



Rhode Island Executive Office of Health and Human Services
Office of Program Integrity, c/o DXC Technology, 301 Metro Center Blvd. 3rd Floor
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May 1, 2020

Dear Medicaid Home Care Providers:

The Office of Program Integrity (PI), a division within the Executive Office of Health and Human Services (EOHHS), ensures compliance, efficiency and accountability within the health and human services programs administered by the State of Rhode Island. One such compliance matter relates to the federal mandate for Electronic Visit Verification (EVV) for Home Care.

EVV audits will be conducted in the same manner and procedure as all PI audits. The goal of the EVV audits will be to ensure that an independent and objective review is conducted that is guided by a philosophy of adding value to improve the operations of EVV. It is to assist providers in identifying potential risks or errors in processing by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the provider's risk management, policies/procedures and documentation. Results of EVV audits will be formally documented and will allow for provider review and response. Audits will make recommendations, may require corrective action and in limited circumstances could result in penalties (which are completely dependent on findings).

EVV audits will not commence until six (6) months post the federal requirement deadline for full implementation of EVV and will include dates of service back to the start of implementation, for example, if the federal requirement for implementation is January 1, 2021, audits will commence on July 1, 2021 and will include dates of service back to January 1, 2021. EVV providers will be notified not later than thirty (30) business days in advance of an audit taking place, this notification will outline the purpose of the audit, the required documentation and the process that will be followed.

To ensure consistency and transparency, Rhode Island Medicaid's managed care organizations will follow the same procedures and timeframes as outlined above.

Please do not hesitate to contact me directly if you have any questions. Thank you.

Sincerely,

Bruce W. McIntyre, JD
Director, Office of Program Integrity

cc: Benjamin Shaffer, Medicaid Director (EOHHS)
Kristin Sousa, Deputy Medicaid Director (EOHHS)
Mark Kraics, Managed Care Director (EOHHS)

