

Home Services Program – Electronic Visit Verification (EVV)

On January 1, 2014 the Illinois Department of Human Services (IDHS)/Division of Rehabilitation Services (DRS) will launch a new timekeeping system for caregivers working under the state's Home Services Program (HSP). The new Electronic Visitation Verification (EVV) system is designed to minimize fraud, improve accountability and ensure quality care for the customers.

HSP provides services to individuals with severe disabilities so they can remain in their homes and be as independent as possible.

The program serves some 28,000 people with severe disabilities, under age 60, who need help with daily living activities in their homes. Many of these people are at risk of moving into a nursing home or other facility.

Individual Providers (IPs) provide assistance with household tasks, personal care and, with permission of a doctor, certain health care procedures. IPs are selected, employed, and supervised by individual customers. Customers may hire their own IPs to assist in their home, based on the service plan they have jointly developed with their DRS Rehabilitation Counselor.

Home Health/ Homemaker agencies may supply workers for persons who are unable to supervise their IP in the home.

IDHS recently signed a contract with Sandata Technologies, LLC to implement the Electronic Visit Verification system for the nearly 30,000 personal assistants currently working under the Home Services Program. The new, electronic system, which will be implemented January 1, 2014, will offer many controls that are not feasible in the existing paper-based system. The fully integrated electronic timekeeping system will:

- Reduce erroneous billings,
- Safeguard against fraud,
- Improve program oversight, and
- Ensure the quality of services delivered in the home

The new system provides IDHS staff with the ability to document home care visits electronically and actively monitor home care services in both real time and retrospectively, ultimately holding IPs accountable. This will be the most stringent timekeeping system in the program's history.

The new timekeeping system will also:

- Be fully integrated with state of Illinois data and payroll systems creating additional operational efficiencies,
- Ensure recipients are receiving necessary services, and
- Alert case managers where indications of potential abuse or neglect are flagged by the system.

All Customers and IPs are being trained on the new system, but to ensure a seamless transition the department will continue to use the paper timesheets during an initial several week grace period. No services will be changed and IPs will receive their paychecks as scheduled.

IDHS has developed an aggressive outreach plan to educate people about the new timekeeping system. The communication effort has acquainted all stakeholders of the changes and advised them of the training opportunities to introduce them to the new system and how it will work.

For more information contact IDHS Home Service Program at: <http://www.dhs.illinois.gov/evv>.