

**Department Of Human Services  
Electronic Visit Verification Procurement**

**Request for Information (RFI)**



**Date: March 15, 2018**

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## **PART 1: GENERAL INFORMATION**

### **1.1 Purpose of this Request for Information**

The Pennsylvania Department of Human Services (“Department”) Office of Administration, Bureau of Financial Operations issues this Request for Information (“RFI”) to solicit input to broaden its perspective regarding potential strategies and solutions for the implementation of an electronic visit verification (“EVV”) solution.

Specifically, this RFI seeks information to assist the Department in improving its understanding of EVV solutions and in the development of specifications and requirements, realistic timeframes, and pricing methodologies. The Department anticipates issuing a Request for Proposals (“RFP”) that promotes competition and creative technical solutions. Through this RFI, the Department also hopes to become aware of and knowledgeable about current EVV solutions available to support the requirements of the Department.

The Department encourages vendors and other interested parties to provide feedback in response to this RFI or any part thereof. A vendor may respond to all or any of the specific questions or topics included in this RFI.

### **1.2 Request for Information Timeline**

<b>Event</b>	<b>Date</b>
<b>Release RFI</b>	<b>March 15, 2018</b>
<b>Vendor RFI Response Due</b>	<b>April 13, 2018</b>
<b>Tentative Vendor Demonstrations (if requested by DHS)</b>	<b>April 17, 2018-May 25, 2018</b>

The Department is requesting that all responses to this RFI be submitted by 5:00 p.m. on the due date. Responses must be submitted electronically to the following email account using “EVV RFI” in the email subject line: [RA-PWRFICOMMENTS@PA.GOV](mailto:RA-PWRFICOMMENTS@PA.GOV)

While it is not the intent of the Department to respond to questions or clarifications during the RFI response period, vendors may submit administrative questions related to this RFI electronically to: RA-PWRFICOMMENTS@PA.GOV using “EVV Question” in the email subject line. The Department may or may not respond based on the nature of the question. All answers provided will be posted online at: [www.emarketplace.state.pa.us](http://www.emarketplace.state.pa.us).

### **1.3 Disclaimers**

The Department is not liable for any costs or expenses incurred by vendors in the preparation of their responses related to this RFI.

This RFI is issued for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement or any other type of current or future procurement action, and is only intended to gather information and input. The Department will not award an agreement on the basis of this RFI or otherwise pay for any of the information received.

The Department may use the information gathered through this process in the development of future documents; however, the Department does not guarantee that this will occur. Responses to this RFI will not be returned. Respondents will not be notified of the result of the review, nor will they be provided copies of it. If the Department issues a procurement document, no vendor will be selected, pre-qualified, or exempted based on its participation in this RFI process.

Respondents should be aware that the responses to this RFI will be public information and that no claims of confidentiality will be honored. The Department is not requesting, and does not require, confidential, proprietary information, or other competitively sensitive information to be included as part of the RFI submission. Ownership of all data, material and documentation originated, prepared, and provided to the Department during this RFI process will belong exclusively to the Department.

## **PART 2: BACKGROUND**

The federal 21st Century Cures Act (“Act”), Public Law 114-255, was signed into law on December 13, 2016. Section 12006 of the Act (codified at 42 U.S.C. § 1396b(l)(1)) requires all states to implement the use of EVV for Medicaid-funded personal care and home health care services.

EVV is a system that electronically verifies the delivery of personal care and home health care services. The Act, requires EVV for personal care services (“PCS”) to be implemented by January 1, 2019, and for home health care services by January 1, 2023.

The EVV system may be maintained and operated by the state, a state contractor, or a provider agency. The Act requires that the system verify the type of service provided, individual receiving the service, individual providing the service, date of the service, location of the service delivery, and time the service begins and ends. Devices used to operate an EVV system may include, but are not limited to, a landline telephone, smart phone, tablet, biometric recognition system, or fixed visit verification device.

EVV will be required for personal care and home health care services provided in the following Pennsylvania Medical Assistance (“MA”) programs:

- Act 150 Attendant Care Program
- Adult Autism Waiver Program
- Adult Community Autism Program
- Aging Waiver Program
- Attendant Care Waiver Program
- COMMCARE Waiver Program
- Community HealthChoices Program
- Community Living Waiver Program
- Consolidated Waiver Program
- Fee-For-Service
- HealthChoices Program - Physical and Behavioral Health
- Independence Waiver Program
- OBRA Waiver Program
- Person/Family Directed Support Waiver Program

### *Stakeholder Input*

The Department solicited input from beneficiaries, family caregivers, provider agencies and individuals who furnish PCS or home health care services, managed care organizations (“MCOs”), and other stakeholders on the current use of EVV in the Commonwealth and the impact of EVV implementation. The Department asked for feedback on existing best practices; EVV systems currently in use in Pennsylvania; and preference for a state, state-contracted, or provider agency-operated EVV system.

DHS expressed its intent to implement the EVV requirements so that the system is minimally burdensome and to take into account the input from stakeholders.

The Department received 43 responses to the request: 22 providers of personal care and/or home health care, 9 advocacy agencies and/or associations, 5 EVV system vendors, 4 personal care and/or home health care consumers, 2 MCOs, and 1 family member.

The most common points raised by respondents included:

- Individuals will receive the care they need more efficiently through an open system that allows care providers the flexibility to choose the system that works best for them.
- A closed system restricts providers, forcing some of them to rework a significant portion of their method of care.
- Flexibility will be needed if a closed system is chosen.
- Continued stakeholder feedback is essential.
- A state system could be adopted for agencies not currently utilizing EVV.
- An open system stimulates competition among EVV vendors.

## PART 3: VISION, GUIDING PRINCIPLES, TECHNOLOGICAL OBJECTIVES

### 3.1 Vision Statement

The Department envisions implementing an open EVV system in which one contracted EVV system will be available to all providers, with the option for providers and MCOs to utilize their preferred EVV system at their own expense. The state-contracted EVV system must be able to aggregate, store, and compare data from other EVV systems.

The Department is interested in any and all ideas in relation to best implementing an open EVV system.

### 3.2 Guiding Principles

The Department envisions that the EVV system will be implemented in accordance with the following guiding principles:

- Maximize the use of cost-effective, industry-related, and application-ready Commercial Off-the-Shelf technologies wherever feasible.
- Integrate “best-of-breed” solutions.
- Provide flexible rules-based technology to adapt to a dynamic health care industry and evolving state and federal standards, regulations, and processes.
- Provide flexibility to align with the business objectives of the commonwealth and with current and future federal and state regulations.
- Provide capabilities to support provider and member-centric business models.
- Provide comprehensive and adaptable analytic reporting capabilities to support Pennsylvania program needs.
- Comply with the Health Insurance Portability and Accountability Act (“HIPAA”) and federal and state statutes and regulations governing the MA program.
- Utilize provider interfacing portals.
- Interface with claims processing system, prior authorization system, and eligibility files.

### 3.3 Technological Objectives

The Department envisions implementing an EVV solution that aligns with the Department’s technical standards and utilizes its technological investments. The following information details the Department’s technological architecture objectives to be considered for an EVV solution:

1. **Web-based User Interface** – The Department requests that the solution provides web-based access that is browser agnostic and allows for mobile enablement.
2. **Enterprise Provider Information Management** – The Department’s goal is to utilize one enterprise provider information management source.

3. **Electronic Client Information System (“eCIS”)** – The Department’s eCIS will be the source of eligibility for the future EVV solution. This system houses all information related to member eligibility for a variety of assistance programs, including the MA program. The EVV solution will be required to interface with eCIS for eligibility information.
4. **Enterprise Data Warehouse (“EDW”)** – The Department’s EDW is an enterprise data storage and retrieval system for health care, provider, and eligibility data. It is the Department’s primary data and analytics repository. MMIS-related data includes: claims, encounters, and prior authorizations. The EVV solution will need to interface with the EDW.
5. **Agile Rules-Based Solution** – The Department’s goal is to implement a flexible rules-based solution able to respond to changes within the MA program.

## **PART 4: REQUEST FOR INFORMATION SUBMISSION FORMAT**

Through this RFI, the Department is soliciting information and comments regarding options for a future open EVV system procurement. All interested vendors are asked to respond in writing to this RFI, per the items outlined below.

### **4.1 Response Submission**

Please prepare responses simply, providing straightforward and concise language and descriptions. All responses should be produced in 12 point font or larger. Please limit your response to no more than 20 pages double sided. Please refrain from sending marketing materials to the Department.

### **4.2 Cover Letter**

Please include a cover letter with the following information:

1. An introduction to the respondent’s organization, background, and interest in Pennsylvania’s EVV needs.
2. General information about your firm: Company Name, Address, Point of Contact for this RFI with Telephone, FAX numbers and E-mail address.

### **4.3 Conceptual Solutions and Strategies Response/Demonstrations**

The following provides a suggested structure for a response to this RFI. This structure is intended to minimize the effort required to develop and analyze submitted responses. Please address the following:

1. Vendor EVV Solution.
  - a. Please describe your EVV system. Include any information that you believe the Department would find valuable (i.e., functionality described using Medicaid Information Technology Architecture (MITA) terminology, configurability of the solution, other state utilization and success, commercial or health plan utilization and success, Centers for Medicare & Medicaid

Services certification status or plan for certification, and technological information). The Department is interested in receiving responses from a diverse group of EVV vendors.

- b. Please describe your system's capability of interfacing with multiple service providers who have existing EVV, timekeeping, and payroll systems, including a description of how the data is collected and reported in a uniform and streamlined manner.
- c. Please provide a summary of your past and current experience providing EVV solutions in similar Medicaid settings or other similar health care settings for PCS and home health care service delivery, including the population characteristics of individuals served by your system and any available satisfaction survey data.
- d. Please describe in detail how a PCS or home health care worker uses your system, including if it is through a device installed in the MA beneficiary's home, through smartphones, or other technology. Include the technology requirements for both individuals receiving services and service providers.
- e. Please describe all data a worker inputs at check in, including if there is the ability to add information about the MA beneficiary's health status and who would have access to that information.
- f. Please describe any efficiencies created through your EVV system such as reduced paperwork or streamlined billing procedures.
- g. Please describe the flexibility of the system to allow for manual overrides and instances in which manual overrides are allowed.
- h. Please describe your ability to capture services provided in the community and any additional reporting or notification requirements on the provider or the individual receiving the service.
- i. Please describe features of the system that address the provision of EVV in rural areas where technology infrastructure is limited or non-existent.
- j. Please summarize your contingency plans for when a system may be temporarily unavailable or inoperable.
- k. Please provide operational and implementation cost details for all parties, including individuals served, providers of service, MCOs, and the Department. Information should be provided on the costs associated with any tool or technology and the operational costs. Please specify if the solution must be purchased versus rented. To the extent that you base your suggestions on a set of assumptions, please discuss and document those assumptions in your response.
- l. Describe the security and governance controls to protect your recommended web-based access and transmission of sensitive data regulated by federal and state statutes, regulations, and policies such as, but not limited to, HIPAA.



- m. Describe any issues or limitations that may be encountered in interfacing with the Department's claims processing system, prior authorization files, and eligibility files.
  - n. Please describe reporting capabilities. Indicate whether electronic copies of reports can be furnished via web-based portal access and whether data can be presented in a format that allows Department staff to retrieve and edit or manipulate data for purposes of Department reporting.
- 2. The Department's goal is to implement an EVV system in a timely manner. Please describe an ideal timeline for implementation. Please include the period from RFP release through solution implementation. Provide in your timeline: the optimal timeframes needed to respond to an RFP with your proposal, time for contract negotiations upon vendor selection announcement (based on your organization's experience), and time for all other phases in your implementation approach. If available, please provide examples of implementation in which the vendor was among several in a geographic area. To the extent you base your suggestions on a set of assumptions, please discuss and document those assumptions in your response.
- 3. Potential Challenges and Barriers of Pennsylvania's EVV.
  - a. Please describe any potential challenges or barriers the respondent believes the Department may encounter during the implementation of EVV. Please include any suggested alternatives and recommendations that you believe would be valuable for the Department to consider for its future EVV procurement.
  - b. Please describe solutions or efforts to mitigate identified challenges.
- 4. Demonstrations.
  - a. In order to gain a better understanding of the functionality and capabilities in the marketplace to meet our current and future needs, the Department may be interested in seeing demonstrations of solutions, including best-of-breed. What products do you provide that align with the vision of Pennsylvania that you would like the opportunity to demonstrate? Please provide the estimated time required for your demonstration and any specific needs you would require to complete the demonstration at one of the state office locations.
  - b. DHS, in its sole discretion, will initiate the requests for demonstrations and will determine the form of the demonstration. Tentatively, DHS has planned for vendor demonstrations to occur between April 17, 2018 and May 25, 2018.