

The Resource -- April 2019

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MRCI Satisfaction Survey

In January, MRCI conducted a satisfaction survey

with your help.

Here is a nice snap shot of the results of the survey:

- 92% of respondents feel MRCI is very responsive to your questions and/or concerns.
- 90% of respondents feel MRCI provides a high quality of customer service.
- 95% of respondents would highly recommend MRCI to a friend or colleague.

We have read through every comment and concern. Please know that we take your feedback very seriously.

Our goal is to work very hard to assure each and every person we serve has the very best experience. We welcome feedback to MRCI at any time, contacting us via phone at 800-829-7110 or email CDSMailings@MyMRCI.org



Electronic Visit Verification (EVV)

The 21st Century Cures Act, passed by the Federal Government at the end of 2016, requires the implementation of Electronic Visit Verification (EVV) for all personal care services by January 1, 2020.

The mandate states that all workers who provide services under programs that include assistance with Activities of Daily Living (ADL's) or Instrumental Activities of Daily Living (IADL's) like Personal Care Attendant (PCA), Consumer Directed Community Support (CDCS) and the Consumer Support Grant (CSG), will be required to have an electronic way to clock in and out for the work provided on a specific day.



The Centers for Medicare & Medicaid Services (CMS) have indicated the following six requirements need to be included in an EVV system:

1. Type of services performed
2. Individual providing the service
3. Date of the service
4. Location of the service
5. Individual receiving the service
6. Time the service begins and ends

MRCI has been working with a vendor to make sure the system will be easy to use and will not be a burden to the client/client representative or the staff working. As the system becomes available we will notify all workers, clients and client representatives who will be directly impacted.

Additional information will be available within the next couple of months.

If you have specific concerns, please feel free to contact our office by phone at 800-829-7110 or

Legislative Update:

In early April, the House of Representatives released their Human Services Omnibus Bill.

This large bill has a number of different human services initiatives put together by Representative Liebling and Representative Loeffler.

At this time the bill is still within the House and will have a number of hearings before it is passed and sent for the Governor's review. If you would like to review further [click here](#).



FASTER PAYMENTS for CDCS/CSG Families

Do you wish you got your reimbursement check faster?

Do you want to receive quick notification that your reimbursement has been processed?

Sign up now for Direct Deposit for your reimbursements.

We are excited to offer this option for our MRCI clients and their representatives. Any vendor can sign up for direct payments including contractors, camps, and therapists.

Find the form to sign up [here](#).



Paperless Campaign

MRCI would like to extend a tremendous THANK YOU to all those who enrolled in our paperless campaign. The March winners of the \$200 gift cards have been contacted. Congratulations, we appreciate your efforts to go paperless.

Our initiative to go paperless continues. Please contact our program staff today to enroll in our electronic expense summaries.



MAKING THE DIFFERENCE



MRCI is one of Minnesota's largest human service non-profit organizations providing meaningful opportunities for individuals with disabilities or special needs to remain in their homes.

Visit our website at www.MRCICDS.org

Reach us by phone at 800.829.7110



MRCI is "creating innovative and genuine opportunities for people with disabilities or disadvantages at home, at work and in the community."

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