

ALTERNATE EVV: IMPORTANT INFORMATION AND RESOURCES

Source of Information: ODM Webpage

- <http://Medicaid.ohio.gov/EVV>
- Alternate System tab

| | |
|------------------|---|
| Individuals | <p>An alternate EVV system is an EVV system that is not the ODM-provided EVV system through Sandata Technologies. Only agency providers are eligible to use an alternate EVV system. To be an approved alternate EVV system, an agency provider must go through the Alternate EVV Certification process, and the alternate EVV system must meet ODM's Business Requirements and Technical Specifications for an alternate EVV system.</p> <p>The vendors listed have completed certification and are currently in production with at least one agency provider. When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process.</p> <p>Please Note</p> <p>Each Medicaid Provider ID using an alternate EVV system must complete the certification process. It is important that all providers affected by Phase 1 and Phase 2 who want to use an alternate system have time to finish the Phase 2 certification process. For this reason, Phase 1 certification will end April 18, 2019. All providers who have not finished Phase 1 certification will be required to change to Phase 2 after that date. All Phase 1 alternate EVV certification documents will be archived.</p> |
| Providers | |
| Newsletters | |
| Alternate System | |
| Phases | |

Key Information

- Alternate System
- Phases

- **ALL** Alt EVV documentation is important

Note: Providers' Alt EVV systems must meet all of the requirements in both:
1) Business Requirements
2) Technical Specifications

The vendors listed have completed certification and are currently in production with at least one agency provider. When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process.

Please Note

Each Medicaid Provider ID using an alternate EVV system must complete the certification process. It is important that all providers affected by Phase 1 and Phase 2 who want to use an alternate system have time to finish the Phase 2 certification process. For this reason, Phase 1 certification will end April 18, 2019. All providers who have not finished Phase 1 certification will be required to change to Phase 2 after that date. All Phase 1 alternate EVV certification documents will be archived.

Phase 1

- General Rules and Requirements
Providers MUST comply with both the Business Requirements and Technical Specifications
- These documents are referenced in the Technical Specifications and are part of the system requirements: Exception Code Listing, Reason Code Listing, Required Data Elements Phase 1

Phase 2

- General Rules and Requirements
Providers MUST comply with both the **Business Requirements** and **Technical Specifications**
- These documents are referenced in the Technical Specifications and are part of the system requirements: Exception Code Listing, Reason Code Listing, Required Data Elements Phase 2



Requirements to Note:

- ODM and Sandata are not responsible for any costs related to setting up an interface with or implementing an Alt. EVV system
- Agencies must be the ones to initiate the Alt EVV setup process, request Testing Credentials, and request Production Credentials
- An Alt EVV system must complete the setup and certification process for each agency's Medicaid Provider ID with whom they contract
- How often an Alt EVV system sends data to the Sandata Aggregator is up to the Alt EVV system, but must be within 24 hours of data collection and/or any edits made to data
- Voice and/or digital signatures must be obtained and stored in Alt EVV system
- Indication that verification was captured/not captured must be sent to Sandata Aggregator

Requirements to Note as of January 1, 2019:

- As of January 1, 2019, Alt EVV systems must use mobile GPS technology to collect GPS coordinates in near real time at the start and end of the visit as the primary method of data collection
- Also as of January 1, 2019, Alt EVV systems must offer at least two back-up methods of visit capture; manual entry must be one of the methods

Key Information

- Documents that are referenced in the Technical Specifications and Business Requirements:
 - » Exception Codes
 - » Reason Codes
 - » Required Data Elements

Phase 2

- General Rules and Requirements
Providers MUST comply with both the Business Requirements and Technical Specifications.
- These documents are referenced in the Technical Specifications and are part of the system requirements: Exception Code Listing, Reason Code Listing, Required Data Elements Phase

2

Quick Note About Exceptions and Reason Codes

- Sandata Aggregator is a read-only view of the Alt. EVV data that is sent to Sandata
- Providers cannot resolve exceptions and add reason codes for missing information on visits
- Alt. EVV systems must provide a way to do this

For example....

Alt. EVV Data in Sandata Aggregator

| Client Name | Employee Name | Service | Visit Date | Scheduled Time In | Scheduled Time Out | Scheduled Hrs | Call In | Call Out | Call Hours | Adjusted Hours | Bill Hours | Visit Status | Do Not Bill | Actions |
|--------------|-----------------|------------------------|------------|-------------------|--------------------|---------------|----------|----------|------------|----------------|------------|--------------|--------------------------|---------|
| Connor, John | Francis, Senita | SPHH Nsg - LPN (G0300) | 03/15/2019 | | | | 04:20 PM | | | | | Incomplete | <input type="checkbox"/> | |
| Connor, John | Smith, Morty | SPHH Nsg - LPN (G0300) | 03/15/2019 | | | | 12:29 PM | 02:09 PM | 01:40 | | 01:40 | Verified | <input type="checkbox"/> | |

Visit Details Visit Start Date: 03/15/2019 X

| | | | | |
|-----------------------------|-----------------------|-------------------------------|----------------------------------|---------------|
| CLIENT NAME Connor, John | CLIENT ID # 971878 | MEDICAID ID # 223344556677 | EMPLOYEE NAME Francis, Senita | EMPLOYEE ID # |
|-----------------------------|-----------------------|-------------------------------|----------------------------------|---------------|

- GENERAL
- CLIENT
- EMPLOYEE
- CALL LOG
- EXCEPTIONS
- GPS
- MEMO
- CLAIMS
- HISTORY

| | | | |
|--------------------------------|--|------------------------------------|--------------------------------------|
| SCHEDULED START TIME None | SCHEDULED END TIME None | | |
| VISIT START DATE 03/15/2019 | VISIT END DATE None | VISIT TIME ZONE America/Detroit | VISIT STATUS Incomplete |
| CALL IN 04:20 PM | CALL OUT None | CALL HOURS None | UNITS None |
| ADJUSTED IN None | ADJUSTED OUT None | BILL HOURS None | |
| AGENCY ID 20102 | AGENCY NAME Sandata Test OH account | | |
| PAYER CareSource | PROGRAM SP | SERVICE SPHH Nsg - LPN (G0300) | GROUP VISIT CODE 385550 |
| CLIENT VERIFIED TIME No | CLIENT VERIFIED SERVICE No | CLIENT SIGNATURE No | |
| VISIT SOURCE SANDATA | SCHEDULE ID None | EXTERNAL ID 2064712314 | <input type="checkbox"/> DO NOT BILL |

CLOSE

Alt. EVV Data in Sandata Aggregator

Visit Details Visit Start Date: 03/15/2019 [×](#)

| CLIENT NAME | CLIENT ID # | MEDICAID ID # | EMPLOYEE NAME | EMPLOYEE ID # |
|--------------|-------------|---------------|-----------------|---------------|
| Connor, John | 971878 | 223344556677 | Francis, Senita | |

- GENERAL
- CLIENT
- EMPLOYEE
- CALL LOG
- EXCEPTIONS**
- GPS
- MEMO
- CLAIMS
- HISTORY

- Visits Without Out-Calls
- Visit Verification Exception
- Client Signature Exception
- Service Verification Exception

CLOSE

Key Information: Phase 2 Exception Codes

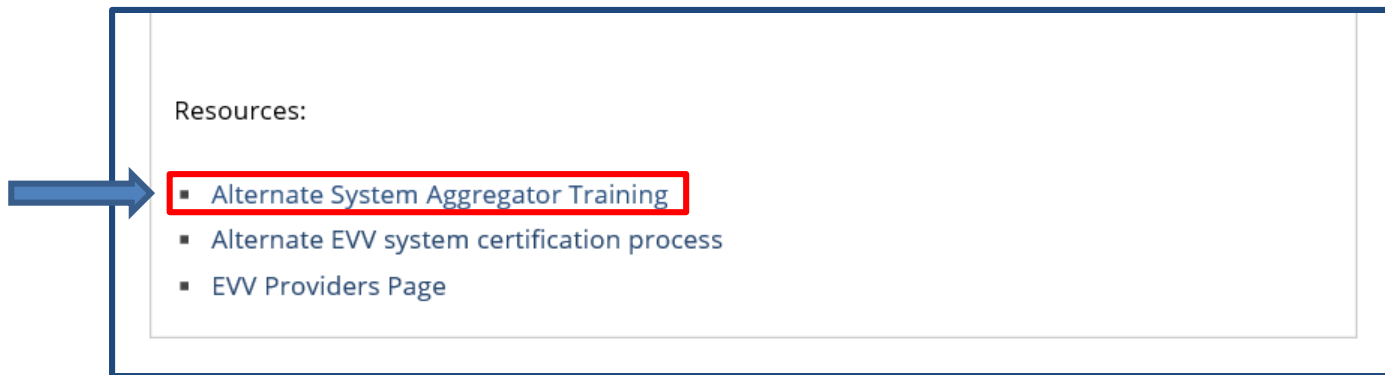
| Exception Code | Description | Parameter | Setting |
|----------------|--|--|-------------|
| 0 | Unknown client | n/a | Fix |
| 1 | Unknown employee | n/a | Fix |
| 3 | Visit without in call | n/a | Fix |
| 4 | Visit without out call | Out call must be made within 24 hours of in call | Fix |
| 15 | Unmatched client/phone (Not applied to group visits) | n/a | Fix |
| 23 | Missing Service | n/a | Fix |
| 34 | Unauthorized Service | When service is not associated with payer | Fix |
| 28 | Visit Verification Exception (except DODD services) | n/a | Acknowledge |
| 39 | Client Signature Exception (except DODD services) | n/a | Acknowledge |
| 40 | Service Verification Exception (except DODD services) | n/a | Acknowledge |

Key Information: Phase 2 Reason Codes

| Reason Code | Reason Code Description | Additional Information Required? |
|--------------------|---------------------------------------|---|
| 10 | Individual Data Issue | N |
| 20 | DCW/NAP Error | N |
| 30 | Device Issue | N |
| 40 | Telephony Issue | N |
| 50 | Individual Refused Verification | N |
| 55 | Individual Unable to Verify | Y |
| 57 | Verification Attempt Failed | N |
| 60 | Split Visit – Overtime | N |
| 65 | Split Visit – Multiple Programs | N |
| 67 | Split Visit – Home Care Attendant | N |
| 70 | Individual Is Displaced | N |
| 80 | Retroactive Eligibility Determination | N |
| 85 | Retroactive Payer Change | N |
| 90 | Group Visit | Y |

Key Information (continued)

- All Alt EVV providers must take training on the Sandata Aggregator
- Link to the self-paced training is on the ODM webpage
- Taking training does NOT set you up to use Alt EVV



Resources:

- **Alternate System Aggregator Training**
- Alternate EVV system certification process
- EVV Providers Page

Key Information (continued)

- All providers who want to use an Alt EVV system must have their intended Alt EVV system certified (approved) by ODM, with Sandata's help
- It is up to the provider to start and drive the certification process
- The certification process is also under the Alternate System tab, under Resources

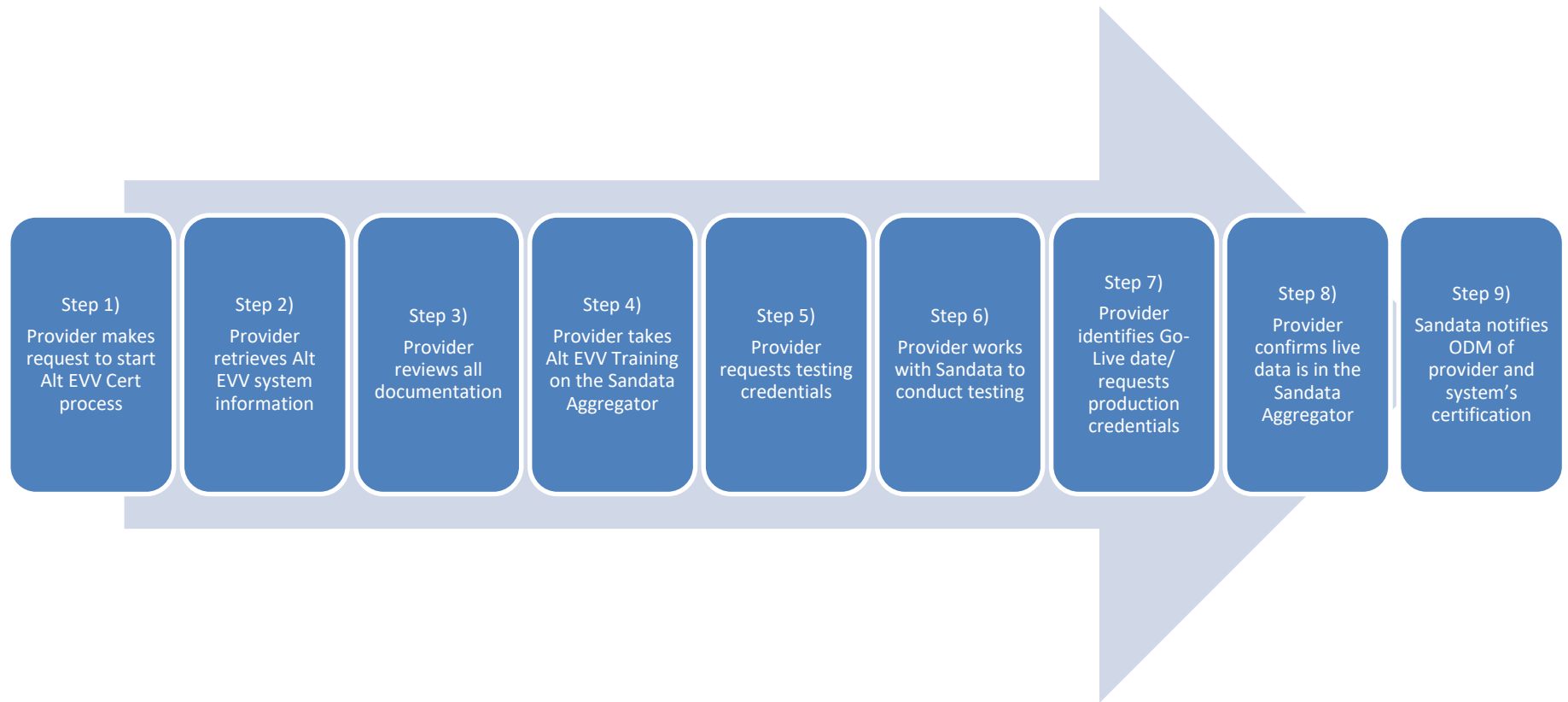
Resources

- [Alternate EVV Phase Cutover Letter](#)
- [Alternate EVV Phase 2 Certification and Recertification Process Opening Soon](#)
- [Alternate EVV System Informational Webinar](#)
- [Alternate System Aggregator Training](#)
- [Alternate EVV System Certification Process](#)
- [EVV Providers Page](#)

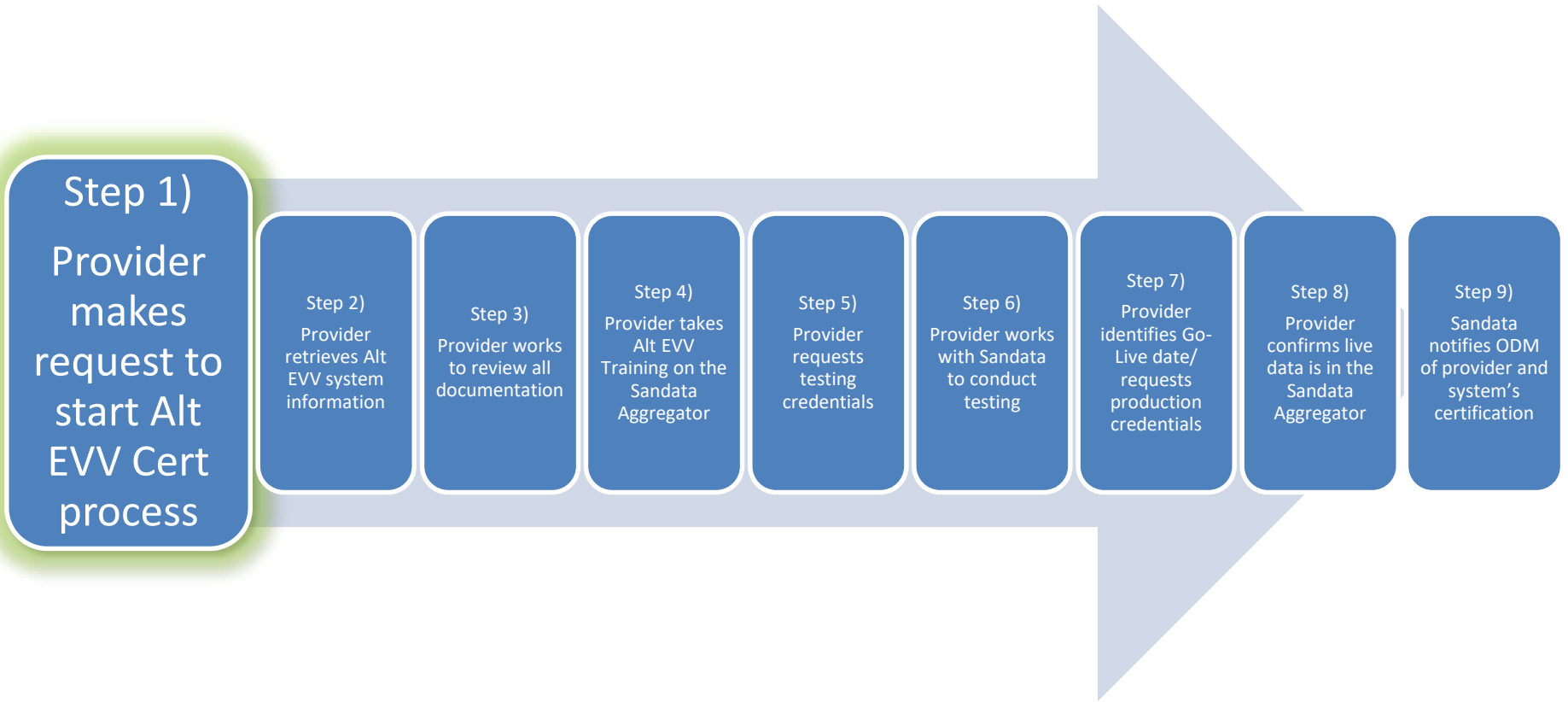


WHAT IS THE PROCESS TO CERTIFY AN ALT EVV SYSTEM?

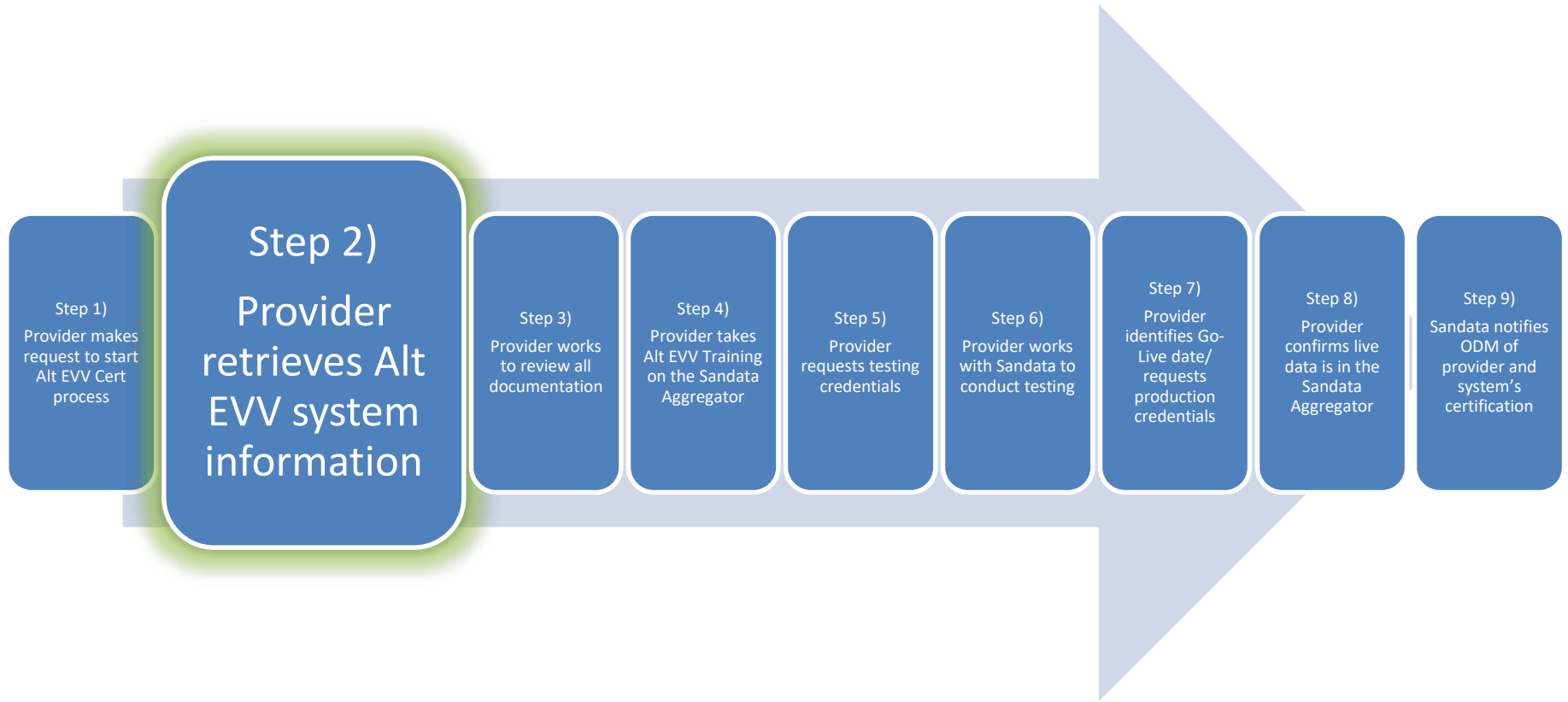
Updated Alt EVV Certification Process



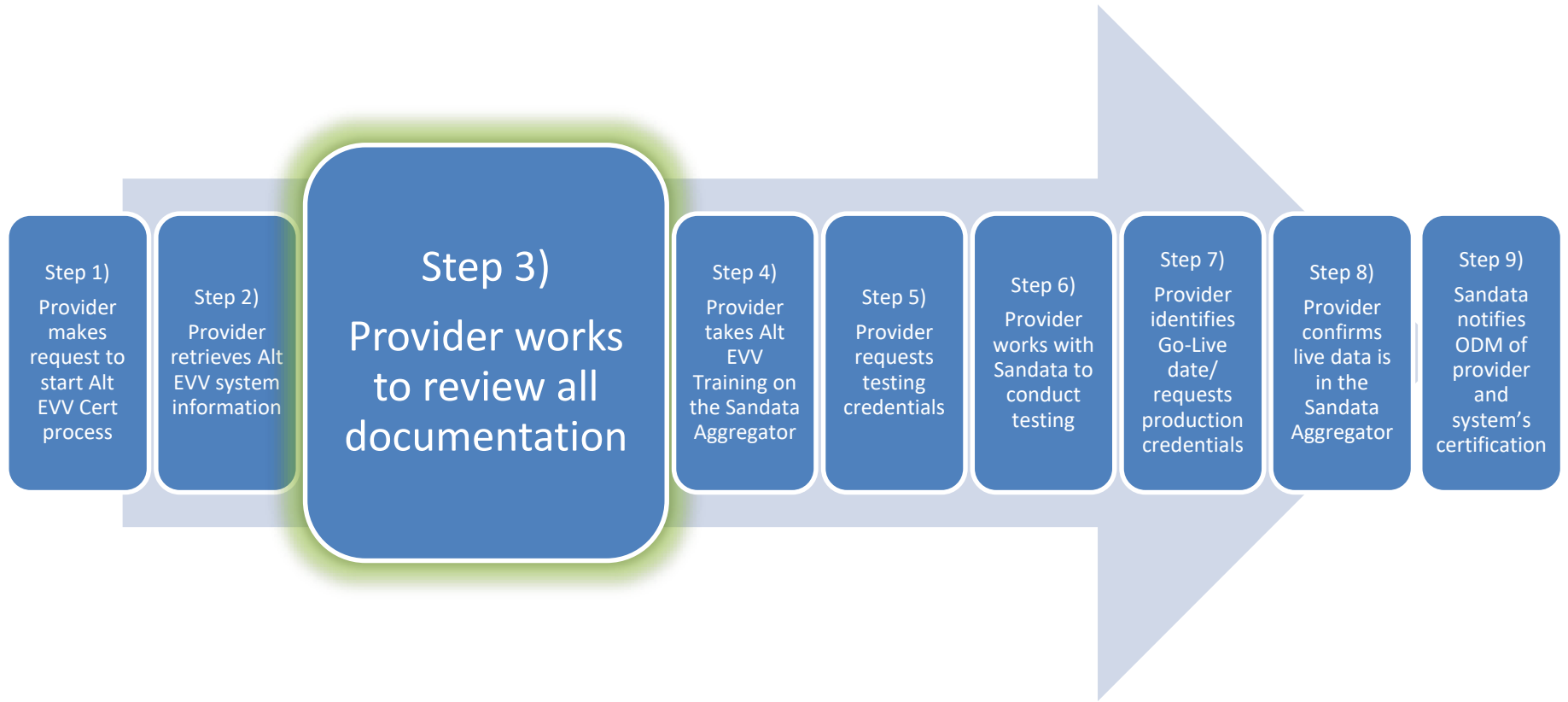
Updated Alt EVV Certification Process



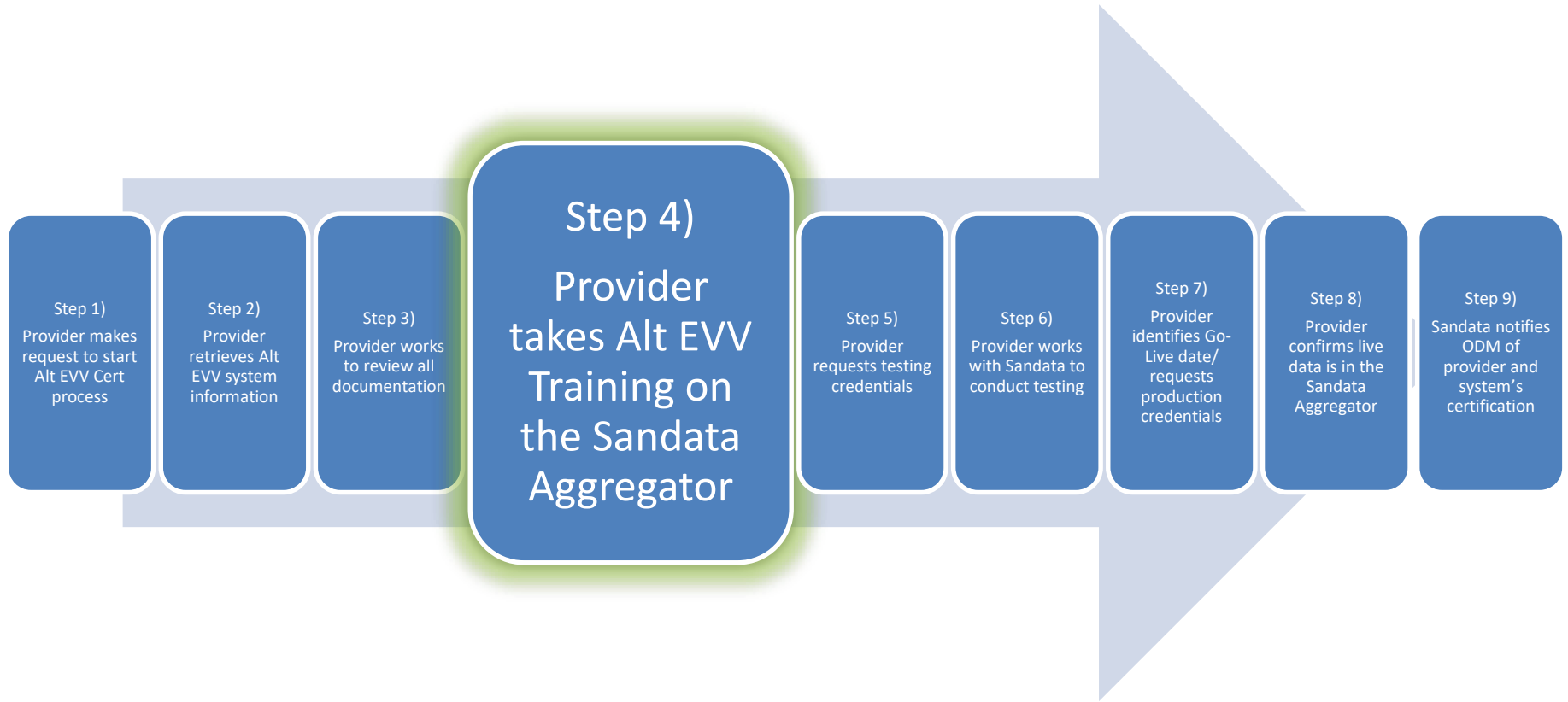
Updated Alt EVV Certification Process



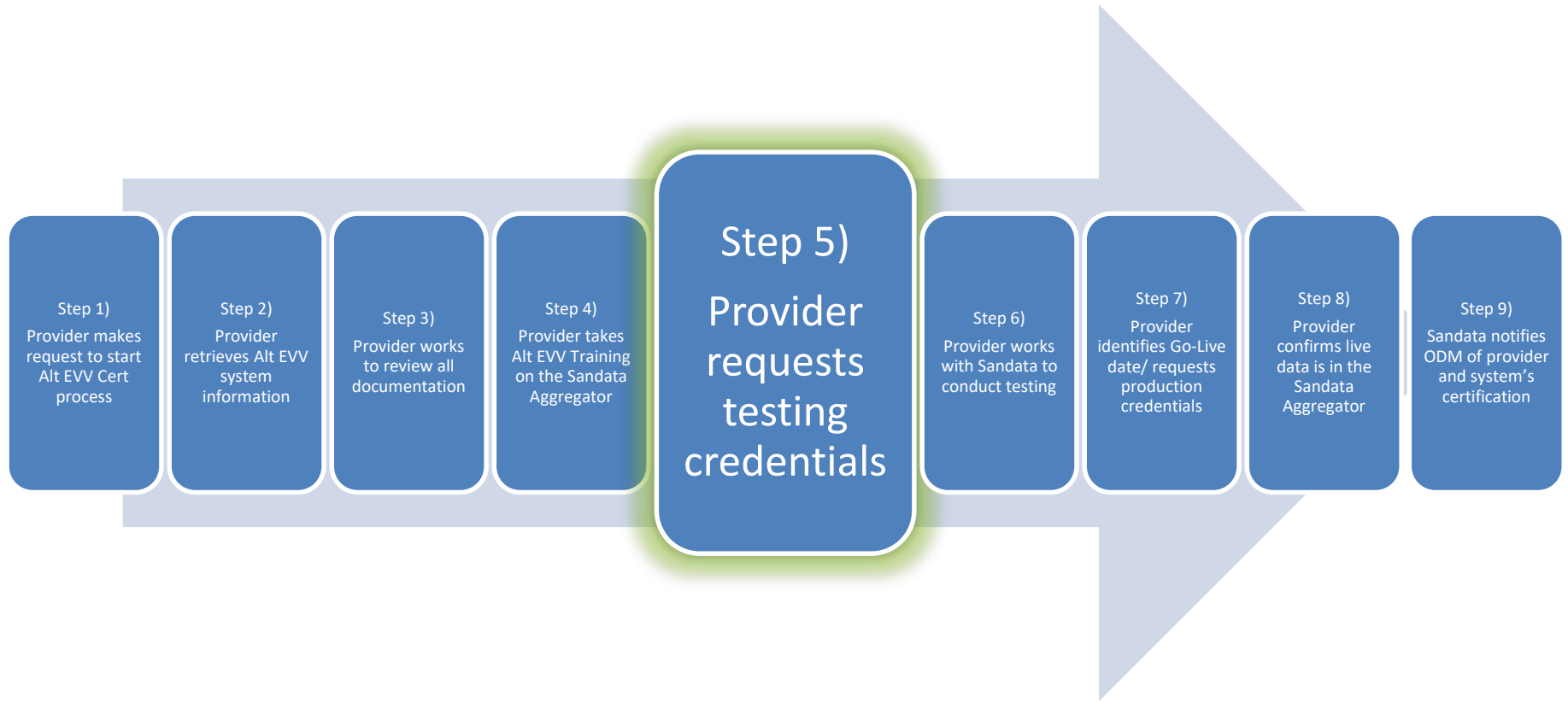
Updated Alt EVV Certification Process



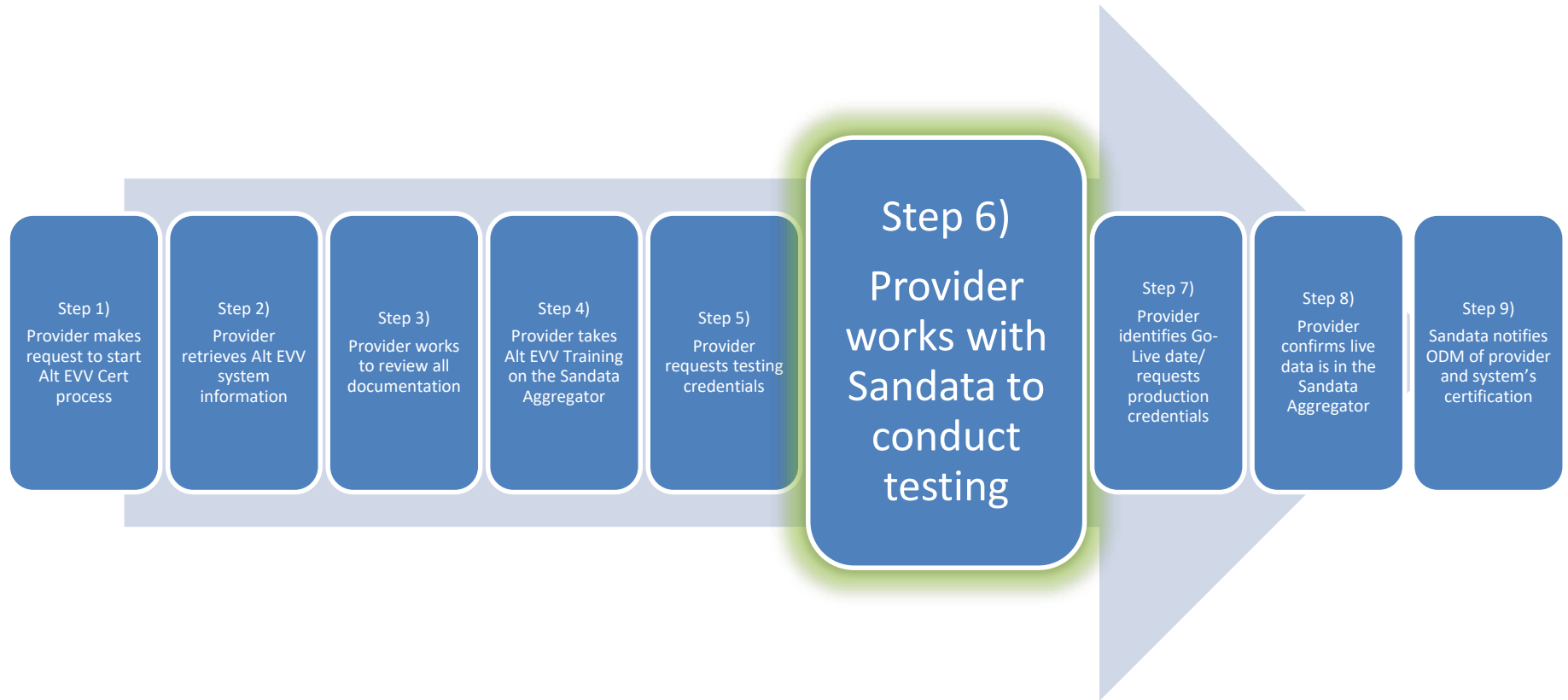
Updated Alt EVV Certification Process



Updated Alt EVV Certification Process



Updated Alt EVV Certification Process



The Testing Checklist must be completed!

Ohio Alternate EVV Interface Testing Process

Appendix A- Testing Checklist and UUIDs

Once a vendor has completed their interface testing, vendors are required to complete the following Checklist for review and approval by Sandata. This checklist may be shared with ODM and its affiliates.

In the space provided in each table, please copy and paste the UUID for each corresponding test.

1. INDIVIDUALS

There are up to 4 segments (fields) which can be sent for an individual. Two of these segments are required (General and Address).

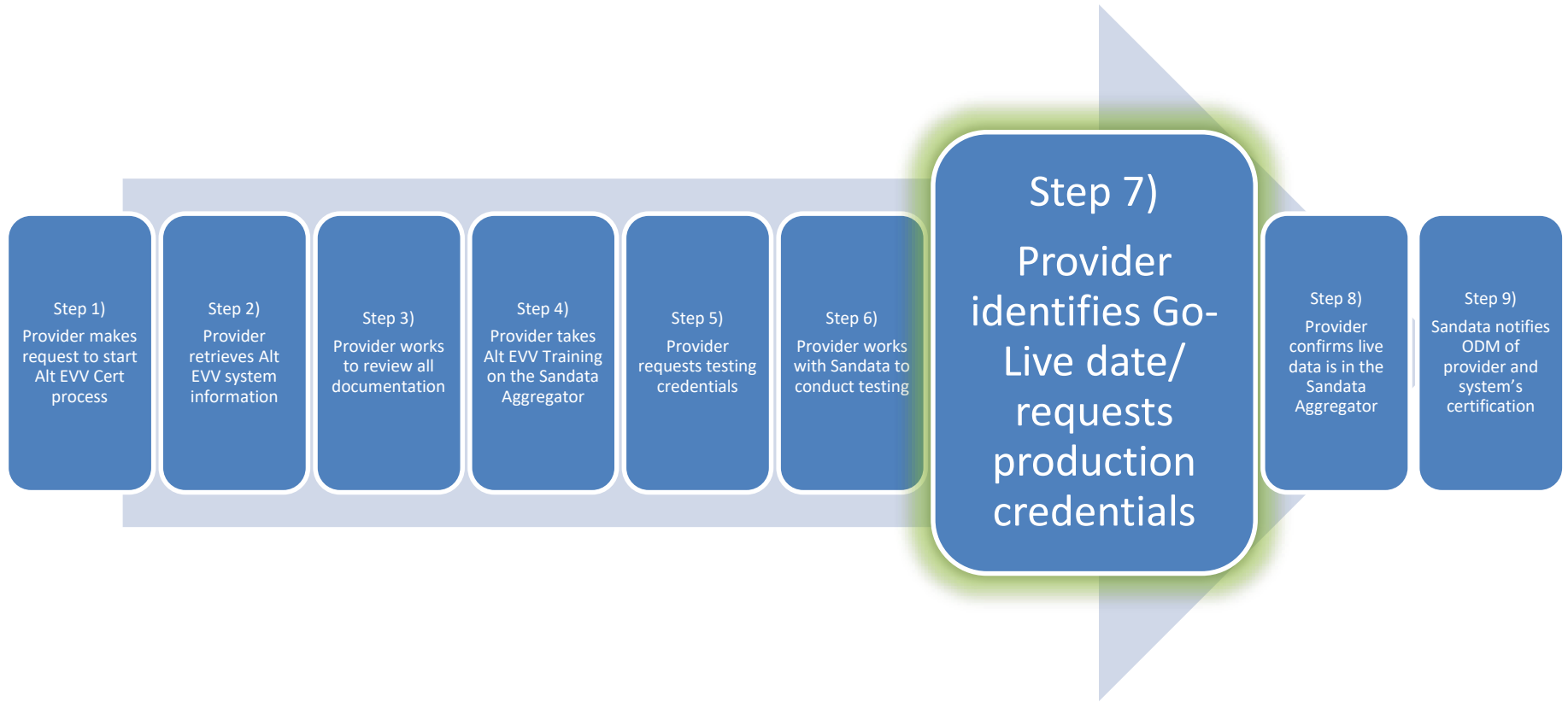
| | | Tested? | | Initials |
|---|---|------------------------------|-----------------------------|----------|
| | | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 1 | At least 6 Individual records that they believe comply with all rules in the specification. UUID: UUID: UUID: UUID: UUID: UUID: | | | |
| 2 | If the Alternate EVV System is expecting to send multiple records for the Individual's address, send those records as part of this test case. UUID: | | | |
| 3 | If the Alternate EVV System is expecting to send multiple records for the Individual's phone number, send those records as part of this test case. UUID: | | | |
| 4 | Updates sent to at least 3 of the test records to ensure that updates are being applied correctly. UUID: | | | |
| 5 | Sequence ID out of order – Record will not be rejected but returned record will reflect the highest sequence version of the record. UUID: | | | |

Ohio Department of Medicaid (ODM)
Appendix A - Testing Checklist and UUIDs
Ohio Alternate EVV Interface Testing Process
VERSION 3.0 January 4, 2019

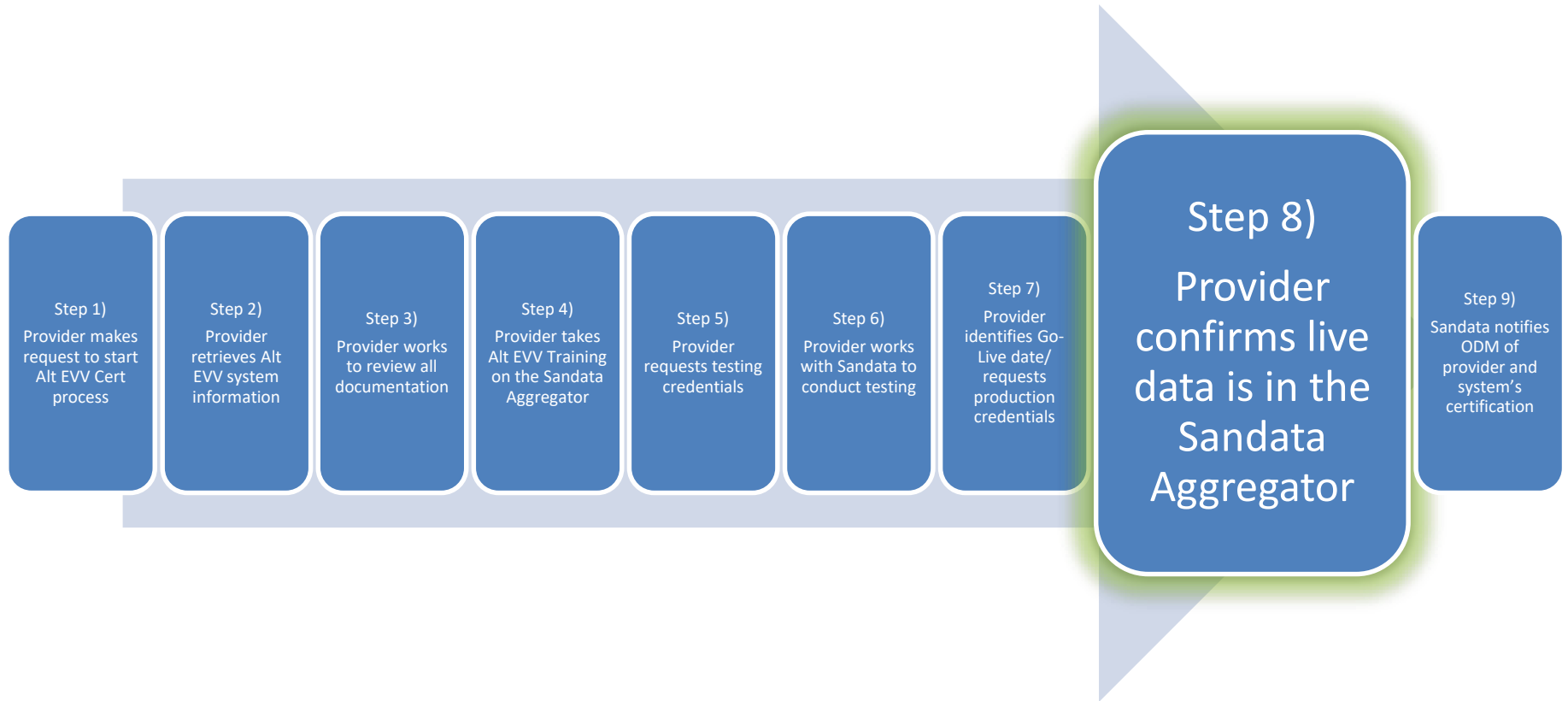
INDIVIDUALS

| | | TESTED? | | INITIALS |
|---|---|------------------------------|-----------------------------|----------|
| | | <input type="checkbox"/> YES | <input type="checkbox"/> NO | |
| 1 | At least 6 Individual records that they believe comply with all rules in the specification. UUID: <paste UUID here> UUID: <paste UUID here> UUID: <paste UUID here> UUID: <paste UUID here> UUID: <paste UUID here> UUID: <paste UUID here> | | | |
| 2 | If the Alternate EVV System is expecting to send multiple records for the Individual's address, send those records as part of this test case. UUID: <paste UUID here> | | | |
| 3 | If the Alternate EVV System is expecting to send multiple records for the Individual's phone number, send those records as part of this test case. UUID: <paste UUID here> | | | |
| 4 | Updates sent to at least 3 of the test records to ensure that updates are being applied correctly. UUID: <paste UUID here> | | | |
| 5 | Sequence ID out of order – Record will not be rejected but returned record will reflect the highest sequence version of the record. | | | |

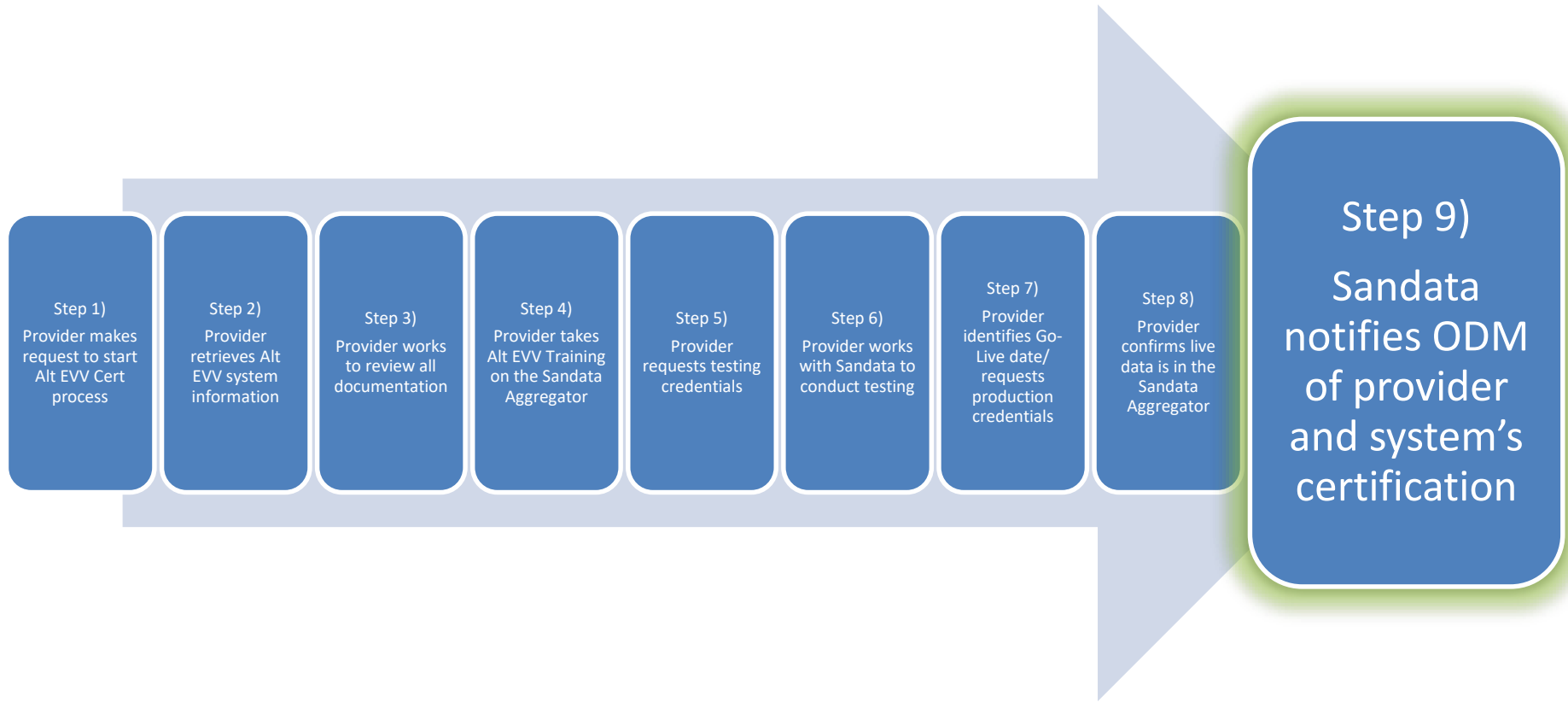
Updated Alt EVV Certification Process



Updated Alt EVV Certification Process



Updated Alt EVV Certification Process



NEW CERTIFICATION VS RECERTIFICATION

Alternate EVV Requirement Changes in Phase 2

- Phase 2 contains new requirements for using EVV, including:
 - » Expanded list of Payers and Service Codes (both payer and service code must be on each visit)
 - » Ability to log group visits
 - » New service codes
 - » Updated Exception codes
 - » Updated Reason Code list
 - » Alternate identifiers for Department of Developmental Disabilities (DODD), Ohio Department of Aging (ODA), and Managed Care Organizations (MCO's)
 - » Retroactively applied Medicaid IDs
 - » Visit exceptions that are configured by Payer

What does this mean?

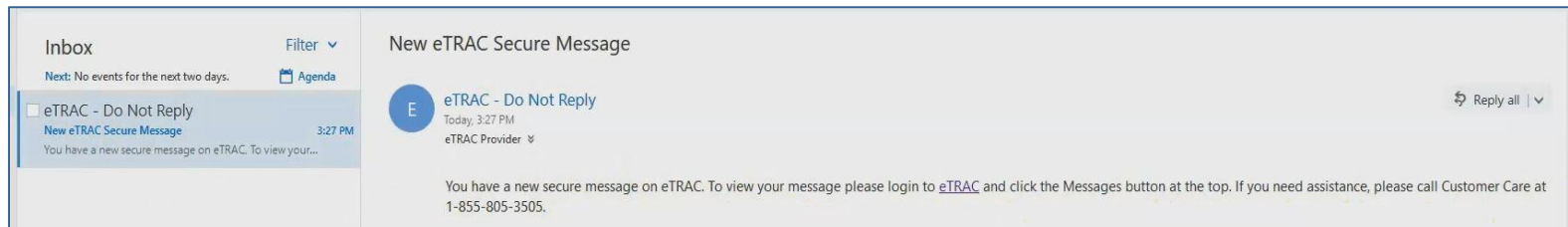
- Phase 1 Providers
 - » Certified Phase 1 Alt EVV providers/systems need to re-certify
- Phase 2 Providers
 - » Must set up their Alt EVV system according to Phase 2 specifications and go through the certification process

Certification and Recertification Details

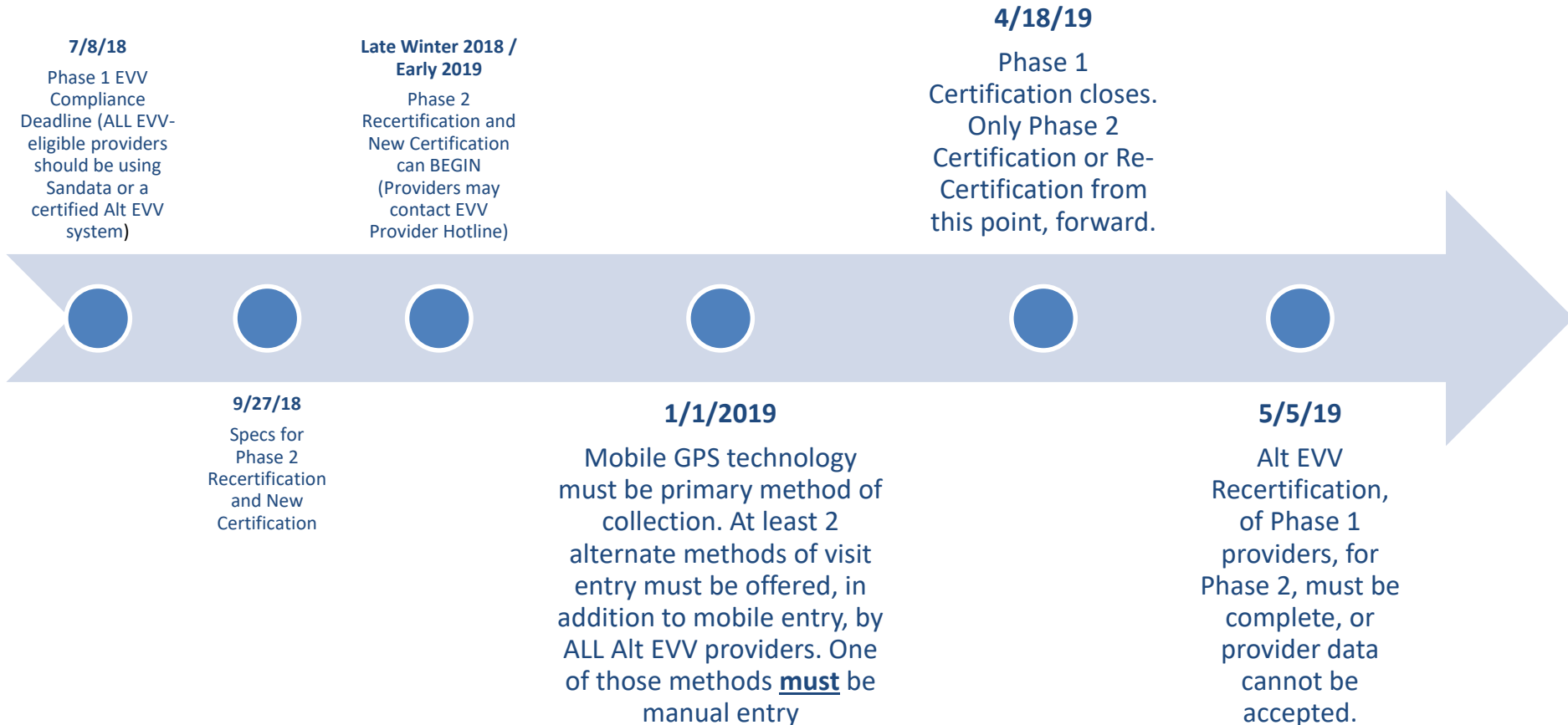
- Posted to ODM webpage on 9/27/18
- Phase 2 Alt EVV Certification and Recertification is open and in process
- To begin the Phase 2 Certification or Recertification Process:
Contact ConnectMyEVV@etraonline.net
 - » Information to include in request, from an encrypted email:
 - Name of person making request
 - Provider Name
 - Provider Medicaid ID
 - Best Email/Phone number to be reached
 - Alt EVV system name
- **If you have not registered an account in eTRAC, or you cannot register, you must call the EVV Provider Hotline at 855-805-3505**

eTRAC Communication Reminders

- As a friendly reminder, you may still send emails to the EVV Provider Help Desk
- If your email address cannot be matched with an existing eTRAC account, you will be asked to call the EVV Provider Help Desk for assistance
 - » To avoid this, ensure that you have registered in eTRAC, using the email address that you expect to use for communication
- The EVV Provider Help Desk will respond to all written communication through the eTRAC messaging system
- When you have a message from the EVV Provider Help Desk in eTRAC, you will be notified via email, like this:



Certification and Re-Certification Timeline



Questions?