



Department of  
Medicaid

# EVV Stakeholder Advisory Group

September 18, 2019

# Phase 2 Updates

# General Overview

- Required Use date – August 5, 2019
- EVV Provider Hotline – 4.3X increase in call volumes
- Device Requests increased significantly right before 8/5/19
- Claims submitted with Phase 2 services are being matched to EVV.
  - » The only difference from Phase 1 to Phase 2 is the edit for claims
    - 3611- Phase 1 Service
    - 3613- Phase 2 Service
  - » NO claims are being denied for services for Phase 1 or Phase 2.

# EVV Provider Hotline Overview

- Averaging 552 calls/weekday within weeks before 8/5
  - » Huge spikes started 7/29/19
  - » 8/5 – 2,405 Calls
  - » 8/6 – 1,405 calls
  - » 8/7 – 1,157 calls
- Type of calls were more geared toward training support versus a technical support taking longer per call.
  - » About 50% of the callers did not take training
  - » Majority of the callers took self-paced training
- Wait times were back to normal by 8/18/19

# Device Request Overview

- Device Order Influx:
  - » Average device orders **before** 7/15 – 453/day
  - » Average device orders **after** 7/15 – 690/day
- Actions:
  - » Outreach to providers whose devices were delayed
  - » Messaging on eTRAC and EVV Provider Hotline Call Tree
  - » Increased staffing and weekend hours in Distribution center for configuring and shipping
  - » Added Saturday Fed-ex pick-up during first several weekends
  - » Additional Access points for configuration
- Back to normal volume week of 8/1
- Back to expected turnaround by 8/15

# Outreach offered April Forward

- Registration Opens communication – 4/1
- Training Opens communication – 5/6
- Training Incomplete communication
  - » 5 e-mail communications: 5/20, 6/3, 6/17, 7/8, 7/23
  - » For those providers who had not yet completed training
- 5 “Setting up your EVV” Webinars added for week of 8/5
  - » 3 e-mail communications: 7/31, 8/2, 8/5
- Additional Training Sessions Added
  - » 3 e-mail communications: 8/14, 8/19, 8/27
  - » 3 Agency Classrooms
  - » 7 Non-Agency Classrooms
  - » 12 Refresher Classes for those who completed training

# Training Update

# Phase 1 Providers: Phase 2 Bridge Training Update

	Number of Providers
Total Active Phase 1 Providers	2,282
Providers Registered for Bridge Training and have not finished	491
Providers Who Completed Training	1,767
Completed training <b>before 5/6</b>	412
Completed training <b>after 5/6</b>	1,355



## Summary of Phase 2 Training

- Classroom Attendance = 25% of all providers who completed training
  - » 2,138 enrolled, 1,675 completed = 78% attendance
- Webinar = 21% (5%) of all providers who completed training
  - » 2,223 enrolled, 1,398 completed at least 1 webinar = 63% attendance
  - » Only 310 people completed entire series
- Self-Paced = 54% of all providers who completed training
  - » 7,204 enrolled, 3,508 completed = 49% completion
- What did this mean?
  - » Based on Phase 1 attendance, we thought Classroom would be well attended.
  - » Few providers completed the entire series of webinars.
  - » Out of all the training available, attendance rate was 77%.

## Phase 2 Training Statistics

Provider Type	Training Type	# Offered	Providers Enrolled	Providers Completed	% attendance
Agency	Classroom	94	1,026	810	79%
Non-Agency	Classroom	52	1,112	865	78%
Agency	Webinar	192	1,285	818	64%
Non-Agency	Webinar	39	938	575	61%
Agency	Self-Paced	N/A	2,604	888	34%
Non-Agency	Self-Paced	N/A	4,600	2,620	57%
	<b>Total</b>		<b>8,565</b>	<b>6,576</b>	<b>77%</b>

# New Phase 2 Training Completion Update

Provider Type	Training Type	Number Attended	Available Spots	% filled
Agency	Classroom	810	2,300	35%
Non-Agency	Classroom	865	1,350	64%
Agency	Webinar	818	14,400	6%
Non-Agency	Webinar	575	2,925	20%
Agency	Self-Paced	888	N/A	34%
Non-Agency	Self-Paced	2,620	N/A	57%
	<b>Total</b>	<b>6,576</b>		

\*\*158 Agency and 152 Non-Agency providers finished the entire webinar series


\*\*Self paced % is of those who enrolled and completed

## Additional Training Added after August 5<sup>th</sup>

Provider Type	Training Type	Classes Offered	Number Attended	% filled
Agency	Classroom	3	13	19%
Non-Agency	Classroom	7	53	31%
Combined	Refresher Training	12	94	34%
	<b>Total</b>	<b>22</b>	<b>160</b>	<b>31%</b>

\*\*293 total providers enrolled for all additional classes – 55% attendance rate

# Ongoing Training Offered




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## Electronic Visit Verification (EVV)

The Ohio Department of Medicaid (ODM) is implementing Electronic Visit Verification (EVV) for some home and community-based services in response to federal requirements set forth in the [21st Century Cures Act](#) (Cures Act). EVV is an electronic system that verifies key information about the services provided. In accordance with the Cures Act, the system implemented by ODM will record the date of the service, the time the service started and ended, the individual receiving the service, the person providing the service and the location of the service. Both agencies and non-agency providers are impacted by EVV.

Please watch our Welcome to EVV video for a brief introduction to EVV.

For specific information related to the Phases of EVV project, please see the Phases Tab below.

EVV Phase 2 Training Registration

EVV Contact Information


EVV Stakeholder Information

Individuals


Providers

Newsletters


Electronic Visit Verification (EVV) is used by caregivers for selected home and community based services. Individuals receiving those services may receive an EVV device from Sandata Technologies that caregivers will use. The devices only capture information at the start and end of a visit.




Timeline




FAQs




Presentations



Training



Webinars



Documents

# Routine Webinars

Webinar	Date/Time	Link to Register
Setting Up Your Sandata EVV System	Tuesday, 09/17/2018, 2:00 PM	<a href="#">Register</a>
Maintaining EVV Visits and Other Helpful Information	Thursday, 09/19 2019, 11:00 AM	<a href="#">Register</a>
Maintaining EVV Visits and Other Helpful Information	Tuesday, 09/24/2019, 2:00PM	<a href="#">Register</a>
Setting Up Your Sandata EVV System	Thursday, 09/26/2019,11:00 AM	<a href="#">Register</a>

## Past Webinar Presentations and Corresponding Slides

- [Setting Up Your Sandata EVV System Webinar](#)
- [Setting Up Your Sandata EVV System Webinar Presentation](#)
- [Maintaining EVV Visits and Other Helpful Information Webinar](#)
- [Maintaining EVV Visits and Other Helpful Information Webinar Presentation](#)
- [Building Blocks for Accessing EVV - Webinar](#)
- [Building Blocks for Accessing EVV - Presentation](#)
- [EVV Phase 2: Key Things to Know with Q&A Webinar](#)
- [EVV Phase 2: Key Things to Know Slides](#)

# Visits That Cross Midnight

# How A Visit That Crosses Midnight Is Recorded

- The EVV system records a visit on the day the visit is started

Visit Start – 10:00 pm on September 1, 2019

Visit End 3:00 am on September 2, 2019

**Sandata shows a 5 hour visit for 20 units on September 1, 2019**



## DODD Services and Visits That Cross Midnight

- Providers of DODD waiver services bill units on the day the units are worked.
- For a visit that starts at 10:00 pm on September 1 and ends at 3:00 am on September 2, the provider would submit two claims.
  - » 8 units on September 1
  - » 12 units on September 2
- EVV Options
  - » Log out at midnight on September 1 and log back in, starting a second visit at 12:01 am on September 2
  - » Record 1 20 unit visit and split it in visit maintenance

# **Alternate EVV Certification Process**

# Changes Coming

- Sandata certification process is changing to make communication more efficient.
- Alternate systems will be required to successfully demonstrate core functionality to ODM.
- Details will be shared in the next month.
  - » Email
  - » Newsletter
  - » Website

**Next Meeting  
October 16, 2019**