EVV Compliance Report 17.37

EVV Compliance means that the aide completed the visit electronically using either EVV GPS app at the patient home or called from an approved number associated with the patient at the beginning and end of the visit. Compliance of your staff is important because it means that those visits were done with EVV according to specifications. Billing must match EVV, and EVV compliance is essential to get all of your billing if visits that are not done with EVV will not be paid by the payer.

To use the EVV Compliance report, choose your timeframe to find out the exact percentage of compliance level for each of your staff. We recommend running for one or two weeks previous to today so you can get a picture of which staff need remediation in order to get them to comply with EVV.

Use the EVV Employee Compliance Summary to find out statistic compliance levels for aides who are using EVV. You can run this report as often as you wish. It's intended to help those providers who have not reached 100% compliance from all employees yet.

Below is a list of what each column means.

Header	Meaning	What you need to do about it
# of Pats	Quantity of patients scheduled over timeframe	
#Scheduled	Quantity of visits scheduled over timeframe	Note this is the total number scheduled.
OK GPS	Number of visits that were done in EVV app that had GPS on	Import & bill visits.
OK Telephony	Quantity of telephony visits that were EVV	Import & bill visits.
Cancelled	Cancelled visits	Nothing--these do not count toward percentages.
Missed	Quantity of visits missed	Contact the aide to find out why they missed. If there is an issue preventing them from making visits with EVV, solve the problem.*
Edited	Quantity of visits that office staff have edited.	You can alter future schedules as needed to make up for time missed.
Early	Quantity of visits with early clockout.	You can alter future schedules as needed to make up for time missed.
Error GPS	Start and/or end were not done at patient home.	Contact aide and remind that they can only start and finish the visit at the patient home.
Error Telephony	Telephony visits not done from patient phone or forgot to clock out	Document why patient phone is not being used for audit purposes, or add number to chart if valid. If aide is forgetting to clock out
OK%	% of compliance for this time period	If aide's compliance is low, find out why and solve the problem.

* How to solve EVV issues: use the EVV Administrator Guide.

The report provides a list of statistics for each staff for that timeframe, as well as a percentage of compliance.

If the employee no longer sees the patient, Stop the aide plan.

Compliance is calculated by comparing the number of scheduled visits to the number completed with EVV. If a patient has extra visits scheduled because aides rotate on weekends (for example), you can clean that up by removing extraneous visits from the schedule.

In the example report below, the employees at the top have 0% compliance, meaning that they are not using EVV at all. These are the employees who need to be contacted immediately to find out why they are not using EVV and solve the problems.

The employees at the bottom of the report have 100% compliance, meaning they used EVV for all their visits and completed all scheduled visits. Those employees are compliant, which is the goal for each employee.

05-04-21
1:30 PM

EVV - Employee Compliance - Summary
for 04/01/2021 - 05/03/2021

EVVCompliance

Employee	# of Pats	#Scheduled	OK GPS	OK Tphony	OK Manual	OK Cancel	Missed	#Early	Pend GPS	Pend Tphony	Err GPS	Err Tphony	OK%
2000 AIDE, UNASSIGNED	8	38	0	0	0	0	38	0	0	0	0	0	0
0368	2	1	0	0	0	0	1	0	0	0	0	0	0
0356	4	3	0	0	0	0	3	0	0	0	0	0	0
0717	2	23	3	0	0	0	20	2	0	0	0	0	13
0544	2	18	4	0	0	0	14	3	0	0	0	0	22
0682	2	18	4	0	0	0	4	0	10	0	0	0	22
0653	3	3	1	0	0	0	2	1	0	0	0	0	33
0713	2	18	6	0	0	0	12	0	0	0	0	0	33
0566	2	15	10	0	0	0	2	1	3	0	0	0	67
0606	2	23	16	0	0	0	5	5	2	0	0	0	70
0191	6	18	10	0	3	0	5	0	0	0	0	0	72
0624	3	46	34	0	0	0	8	3	4	0	0	0	74
0286	2	17	13	0	0	0	3	0	1	0	0	0	76
0687	2	23	18	0	0	0	1	2	4	0	0	0	78
0563	3	18	14	0	0	0	0	3	4	0	0	0	78
0439	2	14	11	0	0	0	0	0	3	0	0	0	79
0715	3	19	15	0	0	0	0	4	4	0	0	0	79
0637	2	19	2	0	13	0	0	2	0	0	4	0	79
0592	2	23	20	0	0	0	0	0	3	0	0	0	87
0718	2	23	20	0	0	0	0	3	3	0	0	0	87
0694	3	46	40	0	0	0	5	9	1	0	0	0	87
0623	2	23	0	20	0	0	0	0	0	0	2	1	87
0595	2	18	16	0	0	0	0	0	2	0	0	0	89
0020	2	23	0	21	0	0	1	0	0	0	1	0	91
0585	2	23	0	21	0	0	0	0	1	0	0	1	91
0365	2	23	17	0	4	0	1	1	1	0	0	0	91
0719	2	23	21	0	0	0	0	0	2	0	0	0	91
0654	2	23	21	0	0	0	0	0	2	0	0	0	91
0628	2	23	21	0	0	0	0	20	2	0	0	0	91
0598	2	23	21	0	0	0	0	5	2	0	0	0	91
0690	2	21	20	0	0	0	0	2	1	0	0	0	95
0025	2	23	22	0	0	0	0	2	1	0	0	0	96
0425	2	23	0	22	0	0	1	0	0	0	0	0	96
0113	3	45	42	0	2	0	0	2	1	0	0	0	98
0527	2	11	0	11	0	0	0	0	0	0	0	0	100
0656	2	23	22	0	1	0	0	1	0	0	0	0	100
0413	2	21	0	21	0	0	0	0	0	0	0	0	100
0647	2	1	1	0	0	0	0	0	0	0	0	0	100
0716	2	6	6	0	0	0	0	0	0	0	0	0	100
Totals		802	471	116	23	0	126	71	57	0	7	2	76

compliance

%

overall compliance %

EVV Pre-Billing Audit Report: 17.37

If you just want to find problems that might affect billing, you can check "Skip EVV Verified, Missed and Cancelled". You can also uncheck Show Early Clock out and EVV flagged.

Run this report after EVV Visits have been cleaned up but before you import visits for billing.