



Department of  
Medicaid

# EVV Stakeholder Advisory Group

October 16, 2019

# Phase 2 Updates

## Phase 2 Program Adoption: Provider Activities

	Agency Providers	Non-Agency Providers
Total Providers (Phase 2)	2,592	10,388
Completed Training	1,191	3,823
Accessed Welcome Kits	836	3,813
Logging Visits	735	2,465

### Alternate EVV:

Total for Program: 300

Phase 2 (Approx): 206

## Program Adoption for Phase 2 Payers (May-Oct)

- ✓ EVV Mobile devices represent the primary method used for visit verifications to date: 1,129,724 visits (62%)
- ✓ Telephony in second: 473,476 visits (26%)
- ✓ Manual entry is least used: 205,735 visits (11%)

# ODA Update

## ***EVV***

ODA has completed its review of August billing.

- Providers with EVV information which doesn't match ODA's PIMS system are being notified on their remittance advice.
- It is the responsibility of the provider to check the Sandata system to clear any exceptions before resubmitting claims.

## *EVV*

- Preparing documents for provider tool kits.
- First 2 documents will be posted to our website.

Refrigerator Cards

Provider Client Cards

- These are to have on hand if needed for telephony backup for various device issues that may arise based on provider feedback.

## ***EVV***

- Please maintain your address and email in MITS, and notify your PAA of any changes.
- ODA specific EVV questions can be sent to [provider\\_inquiry@age.ohio.gov](mailto:provider_inquiry@age.ohio.gov)



# EVV

<https://aging.ohio.gov/evv>



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## Electronic Visit Verification

Electronic Visit Verification, or EVV, is a requirement under the 21st Century Cures Act, a federal law passed in December of 2016. Under the 21st Century Cures Act, states must implement an electronic system to verify certain home and community based services were delivered in order to continue receiving federal financial support toward the costs of those services.

[Learn more from the Ohio Department of Medicaid.](#)

Please email [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) with questions regarding the EVV implementation. If you are a provider and need help, please call the EVV provider hotline at 1-855-805-3505.

### EVV Training Registration

The Ohio Department of Medicaid has announced the training registration for EVV. Classes begin in May 2019. [More information and registration...](#)

[Sign up for EVV instructor led classroom or webinar trainings](#) (have your Medicaid Provider Number - *not PIMS number* - ready).

EVV Required Use Date is **Aug. 5, 2019**

- Providers are required to participate in training to access the EVV system.
- Providers completing training may begin to use the EVV system before the required use date.

## Updates

**Sept. 2019: Webinars**

**Sept. 2019: Sandata Mobile Connect Update**

**Aug. 2019: Sandata Mobile Connect Update**

**May 2019: EVV Frequently Asked Questions - Individuals**

**Oct. 25, 2018: EVV Newsletter, Issue 7**

**Oct. 17, 2018: EVV Preparation (Provider Readiness)**

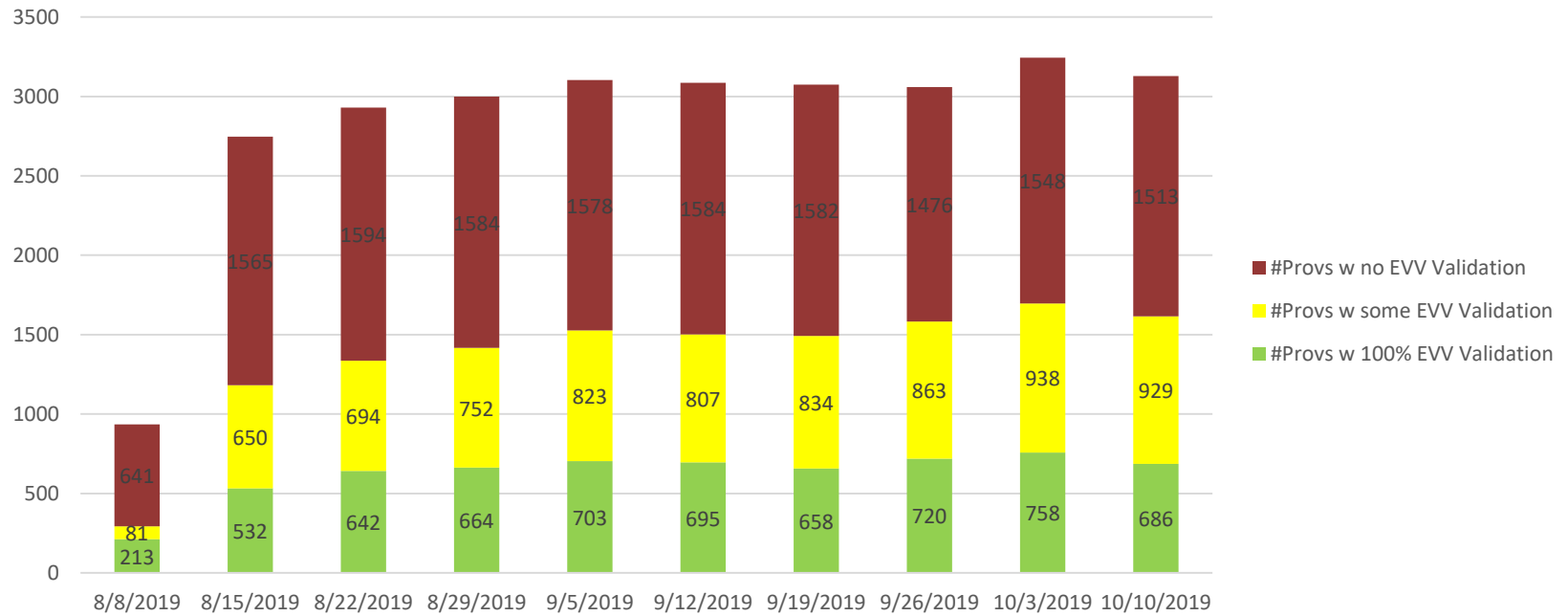
**Oct. 4, 2018: New Phase 2 Implementation Timeline**

**June 2018: EVV Newsletter, Issue 3  
Changing your email in MITS**

Please visit our website for updates, tool kits, and training opportunities!

# ***DODD Update***

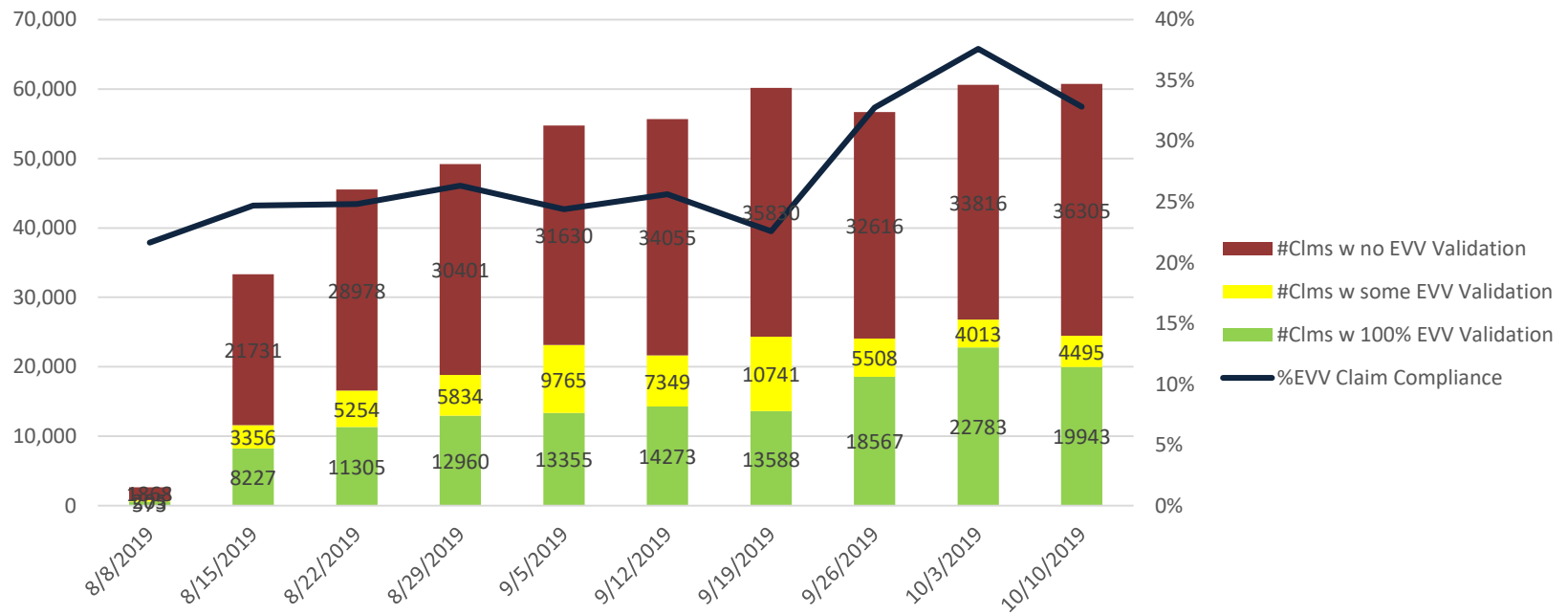
# Providers using EVV



## Providers using EVV

- About ½ of providers who need to enter EVV have at least 1 EVV visit logged (A 48%, IN 54%)
- Providers with EVV validated claims remains relatively constant
- Providers with at least 1 visit but only some EVV validation is growing

# DODD Claims requiring EVV



## DODD Claims requiring EVV

- 60K Claims per week- about 15% of all claims processed weekly
- % passing EVV validation (green) is growing, % with some validation (yellow) is shrinking
- EVV Information Report will be available to providers October 18<sup>th</sup>

## **\*\*NEW\*\* EVV Information Report**

On October 18, a report containing Electronic Visit Verification (EVV) data will be available in the Provider Weekly Reports section of DODD's eMBS (Medicaid Billing System) application. This report is for information purposes only and is not being used to deny claims.

This report shows how many EVV units were submitted in claims billed by the provider and how many EVV units were logged by the provider for a service date.

The report shows only service dates when there were not enough EVV units logged to support claims billed by the provider.

It includes an error column that indicates whether there were zero or insufficient EVV units logged by the provider on the service date.

# \*\*NEW\*\* EVV Information Report

MEDICAID BILLING SYSTEM 13:17 Tuesday, October 8, 2019 1  
EVV INFORMATION FOR SERVICE DATES BILLED IN BILLING CYCLE OCT19A  
CLAIMS FOR THESE SERVICE DATES WILL DENY AS ERRORS AFTER EVV PAYMENT DENIAL DATE (TBD)  
TOTAL EVV UNITS NEEDED FOR PAYMENT INCLUDE CLAIMS FOR UNITS SUBMITTED IN ALL BILLING CYCLES FOR LISTED DATES

----- CONTRACT NUMBER=1234567 CONTRACTOR NAME=A GOOD PROVIDER -----

LAST NAME	FIRST NAME	MEDICAID BILLING NUMBER	SERVICE DATE	TOTAL EVV UNITS NEEDED	EVV VISIT UNITS LOGGED BY PROVIDER	ADDITIONAL EVV UNITS NEEDED	ERROR CODE
MCFYNN	SHANNON	000000000003	09/24/19	41	0	41	66
MCFYNN	SHANNON	000000000003	09/28/19	64	4	60	67
MCFYNN	SHANNON	000000000003	09/29/19	64	49	15	67

EVV UNITS:  
the number of quarter hour units \* number of staff

EVV ERRORS:  
(66) NO EVV TIMESHEET DATA FOUND  
(67) EVV UNITS ARE INSUFFICIENT

PROVIDERS USING SANDATA EVV CAN UPDATE EVV VISITS VIA SANDATA WEBSITE  
PROVIDERS USING ALTERNATE EVV VENDORS CAN UPDATE EVV VISITS VIA ALTERNATE EVV SOLUTIONS



# **Alternate EVV Certification Process Changes: Process Support**

# Support Process Changes

- **Why?**
  - » Feedback regarding communication struggles
  - » Ability for vendors to effectively communicate with Sandata on behalf of agencies
  - » Certification process quality improvement
- **What?**
  - » Support of the Alt. EVV Certification Process will be fully supported by Sandata Tier 2 and Tier 3 agents, directly
  - » Support tickets and communication will be made through a new, dedicated Sandata Ohio Alt. EVV email mailbox
    - There will also be a new phone number to call for Alt. EVV Certification support
  - » Support communication for the Alt. EVV process will be through a new ticketing system, called Zendesk

## Details About Support Process Changes

- Providers will contact a new email box for Alt. EVV Certification support requests, including certification initiation
  - » New email box: [OHAltEVV@Sandata.com](mailto:OHAltEVV@Sandata.com)
- Providers will call a new phone number to speak to an agent regarding Alt. EVV Certification requests: **844-289-4246**
- Support of Alt. EVV Certification through both the email box and the phone number will be Monday-Friday, 8am-6pm EST
- Communications/tickets will be through Zendesk

## What do these changes look like?

- Email communication will come back from Zendesk, not eTRAC
- Vendor does not have to be listed as contact in eTRAC in order to be CC'd on communications with the provider
- Vendor can be CC'd on communications with the provider

## Additional Details

- Can include PHI in emails back through Zendesk
- Can send emails from email addresses that are not registered in eTRAC
- eTRAC has NOT gone away- providers will still need to register in eTRAC

# Support Process Changes

- **When?**
  - » Starting Monday, October 21<sup>st</sup>
- How will it impact **providers**?
  - » Improved, streamlined communication
  - » Improved workflow management of cert process
  - » Can include vendor on all communication, regardless of eTRAC registration
- How will it impact **vendors**?
  - » Improved, streamlined communication
  - » Ability to more directly correspond with Sandata technical-level support
  - » Ability to send examples of questions/issues in data directly to Sandata with PHI
  - » If there is a question or issue that applies to more than one agency for a vendor, they can contact Sandata directly

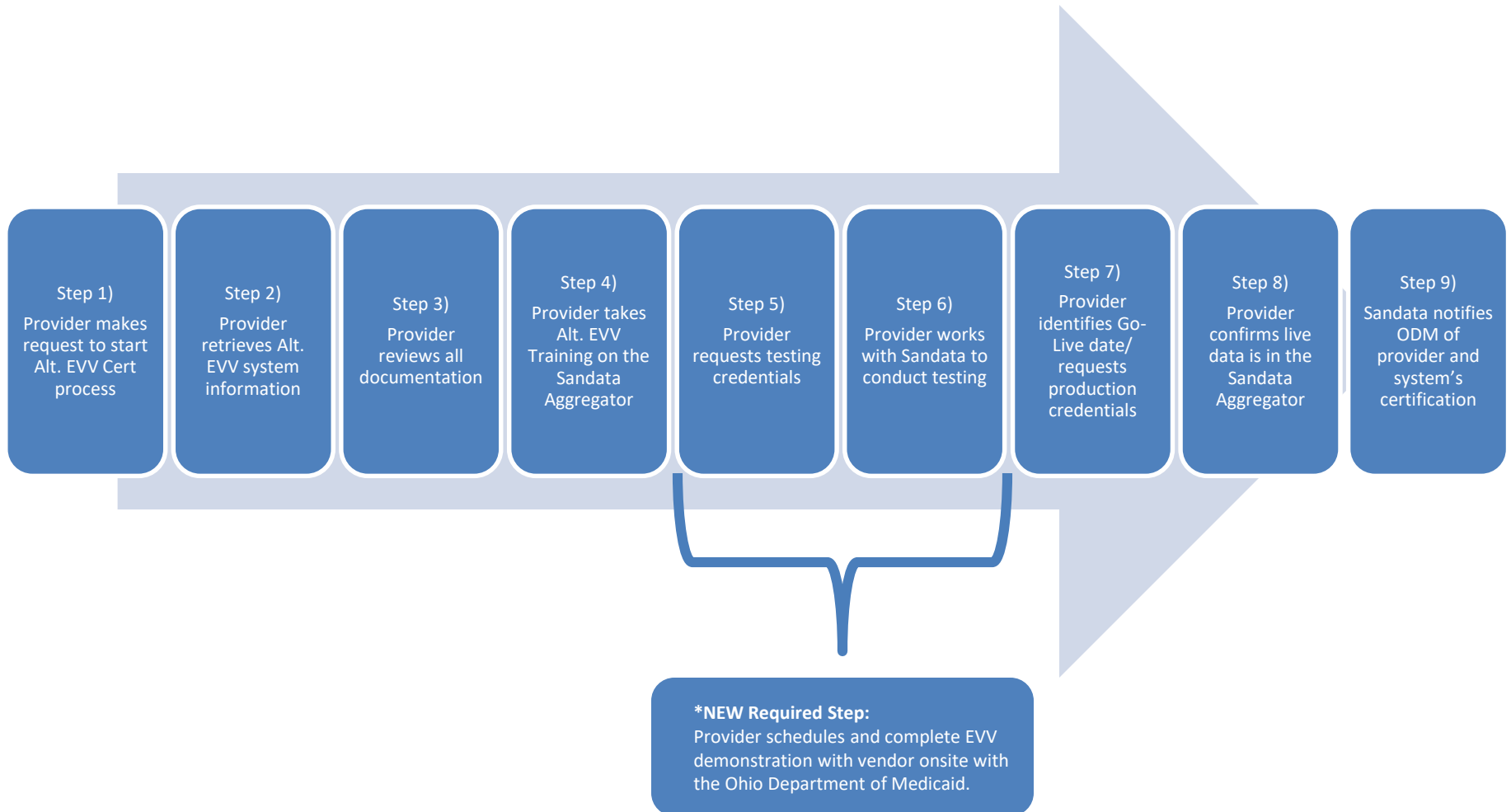
# How will this be communicated to providers/vendors?

- The communication plan to share these changes includes the following:
  - » Details first shared in the Stakeholder Meeting- 10/16
  - » Email to certified Alt. EVV providers/vendors detailing demo requirement- 10/16
  - » Email to all Agency providers regarding Alt. EVV Cert process changes- 10/18
  - » October EVV Newsletter will contain Alt. EVV Cert process changes- Week of 10/21
  - » Alt. EVV Informational Webinar on Cert Process and Changes- 10/22
  - » Alt. EVV Informational Webinar on Cert Process and Changes- 10/29

# **Alternate EVV Certification Process Changes: EVV Demonstration**



# Updated Alt. EVV Certification Process



# What is an Alternate System Demonstration

- An alternate system demonstration is a demonstration by an alternate system vendor where the vendor demonstrates that the alternate system has core functionality required by ODM.
- The demonstration is not intended to determine usability of the alternate system.
- A successful demonstration will not lead to the endorsement of an alternate system by ODM.
- A successful demonstration does not guarantee certification.

# Why A Demo

- The Sandata process focuses on the vendors ability to send information and not on requirements regarding the capture of information.
- The demonstration will help providers make sure they are in compliance with program requirements.
  - » Comments during the recent rule process
- The demonstration will help vendors be sure they are offering all required functionality.
- The demonstration will help ODM be sure that the information sent was captured appropriately.
  - » Since the EVV program was implemented, multiple instances of a vendor submitting information without the data collection functionality have been identified.

# Who Is Required to Complete A Demonstration

- Providers and vendors currently in the process of certifying their alternate system.
  - » Schedule at any time after completing aggregator training.
  - » A successful demonstration must be completed before the system will be certified and production credentials will be available.
- Providers and vendors currently using an alternate system.
  - » A request to schedule an alternate system must be submitted by November 15, 2019.
  - » If an alternate system that is currently in use does not successfully complete the demonstration, the vendor and provider will be given a reasonable amount of time to come into compliance and schedule a second demonstration.
  - » Failure to schedule or successfully complete the demonstration may lead to decertification of the alternate system.

## Requesting A Demo

- Complete “Request to Schedule Demonstration” and send to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).
  - » You will receive a confirmed date and time for the requested demonstration.
    - The response will be sent by email to the provider within 2 business days.
    - The vendor will receive a copy of the response with the confirmed date and time.
  - » Note that the form asks for the first date when the provider and vendor will be available to demo. The demonstration will not be scheduled before that date but may not be on that date.
  - » Currently demos are being scheduled for Tuesdays and Thursdays.

## If the Vendor Has Already Completed A Demonstration

- If the vendor has already successfully completed a demonstration of the alternate system that will be used with another provider, the provider and vendor should complete Part 2 of the “Request to Schedule Demonstration.”
  - » Both the vendor and the provider must sign the form.
- If an alternate system is offered in multiple forms, each platform must be demonstrated once. Examples of vendors offering solutions included in multiple forms include, but are not limited to:
  - » A solution housed on the vendor’s own server and a solution housed on the provider’s server
  - » A vendor offering a DODD only solution and a solution for other payers.

# Who Participates In A Demonstration

- The alternate system vendor must participate in the demonstration in person.
- The provider must participate either in person or remotely.
- ODM staff
- A Sandata resource will be available in the event there are technical questions during demo.

# What is Included in the Demonstration

- The demonstration covers 4 functional areas.
  - » Create Employee Records
  - » Create Client Records
  - » Visit Capture
  - » Visit Maintenance
- The provider must successfully demonstrate each item on the Demonstration Checklist.
  - » One task (e.g., capturing a visit) may clear multiple items.
  - » The checklist is also a valuable tool for providers considering alternate systems.



## After the Demonstration

- ODM will send the provider a letter with the results of the demonstration and a copy of the checklist by email within 3 business days.
- The vendor and Sandata will receive a copy of the email.
- If the demonstration is not completed successfully, the vendor can schedule a second demonstration after system updates are completed.

**Next Meeting  
December 4, 2019**