonal Violence with Disabilities will be shared.

**TUESDAY JUNE 15TH
9:30 AM - 12:30 PM
ZOOM REGISTRATION TO COME!**

For more information or to request accommodations: training@ssw.rutgers.edu

DDS
NJ DIVISION OF
DISABILITY SERVICES

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School of Social Work
CENTER ON VIOLENCE AGAINST
WOMEN AND CHILDREN

cc

Important Resources

- [Disability Rights New Jersey](#)
  - 1-800-922-7233 (toll-free in New Jersey only)

- [Ombudsman for Individuals with Developmental Disabilities and their Families](#)
  - 1-609-984-7764

- [New Jersey Council on Developmental Disabilities](#)
  - 1-800-792-8858

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Important Resources

- For assistance during this time:
  - For issues, call the Division Community Services office for your county or 1 (800) 832-9173.
  - When calling, you will be connected with the Division's answering service who will take information about the circumstance and have a Division staff person reach out.
  - For routine questions: DDD.FeeForService@dhs.nj.gov
  - For COVID-related questions: DDD.COVID-19@dhs.nj.gov
  - To report suspected abuse, neglect or exploitation: call 1 (800) 832-9173, then press 1.

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Highlighted Resources

- For individuals, families and caregivers
  - Boggs Center COVID-19 Information and Resources

- For individuals:
  - NJ Self-Advocacy Project's Stay Healthy at Home Webinar Series

- For Direct Support Professionals
  - National Alliance for Direct Support Professionals (NADSP) COVID-19 Toolkit for DSPs
  - CDC Guidance for Direct Service Providers

The Federal EVV Mandate

- Section 12006 of the Twenty First Century Cures Act (Cures Act) and The Centers for Medicare & Medicaid Services (CMS) has mandated that Electronic Visit Verification (EVV) will be required for all Personal Care Services as of January 1, 2020.

  https://www.govinfo.gov/content/pkg/PLAW-114publ255/pdf/PLAW-114publ255.pdf

- NJ DMAHS received approval from CMS for a good faith effort exemption to the January 2020 implementation mandate. The new implementation deadline was **January 1, 2021**.

6 Required Elements of EVV

The six required data elements that must be captured and verified through EVV to satisfy the Cures Act:

1 Type of service performed.

2 Individual receiving the service.

3 Date of the service.

4 Location of service delivery.

5 Individual providing the service.

6 Time the service begins and ends.

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State Aggregator

- HHAeXchange has been selected as the State Aggregator.

- The State has adopted a "No Wrong Door" approach: HHAeXchange will be consolidating all visit data, regardless of the EVV system being used.

- Providers have 3 options for their solution:

Option 1
- Use their existing EVV system or a system they intend to implement;

Option 2
- Use Free EVV tools provided by each Health Plan

Option 3
- Use the free EVV tools provided by HHA

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DDD Responsibilities

Assist with EVV implementation for DDD providers.

Collaborate with stakeholders on planning and troubleshooting.

Build understanding of EVV across the DDD Provider community, including broad communications and training opportunities.

Support operational connections and coordination between DDD providers and HHAeXchange.

Provide clear direction for any EVV changes.

HHAeXchange Responsibilities

Provide visibility into DDD provider and member visit information by aggregating through HHAeXchange services software.

Ensure EVV Cures Act Visit Compliance rate for NJ

Meet key milestones necessary for CMS System Certification.

Mitigate risks and ensure quality management concerns are brought to the attention of the EVV Project Team and the EVV Steering Committee.

Provide compliance and KPI (KPI=key performance indicators) data for ongoing reporting to CMS.

Provider Responsibilities

Collaborate with stakeholders on planning and troubleshooting.

Create an HHAeXchange portal and log into the system.

- HHA Free Tools: Enter caregivers, create schedules and   confirm visits.

-Third Party Solution: Support operational connections and coordination between all involved parties.

Bill through HHAeXchange.

Train Caregivers

Support Coordination Responsibilities

- **Assist Families** in understanding the EVV federal mandate.

- **Inform Families** how EVV will affect their services.

- **Communicate challenges** families experience to the provider agency and/or DDD and HHAeXchange.

- **Document EVV Applicable, and EVV exempt, Services** in iRecord.

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Caregiver Responsibilities

Download the free EVV application

Participate in training

Log in at the start of a shift and log out at end of a shift using the free EVV application

Report any log in/log out errors to their employer

Provide service as usual

EVV Methods for Checking In/Out

The following three methods are available to caregivers to utilize when checking in at time of service delivery:

<u>HHAeXchange App</u> – This is a free app provided through HHAeXchange and is used on a mobile device.

<u>Telephony</u> - In some cases, the free app may not be an option. However, you may be able to use the individual's land line. The caregiver would call in to HHAeXchange to complete the check-in process upon arrival and departure.

<u>FOB</u> – If neither of the above methods are able to be implemented, a FOB device can be provided

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When Using A FOB

The figure below displays the FOB Device, highlighting 3 areas:

1. The 8-Digit Passcode
2. The Power Button
3. The 6-Digit Device ID

FOB Requests

- FOB requests should be made through the DDD EVV helpdesk, dddevv@dhs.nj.gov.
  - ➤ Additional directions will be provided upon approval.

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https://www.nj.gov/humanservices/ddd/home/index.html

Electronic Visit Verification (EVV)
HHAeXchange FOB Device Request Form

Service Recipient Information	
Name: Click or tap here to enter text.	**Date of Request:** Click or tap to enter a date.
Address: Click or tap here to enter text.	**Support Coordinator:** Click here to enter text.
Telephone: Click here to enter text.	**Support Coordinator Email:** Click here to enter text.
DDDID#: Click or tap here to enter text.	**Support Coordination Agency:** Click here to enter text.

Please choose all that apply: (A minimum of two conditions must be met in order to approve)

☐ Staff member does not have a mobile device to access the HHAeXchange App or has experienced ongoing signal issues with GPS location mapping.

☐ Service Recipients home does not have a landline

☐ Family refuses to allow staff to use landline

Please list staff member(s) who do not have mobile device and will be using FOB device:

Staff Member Name: Click or tap here to enter text.	**Agency:** Click or tap here to enter text.
Staff Member Name: Click or tap here to enter text.	**Agency:** Click or tap here to enter text.
Staff Member Name: Click or tap here to enter text.	**Agency:** Click or tap here to enter text.

Shipping & Installation Information

FOB Shipping address: Click here to enter text.

Name of person responsible for the receipt and installation of the FOB: Click here to enter text.

Responsible party's Telephone: Click here to enter text.

For Division Use Only	
Reviewer Name: Click here to enter text.	
Email: Click here to enter text.	
Approval Status: ☐ Approved ☐ Denied	**Date of Determination:** Click here to enter text.
FOB Device#: Click here to enter text.	**Seal ID #:** Click here to enter text.
FOB Deactivation Date: Click or tap to enter a date.	**FOB Return Date:** Click or tap to enter a date.

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No Change to Services and Privacy

- EVV does not change the services a member receives.

- EVV systems are designed to protect privacy

- EVV systems do not record location information during the visit.

How EVV Collects Visit Information

- When a care giver begins a service visit, a mobile application on a smartphone is used to enter required service details at the start and end of the visit. A caregiver can also use a tablet as long as GPS services are available.

- The mobile application for a smartphone or tablet is free to download. The mobile application can be used even when there is no data or Wi-Fi connection. The information will automatically transfer from the device later when there is a data or Wi-Fi connection.

- Caregivers who do not have a smartphone or GPS-enabled tablet will call a designated phone number from the participant's landline.
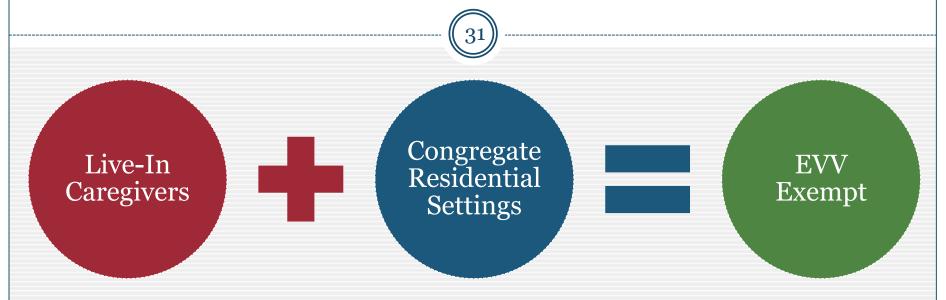
Procedure Codes Requiring EVV

Service	Unit of Service	Procedure Code
DDD Individual Supports (Base Rate)	15 minutes	H2016HI
DDD Individual Supports (With Acuity Rate)	15 minutes	H2016HI22
DDD Individual Supports (Reasonable and Customary/Self-Directed Employee)	15 minutes	H2016HIU8
DDD In Home Respite (Base Rate)	15 minutes	T1005HI
DDD In Home Respite (Reasonable and Customary/Self-Directed Employee)	15 minutes	T1005HIU8
DDD Community Based Supports (Base Rate)	15 minutes	H2021HI
DDD Community Based Supports (With Acuity Rate)	15 minutes	H2021HI22
DDD Community Based Supports (Reasonable and Customary/Self-Directed Employee)	15 minutes	H2021HI52

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EVV Exemptions

Live-In Caregivers **+** **Congregate Residential Settings** **=** **EVV Exempt**

❑ New Jersey is not requiring EVV where the person providing care is living with the person receiving care. CMS allowed states this flexibility for live-in, self-directed caregivers in their June 2019 FAQ.

❑ CMS interprets the reference in the statute to an "in-home visit" to exclude personal care services provided in congregate residential settings where 24 hour service is available.

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Additional Considerations

Virtual Services – Services currently being delivered virtually are EVV exempt.

IS/CBS In The Community – If no in-home visit takes place, services are considered EVV exempt.

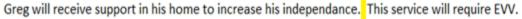**Partial In-Home Visit** – If any part of a visit takes place in the home, the entire visit requires EVV.

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iRecord Documentation

Outcomes ⑦

Outcome 1 : $ 0.00

Outcome 2 : $ 0.00

Outcome 3 : $ 35,118.32

Service 1 : Community Based Supports ⑦

Greg will receive support in his home to increase his independance. This service will require EVV.

Procedure : CBS
Code : H2021HI
Reference : PCPT
Claims : Medicaid

Provider : XYZ Agency
Location : Community

Start Date : 11/4/2020
End Date : 11/3/2021
Unit Type : 15 Min
Frequency : Weekly

Rate : $7.83
Total Units : 4172
Total Cost : $32,666.76
Expended : $4,483.05
Balance : $28,183.71

Compliance Monitoring for Providers using HHAeXchange free EVV Tool

The Division is actively monitoring EVV compliance for the below criteria.

Logged Into EVV Portal

Completed LMS Trainings

Entered a Caregiver

Created a Schedule

Confirmed Visits

Billed Through HHA

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Compliance Monitoring for Providers using their own EVV solution

The Division is actively monitoring EVV compliance for the below criteria:

Initiated Contact With EDISupport@HHAeXchange.com

⬇

Completed Testing and Obtaining Production Credentials (EDI)

⬇

Sent Scheduled and Confirmed Visits

⬇

Billed Through HHA

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Self Direction

Self Direction Update

-Starting with a Pilot: EasterSeals

- Staff trainings have been completed.

- Weekly webinars are currently being offered for all involved parties.

- Went live April 2021

- Started with 90 individuals, approximately 100 SDEs.

https://www.easterseals.com/nj/

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Resources

Contact information

○ DDD EVV Mailbox: DDDEVV@DHS.NJ.GOV

Helpful Links

○ https://hhaexchange.com/nj-dmahs/.

○ https://www.nj.gov/humanservices/dmahs/info/evv.html.

○ https://www.govinfo.gov/content/pkg/PLAW-114publ255/pdf/PLAW-114publ255.pdf.

○ https://www.state.nj.us/humanservices/dmahs/info/Newsletter-EVV_Claims.pdf.