Dear Medicaid Home and Community-Based Services Provider:

Overview
As of January 1, 2020, providers of Personal Care Services (PCS) overseen by the Office of Long-Term Living (OLTL) and the Office of Developmental Programs (ODP) will be required to verify specific data elements in order to receive payment for each PCS claim submitted. As you are aware, PCS consists of services supporting activities of daily living (ADL) and instrumental activities of daily living (IADL). PCS providers will be required to use an Electronic Visit Verification (EVV) system to verify the following specific data elements: the type of service performed, the name of the individual receiving the service, the name(s) of individual(s) providing the service, the date and location of the service, and the time the service begins and ends. Beginning in October 2019, the PA Department of Human Services (DHS) will expect provider agencies, Agencies with Choice (AWC), and Vendor Fiscal (VF) agents to use EVV for the capture and verification of PCS visits. PA DHS has contracted with DXC and Sandata Technologies LLC to deliver the PA DHS EVV system, as well as provide system orientation and training to providers related to the PA DHS EVV system.

Data Aggregator
EVV data will be collected in the EVV Aggregator and compared to claim data before a claim can be paid. The EVV Aggregator will collect EVV data from both the PA DHS EVV System as well as any third-party EVV systems. Effective January 1, 2020, DHS will deny PCS claims that do not have corresponding visit(s) recorded in the EVV Aggregator regardless of whether providers use the PA DHS EVV system or a third-party EVV system.

Third-Party Systems
A PCS provider may use either the PA DHS EVV system or an approved third-party EVV system chosen by the provider. An approved EVV system is one that can provide the necessary data elements as outlined in the Alternate EVV technical specifications documentation (below) and that can align with the data being captured by the Sandata system. Providers using a third-party EVV system will need to review with their vendor and follow with the technical specifications and related addendums that are available on the PA DHS website. If you choose to use an Alternate EVV system at the start of the program, we recommend that you complete the certification process at least 60 days prior to the soft launch date of October 7, 2019. Effective July 1, 2019, providers interested in utilizing an approved third-party EVV system, or have questions prepared specific to Alternate EVV, may contact the Sandata Alternate EVV support team to ensure the data interfaces will align before January 1, 2020. Please note, initial contact with the Sandata Alternate EVV support group should be made by the providers and they should have their vendor contact information readily available, as it will be requested.

Contact Information is as follows:
- Phone: 855-705-2407
- Email: PAAltEVV@sandata.com
*Please note that this contact information is specific for inquires related to Alternate EVV.

Training
Beginning in September 2019, the PA DHS EVV system training will be available for providers, who must complete this training to begin the process of setting up their agency’s accounts and security permissions. Three types of training will be available: in-person, classroom style training offered at regional locations;
instructor-led webinars; and self-paced online training. This mandatory provider training will be a “train the trainer” style training. Provider agencies are expected to send two representatives to the face-to-face training sessions. Login credentials are given upon completion of the instructor led classroom session or after completing all webinar sessions or after the completion of the self-paced training modules. The trained provider agency representatives will, in turn, train other agency personnel and direct care staff at their home agency. DHS will establish guidance/expectations for provider agencies training other administrative staff in a separate communication.

Providers of PCS must be trained and have received login credentials to access and use the DHS EVV system. PCS providers using the PA DHS EVV system must complete at least one of the trainings before the EVV implementation in October 2019. The self-paced online training will remain available through the life of the program if a refresher is needed. Registration for training will begin in July and a separate communication with more details will be shared in the beginning of July.

Public Meetings
PA DHS will be holding public EVV webinars to provide additional information and updates related to PA DHS implementation. These meetings are scheduled every 5 weeks leading up to January 1, 2020. The planned meeting dates are as follows:

- Tuesday July 9, 2019 from 1:00 to 3:30PM
- Tuesday August 13, 2019 from 1:00 to 3:30PM
- Tuesday September 17, 2019 from 1:00 to 3:30PM
- Tuesday October 22, 2019 from 1:00 to 3:30PM
- Tuesday November 26, 2019 from 1:00 to 3:30PM
- Tuesday December 31, 2019 from 1:00 to 3:30PM (dates subject to change)

You can access these webinars by clicking the following link:
- Join Skype Meeting
- Join by phone (267) 332-8737,,42711756# or Find a local number
- Conference ID: 42711756

We look forward to working with you on a successful EVV program. Additional information related to EVV may be found on the PA DHS EVV website. Click here.

If you have questions about EVV, please refer to the Frequently Asked Questions document on the PA DHS website or contact the EVV Resource Account at RA-PWEVVNOTICE@pa.gov