



Department of
Medicaid

EVV Stakeholder Advisory Group

February 19, 2020

Device Upgrades

Maintenance Swap and Device Recovery Efforts

- Currently in the 4th week of this effort.
- Mail times back to the distribution center is 5-7 days after the individual places envelope in the mail.
- **Maintenance Swap:** to exchange certain LG models with replacement devices with updated AirWatch software.
 - » *2,400 of 15,000 have been mailed to individuals at this time.*
 - » *93 have been recovered.*
- **Device recovery:** to recoup devices not being used
 - » *1,700 of 10,000 have been mailed to individuals at this time.*
 - » *4 have been recovered*

What can you do to help?

- Providers should check the device list in eTRAC (directions were emailed in January).
- Caregivers can ask if the individual received the envelope and encourage them to return the device.

Alternate System Demonstrations

Alternate System Demonstration Statistics

- 36 Unique vendors have scheduled at least one demonstration
- 34 Demos Completed
- Scheduled Demonstrations That Were Cancelled
 - » 1 no show
 - » 2 provider/vendor cancellations
 - » 1 ODM cancellation (vendor came with no provider available)
- Total passed – 7
 - » One vendor passed in a single demo with no follow-up required
 - » 3 vendors failed to pass in two demos

Alternate EVV System Webinars

- Webinars focused on the demonstration process were held on February 5, 2020 and February 12, 2020.
 - » Review of the demonstration checklist
 - » Focus on areas commonly missed during demonstrations
- Approximately 175 participants

Common Issues Identified In Demonstrations

- The vendor must be able to capture at least 3 addresses for each individual receiving services.
- The vendor must appropriately generate standard exceptions and show the process for clearing the exceptions.
 - » If an exception cannot occur, the vendor must show ODM that an exception cannot occur.
- All manual data entries and edits must include an attestation asserting that supporting documentation is available.
 - » Text fields are not an appropriate solution unless the vendor can show an automated way the test field is used to populate the record sent to the aggregator.
- All data should be sent to the Sandata aggregator within 24 hours of capture.
 - » It is not appropriate to hold visits until they are “complete.”

Ask Questions

- The most successful demonstrations are conducted by vendors who have worked with Sandata and ODM before the demonstration to ensure a complete understanding of the requirements.
- If a vendor or provider feels Sandata is not responsive, contact the EVV mailbox (evv@medicaid.ohio.gov) with an explanation of the issue and the ticket number.

Additional Points to Remember

- The vendor must participate in person.
- A provider must participate in person or remotely.
- If you know you will not pass (e.g., missing a checklist element), please reschedule at your earliest convenience.
 - » Slot will be made available to other providers trying to schedule

ODA Update – Outreach and Reporting



Department of Aging

Empowering Elders. Strengthening Communities.

EVV Updates

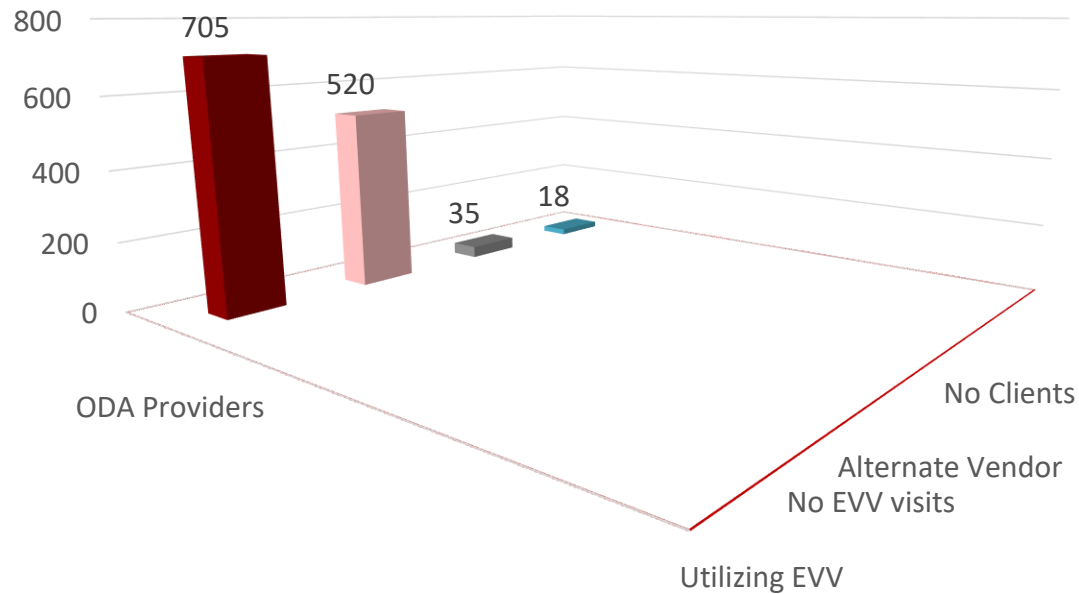
February 19, 2020

Communications

- Letter to providers not using EVV were sent out via email 1/31/2020 and regular mail 2/11/2020.
- Approximately 100 providers received the email in error. Corrected before postal mailings sent.

Communications

- Providers not using EVV sorted by PAAs.
- Providers identified who are using an alternate vendor.
- Reminders will be sent to those not scheduled for a demo with ODM.
- Provider_Inquiry@age.ohio.gov



	ODA Providers			
■ Utilizing EVV	705			
■ No EVV visits	520			
■ Alternate Vendor	35			
■ No Clients	18			

Reporting

- The current reporting method still has errors and incorrectly states some claims do not have an EVV match.
- We continue to work on the issue.

DODD Update – DODD Billing Rules

EVV Claims for DODD Waiver Services (IO, Level One)

8/5/19- present

Providers and Claims Update

- 60K Claims per week- about 15% of all claims processed weekly
- About ½ of providers who need to enter EVV have at least 1 EVV visit logged
- About ½ of claims that are subject to EVV have EVV units to support the claim
- Providers and claims numbers remain relatively stable

EVV Information Report

13:17 Tuesday, October 8, 2019 1

MEDICAID BILLING SYSTEM

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

Common question:

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

Why am I one unit short?

PROVIDERS USING SANDATA EVV CAN UPDATE EVV VISITS VIA SANDATA WEBSITE

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

Common question:

Why am I one unit short?

One Unit Short- EVV Setup

- Common Question: Why does my DODD Claims EVV Information report show that I am one unit short?
- Answers related to EVV setup
 - Provider did not clear visit exception (e.g. forgetting to clock out)
 - Client does not have a Medicaid number entered, or the provider often uses “Unknown client visit.” This can also happen if a provider isn’t sure how to find the client on the device.
 - Client does not have DODD services in their profile. All DODD clients should have the Payer: DODD, Program: DD, and Service: HPC.

Visit Maintenance

Reports & Exports

Data Entry

Clients

Employees

Security

Online Manual

FIRST NAME *

LAST NAME *

MIDDLE INITIAL

Enter Middle Initial

CLIENT ID *

MEDICAID ID *

ALTERNATE MEDICAID ID

Enter Alternate Medicaid ID

CLIENT OTHER ID

Enter Client Other ID

SUPERVISOR

All

GENDER

Male

LANGUAGE PREFERENCE *

English

TIME ZONE

US/Eastern

EMAIL ADDRESS

Enter Client Email Address

SOCIAL SECURITY # 000-00-0000

Enter Social Security #

NEWBORN

REQUEST MOBILE DEVICE

Client Payer

Add New

History

START DATE	END DATE	CLIENT PAYER ID	PAYER	PROGRAM	SERVICE	ACTIONS
06/25/2019			DODD	DD	HPC	<div></div> <div></div>

Showing 1 to 1 of 1 entries

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One Unit Short- DODD Billing Rules

- Common Question: Why does my DODD Claims EVV Information report show that I am one unit short?
- DODD's billing rule:
A billing unit that equals fifteen minutes of service delivery time or is greater or equal to eight minutes and less than or equal to twenty-two minutes of service delivery time. Minutes of service delivery time accrued throughout a day shall be added together for the purpose of calculating the number of fifteen-minute billing units for the day. OAC 5123-9-06(B)(6)

What does it mean?

Working for 37 minutes is 2 units – 15 minutes for each unit, with 7 minutes left over.

7 minutes isn't enough to count as an additional unit.

This was the most common error when reviewing EVV Information reports

One Unit Short- DODD Billing Rules

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- DODD's billing rule:

A billing unit that equals fifteen minutes of service delivery time or is greater or equal to eight minutes and less than or equal to twenty-two minutes of service delivery time. **Minutes of service delivery time accrued throughout a day shall be added together for the purpose of calculating the number of fifteen-minute billing units for the day.** OAC 5123-9-06(B)(6)

What does it mean?

Time clocked in multiple shifts during the day for a client (for example a morning shift and afternoon shift) must be added together for billing purposes.

One Unit Short- DODD Billing Rules

What does it mean?

Time clocked in multiple shifts during the day for a client (for example a morning shift and afternoon shift) must be added together for billing purposes.

Example

AM Shift: 6:00 AM – 7:08 AM (68 minutes)

PM Shift: 8:00PM – 9:14 PM (74 minutes)

Total: 142 minutes = 2 hours and 15 minutes, plus 7 minutes left over = 9 units

One Unit Short- DODD Billing Rules

What does it mean?

Time clocked in multiple shifts during the day for a client (for example a morning shift and afternoon shift) must be added together for billing purposes.

EVV Portal – does not add time up for 1 day

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
Felicity	George	HPC	02/17/2020				6:00AM	7:08AM	1:08		5
Felicity	George	HPC	02/17/2020				8:00PM	9:14PM	1:14		5

Incorrect: Billing 10 units.

Correct: Adding all the time together (2 hours and 22 minutes) and then billing 9 units.

Medicaid Fraud and EVV

Electronic Visit Verification & The Medicaid Fraud Control Unit



DAVE YOST

OHIO ATTORNEY GENERAL

Power of Leverage



EVV's Value

- Supplements/Replaces Reliance on Time Sheets
- Location Accountability
- Near Real Time Reporting: Surveillance & Interviewing

Home Health Nurse

- Provider monitoring complaint
- Email showing called off 1 day
 - Billed anyway
- 20 hours were billed on some days



Example from 12/20/2018

- 4:55 AM-Headlights are seen-enters the house
(4:59 AM Clock-in)
- 8:31 AM- w/ Recipient
- 12:36 PM- w/ Recipient
- 5:04 PM- Exits house
(5:01 PM Clock-out)
- Billed 12 hours



EVV Program Referrals

- Overlapping times b/w multiple recipients
- Billing v. EVV time comparison
- Excluded employees



Vs.





How to contact us

Health Care Fraud Section
Medicaid Fraud Control Unit
150 E. Gay Street, 17th Floor
Columbus, OH 43215
(614) 466-0722
www.OhioAttorneyGeneral.gov



DAVE YOST

OHIO ATTORNEY GENERAL

Compliance Work with Phase 1 Providers

Phase 1 Compliance – No Training

- 63 Providers who are billing for services and have never taken training
 - » Only looking at Phase 1 Fee-For-Service Providers
 - » 24 agency providers
 - » 39 Non agency providers
- Certified letters sent to all 63 providers on January 31, 2020
- Offered classroom training at ODM on February 19, 20, 24 and 26
- Provided link to self-paced option
- Must complete training by February 29, 2020
- Must be using system by March 9, 2020
- Notice of Deficiency (NOD) will be issued to those providers who remain non-compliant

Phase 1 Compliance – No Training

January 31, 2020

Dear Provider,

Electronic Visit Verification (EVV) was implemented for home health nursing and aide services, private duty nursing, RN assessment, and selected Ohio Home Care Waiver services on January 8, 2018. Ohio Administrative Rule 5160-1-40 requires all providers of these services to use EVV for these services in order to be eligible for Medicaid reimbursement.

However, our records show that you continue to bill for these services without completing training or recording visits with EVV. **If you are billing for these services, you must complete the EVV system training by February 29, 2020 and begin documenting your visits using EVV by March 9, 2020.** Failure to do so may result in further action to ensure your compliance.

The Ohio Department of Medicaid (ODM) is offering classroom training sessions to you on February 19, 20, 24 and 26, 2020 in our offices in Columbus, Ohio. These sessions will include the opportunity for you to practice using the EVV device, hands-on experience with the online EVV system, and opportunities for you to ask questions. If you are unable to attend a classroom session, a self-paced training is available. Please note that providers who complete the classroom training are generally more prepared to implement EVV than those who complete the self-paced training.

If you are an agency provider, please use the following links to register for training:

Classroom Training: <https://www.sandatalearn.com?KeyName=ODMEVVAgencyFebruary2020>

Self-Paced Training: <https://www.sandatalearn.com/?KeyName=ODMEVVAgencyTrainingPhase2>

If you are a non-agency provider please use the following links to register for training:

Classroom Training: <https://www.sandatalearn.com?KeyName=ODMEVVNonAgencyFebruary2020>

Self-Paced Training: <https://www.sandatalearn.com/?KeyName=ODMEVVNonAgencyTrainingPhase2>

If you have additional questions about the EVV program in Ohio please visit the ODM EVV webpage (<https://medicaid.ohio.gov/evv>). You may also contact the EVV mailbox at EVV@medicaid.ohio.gov with questions about the EVV program or the training requirement.

Sincerely,

Allan K. Showalter
Director of Program Integrity
Ohio Department of Medicaid

Phase 1 Compliance – took training but not using system

- 41 Agencies providers
 - » Completed training
 - » Actively billing for Phase 1 services
 - » No recorded visits in EVV from July – December 2019
 - Excludes Alt. System Users
 - » Notice of Deficiency (NOD) will be issued to these agencies.

Phase 1 Compliance – took training but not using system

- 271 Non-Agency Providers
 - » Completed training
 - » Actively billing for Phase 1 services
 - » No recorded visits in EVV from July – December 2019
 - » Letter's to be sent to providers in March 2020 offering refresher training and deadline to begin using EVV no later than May 15th, 2020.

Upcoming Webinars

EVV Open Question and Answer Sessions

- Bi-weekly open Question and Answer sessions will replace topical webinars in March and April.
- Provide an open forum for any questions related to EVV
- Open to all stakeholders
 - » Individuals and families
 - » Providers
 - » Alt EVV Stakeholders
 - » Other interested parties

Scheduled Dates

March 2, 2020

March 16, 2020

March 30, 2020

April 13, 2020

April 27, 2020

All webinars will be held at 2 pm

Registration links will be posted on the ODM EVV webpage

Additional Information

- Phone line will be opened for approximately 1 hour.
- The EVV team will respond to as many questions as possible in the available time.
- If questions remain at the end of the webinar, the questions can be directed to the EVV mailbox (EVV@medicaid.ohio.gov) or asked again at the next open session.
- Questions may be directed to the EVV mailbox if more appropriate to ensure a full and accurate response.

Future Webinars

- Additional open sessions may be scheduled if warranted by participation in March and April.
- Send topic suggestions to EVVPolicy@medicaid.ohio.gov or EVV@medicaid.ohio.gov.