



# ELECTRONIC VISIT VERIFICATION

Millions of Americans depend on personal and home health services from Medicaid. An Electronic Visit Verification (EVV) system verifies that Medicaid services were provided at the right location and for the right patient—and also helps decrease fraud.

As of January 2018, the Medicaid Fraud Strike Force has recovered over \$3 billion in health care fraud schemes. As outlined in the 21st Century Cures Act, states will only be fully reimbursed for Medicaid services if they deploy Electronic Visit Verification (EVV) systems by January 1, 2020.

CSG's telephony-based electronic visit verification (EVV) service delivers an easily repeatable, low-cost, high speed-to-market solution. CSG developed and deployed an Interactive Voice Response (IVR) solution, enabling caregivers to check in and out of home visits via a landline or cellular phone call. Like all EVV systems, CSG's solution is compliant with HIPAA requirements and can electronically verify the location of a caregiver's mobile device, ensuring that the provider is physically at the stated location.

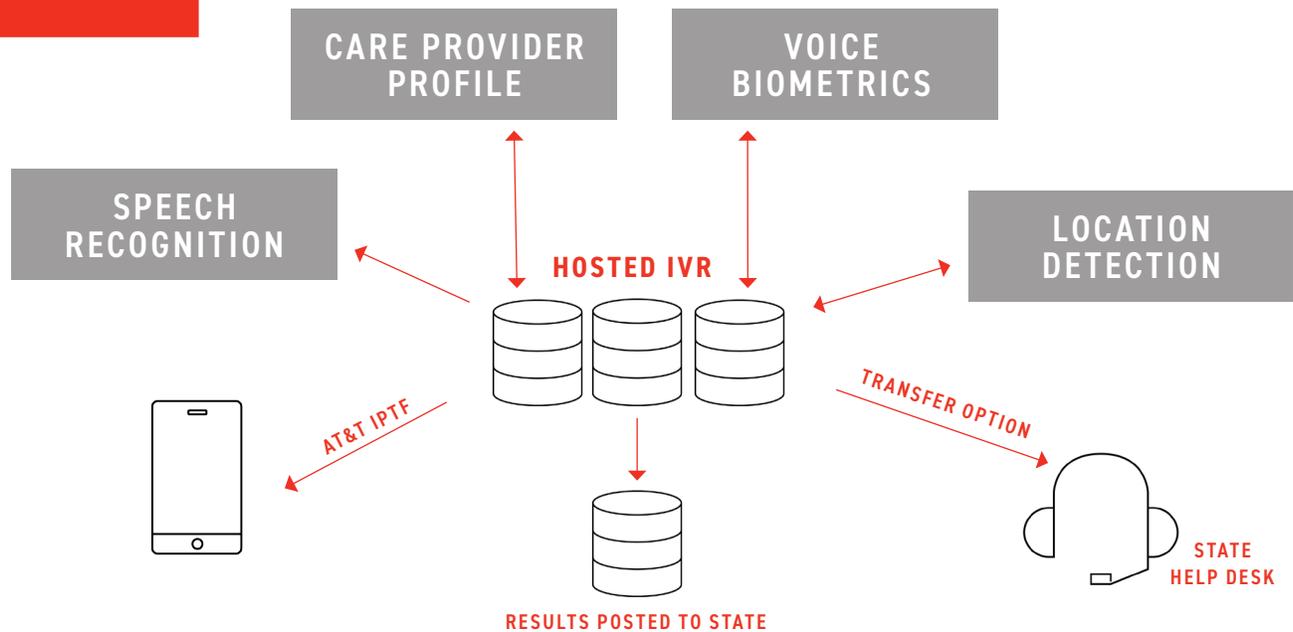
## VERIFICATION WITH CSG'S IVR APPLICATION

CSG Electronic Visit Verification (EVV) is a toll-free IVR application that allows care providers to clock in and out of care visits through a simple call, meeting the 2016 Federal EVV requirement. Using voice biometrics, GPS tracking and a series of short

prompts, you can verify providers are delivering required care and reduce instances of fraud.

CSG EVV follows the Cures Act recommendation of location-based service, and delivers a comprehensive telephony application that can authenticate numbers on a landline or cellular phone. EVV verifies the type of service performed, the date of service and the time the service begins and ends, among other factors, in the following manner:

- Care provider calls into toll-free number; their number is validated against a care provider database
- Provider enters PIN or speaks a phrase that is analyzed through voice biometrics for a second layer of verification
- The provider is asked if they require ADA support. If the response is "Yes," the call is processed using Automated Speech Recognition
- In the background, the IVR is determining the exact location of the provider to ensure they are where they claim to be
- Once the care provider is validated and the location is logged, they are asked a short series of questions about patient number, date, time of day (all numerical entries)



- After performing the service, they repeat the call process to check out from the appointment
- The IVR then posts the time clock detail to a third-party reconciliation system to process care provider compensation

### ALWAYS AVAILABLE—AND ACCOUNTABLE

CSG Electronic Visit Verification is available 24/7, with a 99.99 percent uptime SLA, so service providers can access the application anytime, anywhere. The application is also compliant with HIPAA and GDPR, is PCI-certified, and is resilient with four private circuits connecting two data centers. You can also monitor IVR usage and provider visits with month-to-date health reports, which break down call volume and call length for an even deeper look into EVV performance.

- No-obligation service—No minimum financial or usage commitment required

- Fully hosted solution—No capital investment required
- Flexibility—Platform can scale upward and downward without commitment
- Capacity—High-capacity platform to support projected call volumes
- Redundancy—AT&T AVPN ingress, N+1 platform, dual data centers, no single point of failure
- Vocal password—Ability for care providers to use PIN or password login validation
- Location detection—Reduce care provider fraud, ensure patient needs are being met

Patients deserve the best care, and you deserve a system that helps you ensure that. Talk to us today to learn more about how CSG Electronic Visit Verification can improve patient care and reduce fraud.