


Electronic Visit Verification (EVV) Public Meeting

June 29, 2020

EVV Public Meeting

- All phone lines are muted 
- Questions should be submitted through the chat feature
- •We will not be answering submitted questions during today's presentation
- Questions will be addressed after the presentation through a Listserv communication
- Please reference the slide number in your question

AGENDA

- Office of Medical Assistance Programs (OMAP) Updates
- Office of Developmental Programs (ODP) Updates
- Office of Long-Term Living (OLTL) Updates
- EVV Compliance Reminders
- Alternate EVV Certification Process Review
- Frequently Asked Questions

OMAP EVV Implementation

EVV Implementation

- Section 12006 of the 21st Century Cures Act requires all states to implement the use of EVV for Medicaid-funded personal care and home health care services that require an in-home and community visit
- EVV must be implemented for personal care services (PCS) by January 1, 2021
- EVV must be implemented for home health care services by January 1, 2023

EVV Implementation for PCS

- The Cures Act requires that EVV systems must collect and verify the following six elements:
 - Service performed
 - Name of the MA beneficiary who receives the service
 - Date of the service
 - Location of the service
 - Name of the individual who provides the service
 - Time the service begins and ends

OMAP EVV Implementation

- PCS are provided to MA beneficiaries under 21 years of age in the beneficiary's home and community settings, prescribed in accordance with a plan of treatment and provided by a home health aide under the supervision of a registered nurse.
- PCS consist of services that support activities of daily living (ADL) such as ambulation, bathing, toileting, beneficiary transfers (e.g. transfer from bed to chair/chair to bed), and personal hygiene.

▶ OMAP EVV Implementation

- The implementation of EVV does not impact the provision of PCS
- EVV does not change the method and location for PCS delivery
- MA Bulletins detailing EVV implementation procedures and timelines have been developed that detail requirements
 - The bulletins have an anticipated issuance of mid-July

OMAP PCS Procedure Code

- Under the Fee-For-Service (FFS) delivery system, procedure code S9122 is used to designate PCS
 - No modifiers are associated with this code.
- Physical Health Managed Care Organizations (PH-MCOs) use the following procedure codes and modifiers to designate PCS (see next slide)

OMAP PH-MCO PCS Procedure Codes

	Aetna	AmeriHealth/ Keystone	Gateway	Geisinger	Health Partners	United	UPMC
Procedure Codes	S9122	S9122	S9122	S9122	S9122	S9122 or G0156	S9122
Modifiers	UC	TT UN – 2 pts UP – 3 pts	TT	N/A	N/A	N/A	TK
Provider Type/ Specialty	05/050	05/050	05/050	05/050	05/050	05/050 05/051	05/050

**pts: patients

Further information will be listed in the forthcoming OMAP PH MCO Bulletin.

▶ OMAP Provider/MCO Requirements

- FFS providers must either use the DHS Sandata EVV system or procure an Alternate EVV system of their choosing
 - If providers choose an alternate EVV system, it must interface with the Department's EVV Aggregator and these providers must complete the Alternate EVV certification process
- PH-MCOs must procure an Alternate EVV system
 - Network providers must procure an alternate EVV system that interfaces with the MCO's Alternate EVV system
 - PH-MCO Alternate EVV systems must interface with the Department's EVV Aggregator
- Alternate EVV technical specifications will be available in the future on the DHS website at: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

▶ OMAP Provider/MCO Requirements – Cont'd

- FFS providers using the DHS Sandata EVV system must complete provider training in one of the following ways:
 - Instructor led via webinar; or
 - Online, self-paced training using Sandata's Learning Management System
<https://sandatalearn.com/?KeyName=PAEVVAgency>
- Providers and PH-MCOs using an Alternate EVV system must complete all trainings specified by the applicable vendor

▶ OMAP FFS Account Verification

- Under the FFS delivery system, upon completion of provider EVV trainings, the Department requires provider administrators to identify which EVV system(s) they use to capture and submit EVV data to the Department's Aggregator
- The Department is currently working on a process on how to collect this information

OMAP FFS Timeline

- FFS providers are expected to be using either the DHS EVV system or the Alternate EVV system of their choosing no later than September 1, 2020
- PCS claims with a date of service on and after September 1, 2020, through November 19, 2020, will be matched to information in PROMISe™ and compared against information in the EVV Aggregator
 - If the information does not match, an error status code will be listed
 - Claims will still pay during this time period
- Beginning with dates of service on or after November 20, 2020, claims posting error status code 927 or 928 will deny payment

OMAP PH-MCO Timeline

- PCS claims for PH-MCOs with a date of service on and after November 1, 2020, will be matched to information in PROMISe™ and compared to information in the EVV Aggregator. If the information does not match, an error status code will be listed. Claims will still pay.
- Beginning with dates of service on or after January 1, 2021, the above referenced PH-MCO claims will deny payment.

OMAP Communications

- March 6, 2020: Letter to FFS Home Health Agencies to advise of EVV PCS requirements
- June 16, 2020: Overarching MA Bulletin issued
- Mid-July 2020:
 - FFS MA Bulletin anticipated issuance
 - PH-MCO MA Bulletin anticipated issuance
- Information on training will be in the MA Bulletins

ODP EVV Updates

ODP V/F EVV Implementation

- ODP Participant-Directed Services
 - **Go live for EVV with Palco is August 16, 2020**
 - All Participant-Directed Services will require EVV compliance
 - EVV Options with Palco are:
 - Mobile app via smart device or
 - Telephony/IVR via the participant's landline
 - EVV Training Materials are published on the Palco website
 - <https://www.palcofirst.com/programs/pennsylvania/office-of-developmental-programs/>
 - EVV communication, training materials and registration forms will be mailed soon
 - Training will continue in July and August
 - Training will occur via webinar and phone

ODP Updates

- Joint ODP and OLTL MA Bulletin is expected to be released in July

OLTL EVV Updates

OLTL EVV Implementation

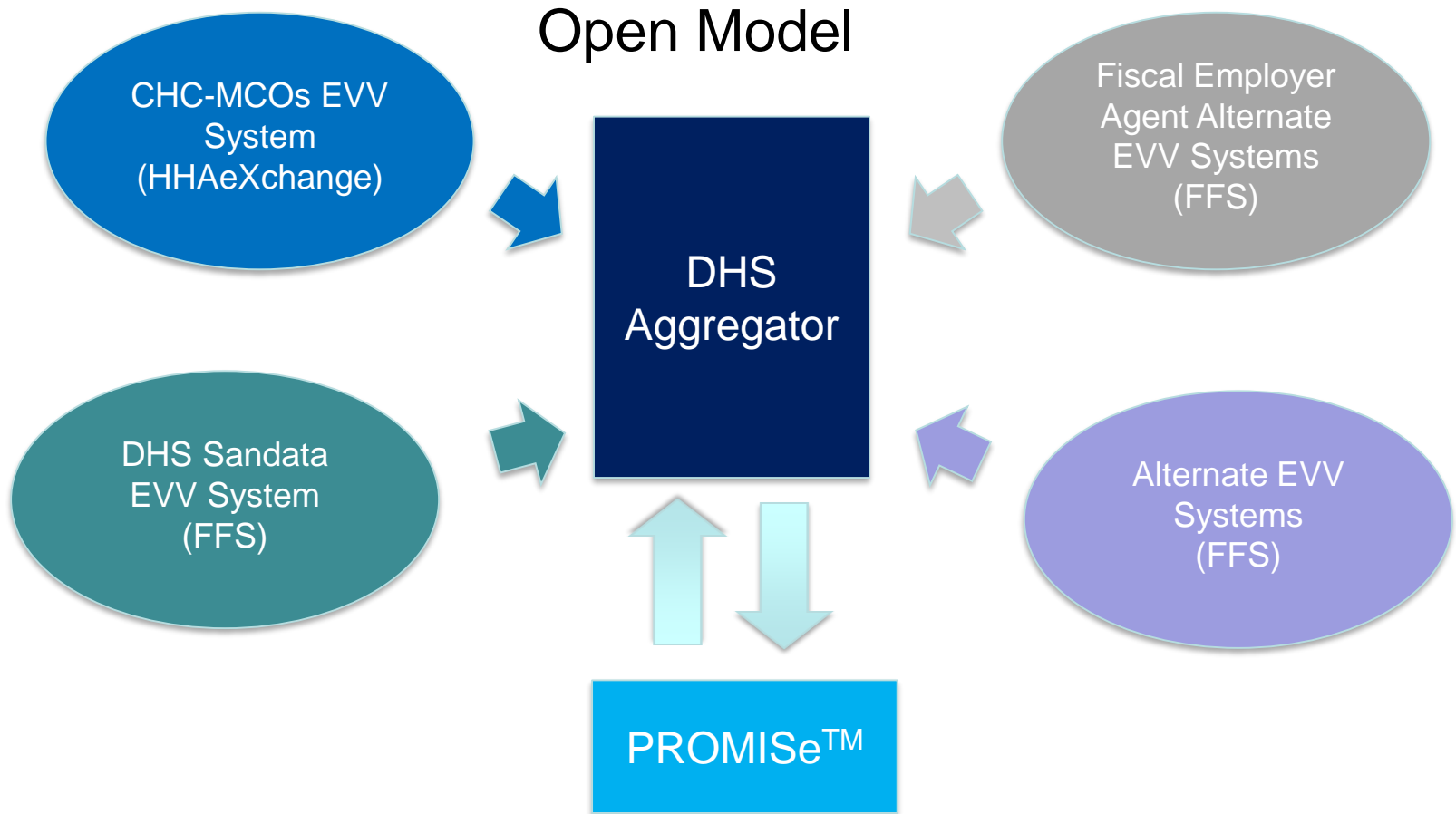
- OLTL providers serving participants in the OBRA waiver or Act 150 program must implement EVV for these programs by:
 - Completing training and using the DHS EVV Sandata system; **or**
 - Integrating an Alternate EVV system with the DHS EVV Aggregator to send EVV data for OBRA waiver and Act 150 participants; **or**
 - Working with HHAeXchange (if applicable) to send the OBRA waiver and Act 150 EVV data separate from CHC data
 - This is an additional step providers must take if they are using HHAeXchange as their EVV system

EVV Compliance Reminders

EVV Compliance Reminders

- PA is expecting all ODP and OLTL providers use EVV regularly **now** to prepare for the October 1, 2020 claim denials deadline
- EVV data from Alternate EVV systems must flow to the DHS Aggregator in order for providers to be in compliance
- Providers should only submit for billing ***after*** EVV data has been submitted to the DHS Aggregator

DHS Aggregator



When an EVV service is on the claim(s) transaction, the claim is validated against EVV visit data in the DHS Aggregator

EVV Edits for ODP and OLTL

- Edits for ODP FFS went into effect for claims submitted beginning November 1, 2019 for dates of service November 1, 2019 and after
- Edits for OLTL FFS went into effect for claims submitted beginning December 13, 2019 for dates of service November 1, 2019 and after
- Edits for OLTL CHC went into effect for claims submitted beginning March 3, 2020 for dates of service January 1, 2020 and after

EVV Edits for ODP and OLTL

EVV ESC Code	EVV ESC Description	Resolution
ESC 925	EVV Visit Verified	No action is needed by the provider
ESC 926	EVV Internal Record Format Error	No action is needed by the provider
ESC 927	Units billed exceed units verified in EVV	Provider needs to review visit data and claim units, make corrections where needed, and then resubmit the claim
ESC 928	EVV Visit Not Found	Provider needs to review and ensure the EVV record is found in the Aggregator, contains valid data and resubmit claim
ESC 929	EVV Web Service Timeout	No action is needed by the provider
ESC 930	EVV Internal Error	No action is needed by the provider
ESC 931	EVV-PROMISe Internal Error	No action is needed by the provider

- The EVV ESCs document can be found on the DHS EVV website here:
<https://www.dhs.pa.gov/providers/Documents/Billing%20Information/EVV%20Error%20Service%200Codes.pdf>

Provider EVV Utilization

Error Description By Program Office	May-20	Percentage for the month of May	Status After October 1st
OLTL			
925 - EVV VISIT VERIFIED	652	3.38%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	66	0.34%	Deny
928 - EVV VISIT NOT FOUND	18576	96.28%	Deny
ODP			
925 - EVV VISIT VERIFIED	21576	14.11%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	3231	2.11%	Deny
928 - EVV VISIT NOT FOUND	128142	83.78%	Deny
CHC			
925 - EVV VISIT VERIFIED	832526	44.57%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	36747	1.97%	Deny
928 - EVV VISIT NOT FOUND	998426	53.46%	Deny

EVV Compliance Reminders

- A “verified” status visit is one that has all the required data elements and no outstanding visit exceptions
- The following definitions are used for visit statuses in the DHS Sandata EVV system (found in the [EVV Sandata Training Guide](#))

VISIT STATUS: This filter allows a user to filter the visits by their status. The options include:



A screenshot of a web application's filter menu. The menu is titled "VISIT STATUS" and contains a dropdown list with the following options: "Select Visit Status" (with a downward arrow), "Select Visit Status" (highlighted in blue), "In Process", "Incomplete", "Verified", "Processed", and "Omit".

Status	Description
In Process	A visit has started and not yet completed
Incomplete	A visit has exceeded a 24-hr. period and is still missing a call-in/call-out
Verified	A visit that does not contain any exceptions
Processed	A visit that does not contain any exceptions and has been returned to the claims validation engine at least once
Omit	A visit that is marked 'Do Not Bill'

EVV Compliance Reminders

- “Verified” status will show under the “Visit Status” in the DHS Aggregator portal

Visit Review Results

The screenshot displays the Sandata Aggregator 'Visit Review' interface. The top navigation bar includes 'Sandata AGGREGATOR', 'Account: mgreen@mailinator.com', and 'LOG OUT'. The left sidebar contains 'Navigate Modules', 'Visit Review', 'Reports', 'Security', and 'Online Manual'. The main content area features search filters for Agency, Client, Medicaid ID, Employee, and Employee SSN, along with date range and visit status options. Below the filters are 'SEARCH', 'CLEAR', and 'EXPORT' buttons. A table of results is shown with columns for Client Name, Employee Name, Service, Visit Date, Scheduled Time In/Out, Scheduled Hrs, Call In/Out, Call Hours, Adjusted Hours, Bill Hours, Visit Status, Do Not Bill, and Actions. The 'Visit Status' column contains 'Incomplete' for both entries, which are circled in red. The table also shows pagination controls and a 'Show Display Options' dropdown.

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
(860)727-8976	000-00-0267		09/30/2017				01:33 PM	01:59 PM	00:26		00:26	Incomplete		
(860)216-1575	000-00-0198		09/30/2017				10:42 AM	06:52 PM	08:10		08:10	Incomplete		

EVV Compliance Reminders

- EVV ESCs are part of the billing process and are found in PROMISe™
- Providers will need to go into the PROMISe™ internet portal to see the ESCs that will set
- For ODP providers, the ESCs also will be in the trade files (also known as payment files) which are run on a Saturday
 - The trade files contain the claims processed from Saturday 12 a.m. to Friday 11:59 p.m.

EVV Compliance Reminders

- Some providers are editing all visits to align perfectly on the 15 minute unit; these edits should not be occurring
- These are considered manual edits and will apply towards compliance thresholds for manual edits which will be enforced after October 1, 2020

EVV Compliance Reminders

- Manual corrections should be done on an exception basis only and in situations when all electronic capture options are unavailable
- Manual corrections in EVV are accepted but should never be the primary method of visit capture information
 - Future compliances will be mandated to ensure a majority of provider visits are performed through primary method of visit capture
- Supporting hard copy documentation should be kept for manual corrections

EVV Compliance Reminders

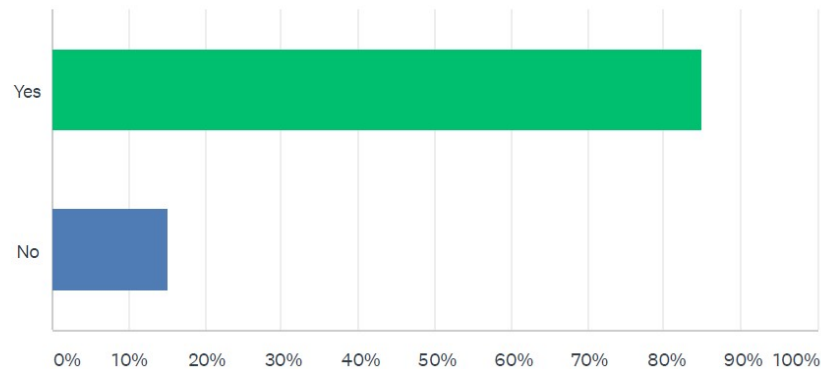
- Even if a visit is captured electronically but an exception sets and is corrected, the record would be classified as a manual correction
- EVV compliance related to manual corrections will be shared in the future through the release of the MA Bulletins
- Compliance thresholds are not being enforced at this time but, per CMS guidance, DHS is monitoring providers and will be contacting them to provide technical assistance

EVV Compliance Survey

- 811 total responses received as of June 18, 2020

Q2 Are you currently capturing visits for EVV?

Answered: 811 Skipped: 0

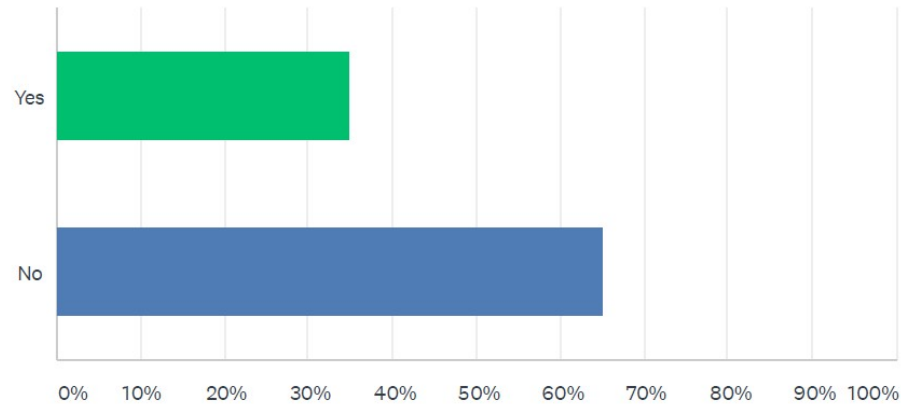


ANSWER CHOICES	RESPONSES	
Yes	84.96%	689
No	15.04%	122
TOTAL		811

EVV Compliance Survey

Q4 Are you currently using, or do you plan to use, the DHS Sandata EVV system to capture visits?

Answered: 787 Skipped: 24

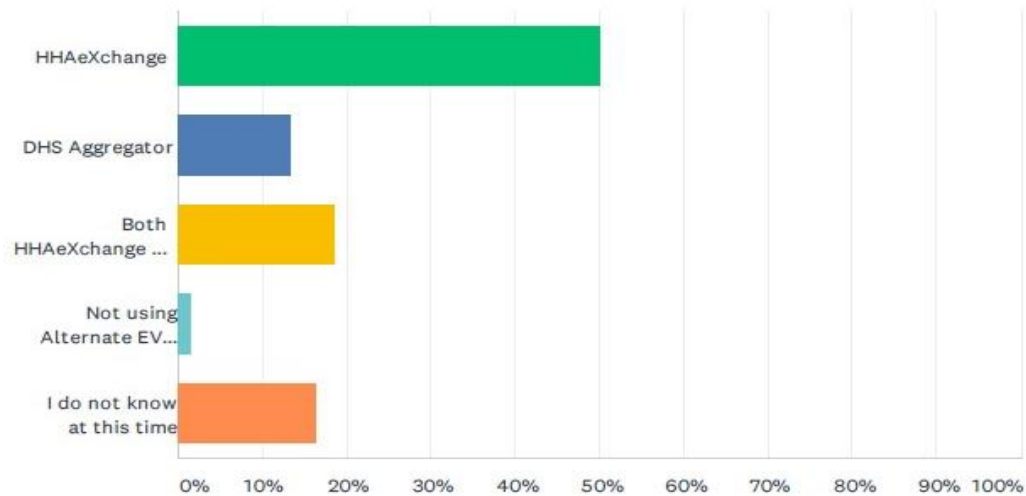


ANSWER CHOICES	RESPONSES	
Yes	34.94%	275
No	65.06%	512
TOTAL		787

EVV Compliance Survey

Q7 Where are your Alternate EVV systems sending your EVV data?

Answered: 556 Skipped: 255



ANSWER CHOICES	RESPONSES	
HHAExchange	50.00%	278
DHS Aggregator	13.49%	75
Both HHAExchange and DHS Aggregator	18.71%	104
Not using Alternate EVV (only using DHS Sandata)	1.44%	8
I do not know at this time	16.37%	91
TOTAL		556

Alternate EVV Certification Process

Alternate EVV Certification Process

- Alternate EVV systems currently testing: 35
- Alternate EVV systems with testing completed: 7
- Alternate EVV systems in receipt of production credentials: 114
- Alternate EVV systems with confirmed data in the DHS Aggregator: 54

Alternate EVV Certification Process

- FFS providers utilizing an Alternate EVV system need to contact the Sandata Alternate EVV support team to be certified and integrate with the DHS Aggregator

Contact information is as follows:

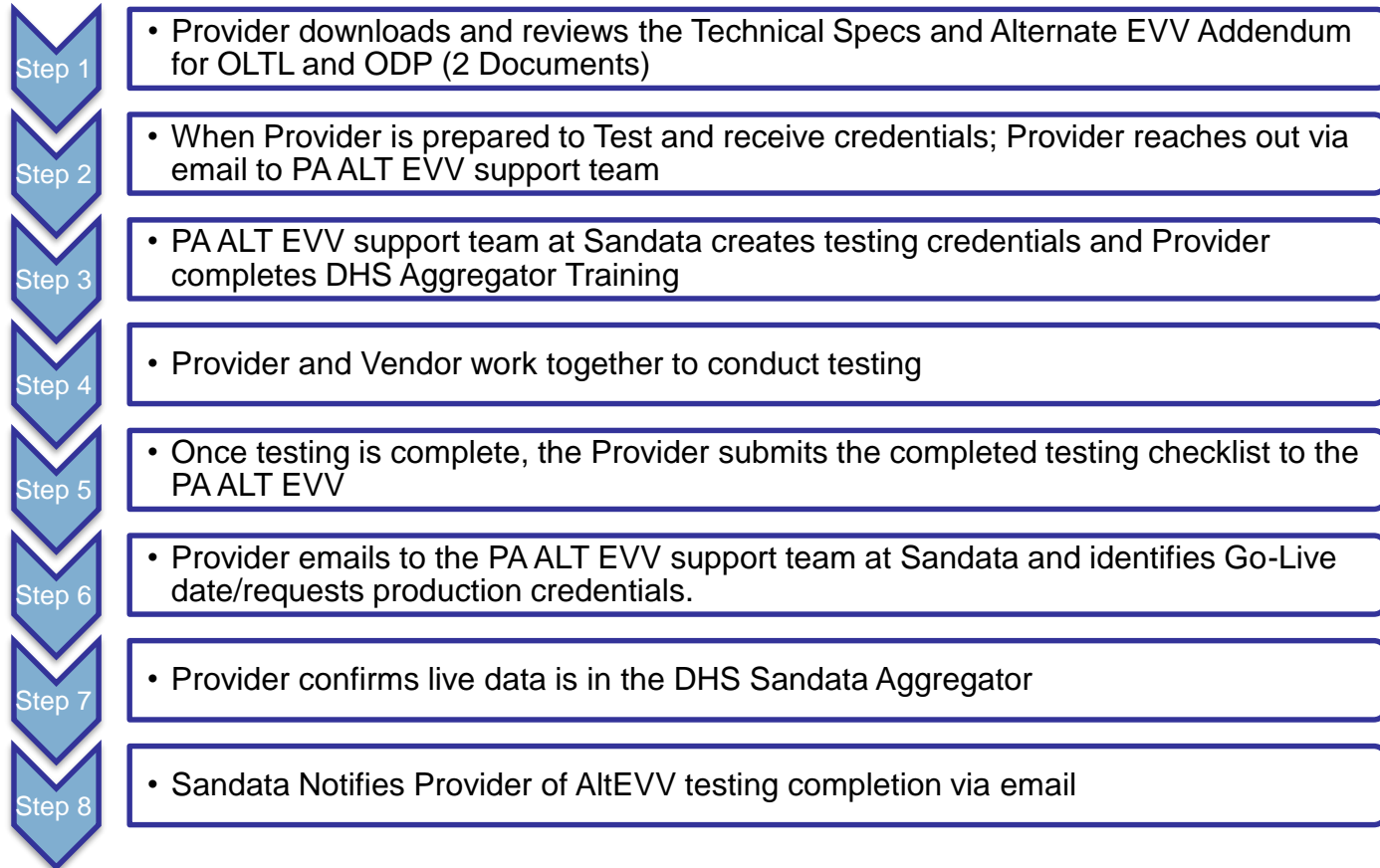
Phone: 855-705-2407

Email: PAAltEVV@sandata.com

- The certification process takes approximately 8 to 12 weeks depending on the testing required. The process can also depend on whether the Alternate EVV vendor is new to the process and provider responsiveness.

Alternate EVV Certification Process

PA DHS AltEVV Testing & Certification Process



▶ Alternate EVV Certification Process

- It is extremely important once each stage in the testing process is completed, providers move to the next Stage without any delay.
- Many current delays in the testing process are due to providers not initiating the next steps in a timely fashion
- It is expected that providers move between stages immediately
- It is expected that if a provider decides to “opt-out” of Alternate EVV testing for **ANY** reason, you email PAALTEVV@sandata.com of this intention

▶ Alternate EVV Certification Process –Key Points

- Any provider intending to use an Alternate EVV system for FFS services **must** begin the testing process **no later than** July 1, 2020
- Providers starting this process after July 1, 2020 will run the risk of not being able to meet the October 1, 2020 claims denial deadline
 - We really want you to succeed, and not have your claims denied come October 1 -- so please do not wait!
- It is the providers' responsibility to follow-up with their vendors throughout the entire certification process

▶ Alternate EVV Certification Process – Step 4

- The provider and Alternate EVV vendor work together to conduct testing, as the Alternate EVV support team at Sandata assists with any issues or errors encountered

This is the lengthiest of all the steps and can take between 2-12 weeks

Step 4

- It is recommended to begin sending data immediately so any barriers and data issues can be addressed by Sandata Alternate EVV Support
- Addressing issues early can help reduce time later in the testing process

Alternate EVV Certification Process – Step 4

- During this step, please monitor emails regularly
 - It is important to note that Sandata, the Vendor and Provider should be included in all emails.
- Alternate EVV vendors are not permitted to correspond with the Alternate EVV support team at Sandata without provider inclusion
- In the event an Alternate EVV vendor requires a phone call with the Alternate EVV support team at Sandata, **the provider must give written consent in the Step 4 support ticket.**
 - This consent is only for one call and is necessary to ensure all parties are kept informed throughout the entire Step 4 process

Step 4

▶ Alternate EVV Certification Process – Step 4 to 5

Once Step 4 has been completed, it is extremely important to move to Step 5 without any delay

▶ Alternate EVV Certification Process – Step 5

- Once testing is complete, it is important for the Provider to immediately submit the completed testing checklist to the PA Alternate EVV support team at Sandata at PAAltEVV@sandata.com for validation of successful completion
- The Alternate EVV support team at Sandata will review the checklist and email the provider their results (allow 5 business days for a response)

Step 5

▶ Alternate EVV Certification Process – Step 5

- If the provider does not pass, the email from the Alternate EVV support team at Sandata will indicate which item in the checklist needs review or correction.
- The provider will resend the checklist back to the Alternate EVV support team at Sandata in the same support ticket until they pass.
- Once a checklist passes or is deemed “completed,” the provider may move to Step 6.

Step 5

▶ Alternate EVV Certification Process - Step 5 to 6

Once Step 5 is completed, it is extremely important for the provider to move to Step 6 without any delay

▶ Alternate EVV Certification Process – Step 6

- Providers will email PAAItEVV@sandata.com to request their production credentials within 5 business days of passing their checklist
- In that same email, the provider will indicate the date they wish to transmit their live data to the DHS Sandata Aggregator (aka “Go-Live”)
 - This needs to be completed within **10 business days** of the provider’s receipt of the Go-Live email.
- The Alternate EVV support team at Sandata will then respond with Production Credentials and verify the provider’s Go-Live date

Step 6

Transition from Stage 6 to Stage 7

- This is where Sandata and DHS are seeing the biggest delays, due to providers requesting delayed go-lives dates
- Providers should go-live **within 10 business days** of receiving production credentials

▶ Alternate EVV Certification Process – Step 7

- On the Go-Live date, the provider will log into the DHS Aggregator and verify that live EVV data is flowing correctly into the Read-Only Production DHS Aggregator
- If any data is absent, or incorrect, the provider will work with the Alternate EVV support team at Sandata and their Alternate EVV vendor to troubleshoot any issues
- Once successful data transmission is confirmed, the provider emails Sandata to confirm successful data transmission in the DHS Aggregator

Step 7

▶ Alternate EVV Certification Process – Step 8

- Sandata notifies Provider of Alternate EVV testing completion via email
- **Certification Complete!**

Step 8

▶ Alternate EVV Certification Process – Step 8

- Skipping any step in the Certification process runs the risk of your EVV data not being compliant and claims being denied starting October 1, 2020

Alternate EVV Certification Process

- It is important to monitor your email and spam folders regularly
- A Quick Reference Guide for the Alternate EVV certification process is available on the DHS EVV webpage here:
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspxn>
 - The Quick Reference Guide outlines these steps and the expectations for Sandata, providers, and Alternate EVV vendors

Alternate EVV Certification Process

- Based on the EVV compliance survey respondents, over 100 Providers intend to use an Alternate EVV vendor for FFS and have not begun the testing process
 - If you have not started the process, you need to reach out to the Alternate EVV support team at Sandata ASAP.
- If you have started the testing process and Sandata has not heard from you in 30 days or more, you are deemed “unresponsive”
 - Currently there are 98 Providers who are listed as “unresponsive”
- DHS and Sandata are currently working to follow up with these providers via email outreach.

Alternate EVV Certification Process

- Alternate EVV Testing & Duration
 - The Sandata Alternate EVV system is available for testing at all times (except during standard release windows)
 - Sandata can assist with testing results and validation
 - Participant matching will not be included as part of testing but will be enforced in production
 - Duration of testing varies
 - Testing should continue until the data sent is error-free
 - Please monitor email for updates from Sandata (including spam folders)
 - Once testing is complete, Sandata encourages the move into production as quickly as possible
- Providers should begin the Alternate EVV certification process **no later** than July 1, 2020

Alternate EVV Certification Process

- When contacting the Sandata Alternate EVV support team, detailed setup information is required, including what systems are used to collect EVV data
- Missing information may lead to additional delays for PA EVV program compliance
- Sandata Alternate EVV support team may be contacted by phone at 855-705-2407 or by email at PAAltEVV@sandata.com

▶ Alternate EVV Certification Process

- For optimal system performance, it is recommended that completed visits should be sent in near real time.
 - Alternate EVV completed visit data should be uploaded to the DHS Aggregator
 - Upload frequencies should be set based on provider service volume at a frequency of no more than once a day
 - It is expected that information is sent as it is added/changed/deleted in the Alternate EVV system
- Rejection responses will be delivered on a separate API call that is initiated by the third party—in near real time.

DHS Sandata EVV System

DHS Sandata EVV System

- The DHS Sandata EVV system is live
- The system is **free** and available for use by Fee-For-Service (FFS) providers
- If FFS providers are intending to use this system, they must take the online training and receive a Welcome Kit which will provide their access to the system

DHS Sandata EVV System

- If you are a FFS provider and have completed training, but have yet to receive a Welcome Kit for your agency, please contact PAC at 800-248-2152 or papac1@dxc.com
- Reminder to check spam/junk folders for Welcome Kit and/or login credential emails
- If the Welcome Kit expired, call the PAC (EVV Prompt) to get Welcome Kit resent
 - 800-248-2152 or papac1@dxc.com

DHS Sandata EVV System

- DHS Sandata EVV Learning Management System (LMS) is a Train-the-Trainer Model.
 - Agency Administrators and Supervisors should take training and then train their respective staffs.
- Self-paced, online training is available for new providers or providers wanting to take “refresher” courses
 - Registration Link:
 - » <https://sandatalearn.com?KeyName=PAEVVAgency>
- 662 unique provider agencies have completed training and received Welcome Kits to date

DHS Sandata EVV System

- In the recent EVV Compliance Survey, 79 providers indicated they intend to use DHS Sandata EVV who have not completed training and received their credentials
- If you intend to use DHS Sandata EVV system, please do not wait to use the system – use it now!

DHS Sandata EVV System

Who needs credentials for the Sandata Provider Portal login?

- A provider supporting **only** FFS participants
 - Yes, credentials required for use of DHS Sandata EVV system
 - No, if visit data is captured via Alternate EVV system
- A provider supporting **both** CHC-MCO and FFS participants
 - No, if all visit data is captured and submitted to the DHS Aggregator via HHAeXchange
 - Yes, if visit data for FFS is captured in the DHS Sandata EVV system

DHS Sandata EVV Helpful Tips

- Sandata EVV platform passwords expire every 60 days.
- Please ensure you are receiving notification and changing your password ahead of time to avoid lock out of the Administrative account.
- All new passwords must be unique. Users are unable to re-use any of the past 24 passwords.
- It is recommended that **after two failed attempts** to use the “forgot password” to reset password.
- After five (5) failed attempts, the user will be locked out!

DHS Sandata EVV Helpful Tips

- Providers should go into Visit Maintenance daily, if not regularly, to view all visits and correct any exceptions
- Password resets for Direct Care Workers (DCWs) should be done by agency supervisors
- DCWs experiencing issues should report them to their supervisors and/or administrators

DHS Sandata EVV Helpful Tips

- Employee Module Password Reset for SMC
 - Administrators unsuccessful attempts at supplying temporary password for a locked SMC users
 - Please try the following before calling PAC support:
 - Use the "search" feature under the Employee Module to query your list of Employees
 - Select the Pencil to edit the Employee.
 - Deselect the Mobile user checkbox (found under Hire date), then select Save & Close.
 - Please wait 10 minutes prior to editing the same Employee (wait time is important)
 - Edit the Employee using the Pencil and reselect Mobile User checkbox, then Save & Close.
 - Wait 10 minutes before executing the temporary password reset.

DHS Sandata EVV Helpful Tips

- Visit Maintenance
 - You should not edit any times UNLESS there is a correction that is necessary
- PAC Support/ DHS Pennsylvania EVV Support (Tier I):
 - Phone: 800-248-2152, (press #1 to prompt for EVV)
 - Email: papac1@dxc.com

Frequently Asked Questions

EVV Questions

Question: Will there be an opportunity to have a soft launch to get used to the system before being live?

Answer: We are currently in a soft launch period until October 1, 2020 for ODP and OLTL to allow providers to become familiar with EVV and train staff before claims will begin to deny for lack of EVV data. The ODP and OLTL soft launch period started October 1, 2019. OMAP FFS soft launch period will be September 1, 2020 through November 19, 2020. Please reference the DHS EVV website for up-to-date timelines.

EVV Questions

Question: If we are still on a lockdown for COVID-19, how will EVV work with remote services?

Answer: Nothing changes for EVV.

EVV Questions

Question: Will claims be denied if the visit duration exceeds the Service Authorization Form (SAF) approved hours?

Answer: The process for authorized hours and claims does not change with EVV.

EVV Questions

Question: What should I do if the diagnosis code is missing?

Answer: ODP and OLTL have the diagnosis code on the service authorization. If the program diagnosis code is missing, providers should reach out to the participant's supports coordinator to add the program diagnosis code to the care plan.

EVV Questions

Question: Does the live-in caregiver have to use EVV in Pennsylvania?

Answer: Yes, live-in caregivers providing personal care services must comply with EVV.

EVV Questions

Question: Some participants do not have a home phone. Will a home phone be required for EVV?

Answer: EVV does not require participants to have a landline home phone. Caregivers can capture their visit information using the application on their smartphone or by calling the telephone number associated with the telephony visit verification system.

EVV Questions

Question: Can the caregiver use the client's cell phone to clock in and out through the telephonic system?

Answer: Telephonic verification must include validation through a GPS or location system. Cell phones are not acceptable for telephonic verification unless a location device code is included. Fixed Voice over Internet Protocol (VOIP) is acceptable. Non-fixed VOIP will require a location device code.

EVV Questions

Question: If a caregiver cannot use the Participant's mobile phone for EVV, are participants required to have a landline for the caregiver to call in and out?

Answer: Participants are not required to have a landline for the caregiver to call in and out. DHS does not expect the caregiver to use the participant's phone, although this can be a resource for telephony visit verification. Providers are responsible for developing policies related to the appropriate equipment needed for EVV.

EVV Questions

Question: Will DHS provide phones to participants for EVV?

Answer: DHS is not supplying devices for EVV. If necessary, consumers may be able to apply for a device through the Lifeline program. More information on Lifeline may be found on the DHS website.

EVV Questions

Question: Will there be help with the cost for people who do not currently have data plans?

Answer: DHS will not cover the costs associated with data plans.

EVV Questions

Question: What happens if check-in and/or check-out times cannot be, or are not, captured?

Answer: Check-in and check-out times are required information that must be captured as part of the visit. In instances where the check-in and check-out times are unable to be captured through the mobile application or telephony, the times can be fixed through manual entry in the web portal.

EVV Questions

Question: Is a paper timesheet required for missed clock in's or clock out's?

Answer: Paper timesheets are not required; however, issues or corrections due to a missed clock-in or clock-out should be noted with the appropriate reason code and supporting hard copy documentation, as best determined by the provider agency, should be available for auditing purposes.

EVV Questions

Question: What do I need to do to be compliant if I have multiple EVV systems to collect EVV Data?

- Multiple DHS Aggregator Accounts will be required
 - Visit data from each system will not be comingled in the PA Aggregator
 - Each vendor will have to complete testing with the Sandata team
 - Production deployments can be completed separately

Question: What if I have multiple Systems, one with HHAeXchange (CHC MCO) and one FFS 3rd Party EVV solution?

- Multiple DHS Aggregator Accounts will be required
 - Visit data from HHAeXchange and the 3rd Party EVV system will not be comingled in the PA Aggregator
 - The non-HHAeXchange vendor will have to complete testing with the Sandata team
 - Production deployments can be completed separately

EVV Questions

Question: Are the CHC-MCO providers required to be certified by HHAeXchange?

Answer: Providers contracted with the CHC-MCOs must be able to send EVV data to the CHC-MCOs for the appropriate members. The CHC-MCOs will need to complete the certification process with the DHS Aggregator to ensure HHAeXchange can send the required data to the DHS Aggregator. DHS has been working with the CHC-MCOs, HHAeXchange, and Sandata on making their interfaces work.

EVV Questions

Question: We have had EVV for 16 years and currently bill through HHAeXchange. Do we need further certification with Sandata?

Answer: Any Alternate EVV system interfacing directly with the DHS Aggregator must complete the Alternate EVV certification process. If you operate in a FFS program, the Alternate EVV system will need to interface directly with the DHS Aggregator and you will need to work through the certification process with the Sandata Alternate EVV support team. If you are only operating in CHC, then you will only need to send EVV data to the CHC-MCOs and you do not need further certification with Sandata.

EVV Questions

Question: HHAeXchange contacted me and said I needed to make changes to my EDI billing files for EVV compliance. Is it true we need to make the updates HHA states in their document, including the last 5 digits of the caregiver's social security number? If we have to make these changes, what am I supposed to put in for the Service Location?

Answer: All EVV data being submitted to the DHS Aggregator must meet the technical specifications and addendum established by DHS. Providers using Alternate EVV systems in CHC will need to send their EVV data to the CHC-MCOs. The CHC-MCOs will use the data for claims validation and send the data to the DHS Aggregator. Therefore, all EVV data submitted to the CHC-MCOs must meet the format outlined by DHS in the technical specifications and addendum on the DHS EVV website.

In regards to the location address and GPS coordinates, services can be provided at home or in the community based on the participant's needs and service plan. You must work with the MCO to resolve any location data issues between your EVV system and HHAeXchange.

EVV Questions

Question: Will the DHS Sandata EVV system and HHAeXchange communicate with each other?

Answer: The DHS Sandata system is not designed to send information to HHAeXchange. HHAeXchange has an interface to transmit data to Sandata. If a provider bills to a CHC-MCO, the EVV data in HHAeXchange goes to the CHC-MCO and will also be transmitted to DHS Aggregator.

EVV Questions

Question: If an agency is using an Alternate EVV vendor and there needs to be an edit made, are they able to access the Sandata portal and make manual adjustments?

Answer: The Sandata portal to the DHS Aggregator for Alternate EVV users is read only. Any edits or adjustments must be made in the Alternate EVV system and the visit needs to be resent to the DHS Aggregator.

EVV Questions

Question: If my Alternate EVV system vendor already went through the Sandata Alternate EVV certification process, do I need to complete the certification process also?

Answer: Yes. Even though a different agency has an approved interface from an Alternate EVV vendor to the DHS Aggregator, each provider agency must complete the testing process to ensure the interface works with the Alternate EVV system and to gain Sandata's approval.

EVV Questions

Question: What if my Alternate EVV system vendor cannot map its values to DHS EVV system field values?

Answer: The data in the DHS Aggregator must be consistent across the EVV program. Therefore, Alternate EVV systems must send the same values in the format and manner specified in the technical specifications. Providers may use the DHS Sandata EVV system if the Alternate EVV vendor cannot accommodate the values, format, or interface requirements defined in the Alternate EVV technical specifications. The technical specifications are available on the DHS EVV website.

EVV Questions

Question: What if a provider wants additional EVV features not offered by the DHS Sandata EVV system or HHAeXchange?

Answer: DHS recognizes that some providers may already be using, or may seek to explore, systems that provide more services and information than required under the EVV structure for all of the provider's program needs. Certain vendor system, including HHAeXchange and Sandata, may provide this additional functionality. Any such vendor system will need to be compatible with the DHS EVV solution that is provided through Sandata and/or HHAeXchange. Please be advised that DHS does not endorse the use of any particular system, upgrades, add-ons or additional services from any vendor, nor should providers be led to believe that such services are suggested or required by DHS, the Commonwealth of Pennsylvania or the federal government. DHS is responsible only for ensuring that EVV requirements are implemented pursuant to federal law.

EVV Questions

Question: Can a provider agency only send billed visits and only once a week?

Answer: For optimal system performance, it is recommended that completed visits should be sent in near real time. Alternate EVV completed visit data should be uploaded to the DHS Aggregator and should be set on provider service volume at a frequency of no more than once a day. It is expected that information is sent as it is added/changed/deleted in the Alternate EVV system.

EVV Questions

Question: Who is able to use the DHS Sandata EVV system?

Answer: The DHS Sandata EVV system is available for providers with fee-for-service clients. The system is only to be used for personal care services at this point in time.

EVV Questions

Question: How do I know if my claims were accepted or rejected?

Answer: Provider agencies will continue to use the same process you use today to see if your claims were accepted or rejected. There should be few rejected claims since the DHS Sandata EVV system makes sure you have all the required claims data prior to submission. For providers using the DHS Sandata EVV system, training is available to show how to resubmit claims through the DHS Sandata EVV system.

EVV Questions

Question: How secure is the data that is transmitted through the DHS Sandata EVV system?

Answer: Regarding data breach concerns, DHS has taken every precaution to ensure our systems are resilient and meet the Commonwealth's IT policies. The Sandata platform is Health Insurance Portability and Accountability Act (HIPAA) compliant and is Health Information Trust Alliance (HITRUST) certified.

EVV Questions

Question: What is an exception generated by the DHS Sandata EVV system?

Answer: For the initial phase of EVV implementation, exceptions are generated by the DHS Sandata EVV system when one or more of the six required items is missing or invalid. For providers using Alternate EVV systems, the Alternate EVV technical specifications included on the DHS EVV website detail the information that must be captured and submitted to the DHS Aggregator.

EVV Contacts

Who Do I Contact ?

- COVID-19 Information
 - <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-2020.aspx>
- Program Related Questions
 - DHS RA-PWEVVNOTICE@pa.gov
- DHS Sandata EVV system questions
 - PAC Support papac1@dx.com
- Alternate EVV users not using HHAx
 - Sandata Alternate EVV Support PAAltEVV@sandata.com
- HHAx ALT EVV System questions
 - HHAx support@hhaexchange.com
PAintegration@hhaexchange.com

Contacting EVV Support

- Alternate EVV vendors may not understand your agency processes.
 - Please be as detailed and descriptive as possible so support teams understand your issue to the best of their ability.
 - Screenshots are helpful.
- If you have specific examples, or screenshots, always send those securely due to PHI.
- If a provider is working with an Alternate EVV vendor and has a ticket number, please provide the ticket number.
- Check your Spam folders regularly for emails from DHS, Sandata, HHAeXchange, or other approved listservs, programs or agencies.

DHS EVV Website

- <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

Department of Human Services > For Providers > Billing Info > EVV

Electronic Visit Verification (EVV)

The 21st Century CURES Act requires Electronic Visit Verification (EVV) systems for Medicaid-funded personal care services (PCS) and home health care services. To learn more, check out the [EVV overview presentation](#).

[EVV Implementation Updates](#)

Additional Resources:

- [Third Party/Alternate EVV \(Technical Specification Documents\)](#)
- [EVV Public Meeting Information](#)

EVV Public Meetings

- Additional Public Meeting Dates:
 - July 30th : 1:00-3:00pm
 - August 28th : 1:00-3:00pm
 - September 25th : 1:00-3:00pm
 - October 23rd: 1:00-3:00pm
- This information will be shared via the EVV Listserv and will be posted on the DHS EVV website.

EVV Public Meeting

Thank you!