



Department of
Medicaid

EVV Stakeholder Advisory Group

January 2019

2 PM

EVV and MITS

3611 - EVV Not Verified

- This edit posts when Sandata cannot find a match for the visit.
- Only visits with no exceptions will be used to support a claim.
- This edit is currently informational and **does not result in claim denials at this time**! All visits for Phase 1 services must be documented in EVV as required by OAC Rule 5160-1-40.

Matching Criteria

- Data that must be an exact match
 - » The provider of the service
 - » The individual receiving the service
 - » The date of the visit
 - » The service provided
- Units recorded for the visit in the Sandata EVV system must be **greater than or equal to** the units submitted on the claim.

What to Check if 3611 Posts

- The visit must be in a “**Verified**” or “**Processed**” status in the EVV system. If it is not, clear any outstanding exceptions and resubmit the claim.
- Make sure the information on the claim matches the information in EVV.
- Make sure the units on the claim do not exceed the units recorded for the visit in the Sandata EVV system.

Other Edits related to EVV

Other edits related to EVV that might post to claims “suspend” the claim until the issue is resolved.

- » 9004 – Visit Verification Response Timed Out
 - » 9005 – Visit Verification Error, Incorrect Batch
 - » 9006 – Visit Verification Error, Incorrect record
 - » 9007 – EVV Response Transaction Failed
 - » 9008 – Pending Visit Verification
- These edits are resolved without any action by the provider.

Projected Impact of EVV on Claims

Assumptions Used For Analysis

- The analysis looked at claims for dates of service in October and November 2018.
- The analysis looked for an exact match for provider, individual, date of service, and service.
- The analysis found a match if units in the EVV system were greater than or equal to units on the claim.
- Each line on a claim is matched to a single visit.
- The analysis included approximately 1 million claims.

Total Claims in the Analysis

	Percentage of Claims
Total Paid Claims	92.18%
Total Denied Claims	7.82%

Projected Results with EVV Edit

	Percentage of Claims
Total Paid Claims	48.23%
Total Denied Claims	51.77%

Claims Projected to Pay

	Percentage of Claims Projected to Pay	Percentage of Total Claims
Exact Match (3611 Did Not Post)	71.51%	17.14%
Claims with 3611 That will Match with Change in Units Logic	28.49%	10.95%

Claims Projected to Deny

	Percentage of Claims Projected to Deny Due to EVV Edit	Percentage of Total Claims
Exceptions Not Cleared	8.97%	3.95%
No Matching Visit but Provider Used EVV During Analysis Period	70.62%	31.03%
No Data in EVV in Analysis Period*	20.41%	8.98%

***510 Providers submitted claims during the analysis period but had no visits in the EVV system.**

Outreach

General Outreach Efforts January to November 2018

Emails	37 email blasts	All providers
IVR Campaigns	4 campaigns	21,382 calls made 16,901 texts sent
Provider 1:1 Sessions	160, 30 Min Slots	39 Slots Taken
Provider Webinars	5 webinars	
Individual Webinars	5 webinars	
Newsletters	8 newsletters	All EVV providers
MITS and RA Banners	3 messages	All EVV providers

Focused Outreach

December 2018 and January 2019

Emails to Providers About Missing Data	1	191 providers
Phone Calls to Providers About Missing Data	145 calls	191 providers
MITs and RA Banner with Specific Info and Offering Account Reviews	1 message	All EVV providers
EDI Message Sent with Specific Info and Offering Account Reviews	5 messages	All providers; 63 Providers asked for account review
Referrals to Provider Compliance for Fake data	30	30 agencies
Emails to Providers Who Were Billing But Not Using EVV	1	167 providers

Focused Outreach

December 2018 and January 2019 (Cont.)

Phone Calls to Providers Who Were Billing But Not Using EVV	In progress, 142 completed to date	270 providers
IVR Calls to Providers Who Were Billing But Not Using EVV	548 calls	548 providers
IVR Calls to Providers letting them know their MITS account needed to be updated	66 Calls	66 providers
Certified Letters to Alt EVV Users Regarding Alt Vendor Data Issues	14 letters	14 agencies
Emails to Provider re: at least one claim that would have denying between Oct-Nov 18	2168 emails	2168 providers

Next Steps

EVV and Program Integrity Measures

- ODM will still be using EVV data for Program Integrity Measures
 - » Notices of Operational Deficiencies (“NODs”) will continue
 - » For claims submitted for services provided on or after February 13, 2019, ODM will be starting post-payment reviews with the poorest performing providers.