

Electronic Visit Verification (EVV) Public Meeting

September 23, 2022

EVV Public Meeting Reminders

- 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 updates to the FAQs on the DHS EVV website
- Please reference the slide number, if applicable, when you submit your question

Agenda

- **Alternate EVV Recertification/Certification**
- **General EVV Program Updates, including information from HHA Exchange**
- **Home Health Care Services (HHCS) EVV Implementation**
- **EVV reporting capabilities**
- **Reminders and Updates**
- **EVV PCS Manual Edit Compliance**
- **Frequently Asked Questions (FAQs)**
- **EVV Contacts**

Alternate EVV Recertification/Certification

General EVV Program Updates

- **All Pennsylvania vendors have been recertified.**
- **New Pennsylvania vendors will need to contact Sandata in order to initiate the certification process.**

General EVV Program Updates

- As a reminder, current EVV Technical Specifications for DHS EVV Programs are available on the website.

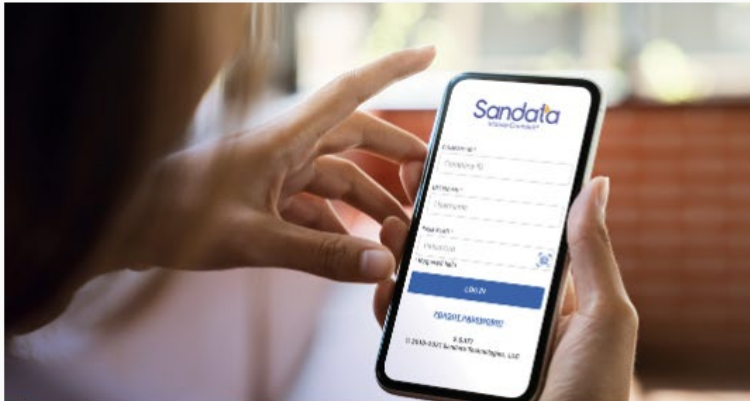
2019 Report Fraud & Abuse Licensing & Providers Review Data DHS Blog

[Department of Human Services](#) > [For Providers](#) > [Billing Info](#) > EVV

Electronic Visit Verification (EVV)

EVV Resources

- [EVV Personal Care Services \(PCS\)](#)
- [EVV Home Health Care Services \(HHCS\)](#)
- [Third Party/Alternate EVV \(Technical Specification Documents\)](#)
- [EVV Frequently Asked Questions](#)
- [EVV Public Meeting Information](#)



General EVV Program Updates

If you are a **new provider** to the DHS EVV program who is not intending to use the Sandata DHS EVV system:

- Go to the DHS AltEVV webpage to fill out the "DHS Home Health Alternate EVV New Provider Registration Form"
- This form should be used by **ALL** providers subject to EVV needing to participate in EVV who are electing to use an Alt EVV vendor.
 - <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx> > EVV Resources > Third Party/Alternate EVV (Technical Specification Documents)
 - This form is going to initiate your agency receiving their credentials to the DHS Aggregator
 - Once completed, you will receive an email response providing your agency with the next steps to receiving your agency credentials
 - A list of EVV vendors who previously completed the certification process with Sandata is available on the DHS EVV website here: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>

General EVV Program Updates

- **Reminder:** BPI continues to monitor all providers in EVV submissions.
- Please refer to presentation from the last EVV Public meeting for more details on their process.
- More information is available on the EVV website.

General EVV Program Updates

- Be sure to review Alternate EVV Technical Specifications and Quick Reference Guide Vendor Credentialing documents on the DHS EVV website:
 - <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>
- The Sandata Alternate EVV Error Handling Overview and Reference Guide has been updated as of March 2022, and is available on the DHS EVV website:
 - <https://www.dhs.pa.gov/providers/Billing-Info/Documents/Sandata.AltEVV%20Error%20Handling%20Overview%20and%20Reference%20Guide.v04.pdf>

General EVV Program Updates

- DHS Aggregator has read-only views and reporting to help you monitor all the visits your vendor delivers for both PCS and HHCS.
- DHS Aggregator compiles the visit data for provider agencies to review.
- The DHS Aggregator **does not** submit claims.
- The DHS Aggregator is validated against during claims processing when an EVV service is found on the claim(s) transaction.
- Billing processes continue as normal.

- Duplicate visits with different visit IDs
 - We have identified that providers have entered duplicate visits in HHAX with same member, caregiver, times, etc. The current configuration in HHAX allows providers to enter such visits; this configuration was decided upon by HHAX and the MCOs many years ago before EVV aggregation was being enforced. We have communicated to providers to correct any duplicate visits to prevent this from happening in the meantime and we are working with our Client Success Team/MCOs to revisit the details of this configuration moving forward.

HHAX, continued

- Missed Sandata deployment
 - On 8/12, Sandata implemented technical specification changes that HHAX accounted for however, an error was discovered which led to visits being rejected for “Error during retrieving service service_id entered”. HHAX has reprocessed all of the affected visits and are waiting for the last remaining records to be updated with a status.

▶ HHAX, continued

- Updating data from EVV to manual
 - After several discussions with Sandata, we realized that visits with manual confirmations were not being sent according to their specification changes. Due to this we are going to reprocess all manual visits from 1/1/22 to 8/12/22. Visits after 8/12/22 are being sent as expected because this issue was caught and addressed during the specification changes that occurred on 8/12. Development is working on reprocessing the visits and more information will be provided by HHAX once this is complete.

Home Health Care Services (HHCS) EVV Implementation

Home Health Care Services (HHCS) EVV Implementation

- The 21st Century Cures Act mandated that states implement EVV for Home Health Care Services (HHCS) by January 1, 2023.
- The soft launch period began August 10, 2022. This means that HHCS EVV Error Status Codes are setting but are in a Pay & List disposition prior to January 1, 2023.
 - For claims that contain HHCS services during this time, MMIS will perform validation against the EVV Aggregator to determine if the information submitted on the claim matches the EVV PCS visit data stored in the EVV Aggregator. However, EVV Error Status Codes (ESCs) will set without impacting claim payment. During this period, the claim will continue to successfully pass DHS EVV validation and process through the normal claim's adjudication process.
- As of January 1, 2023, claims will be impacted

HHCS EVV Error Status Codes

- ESC 935: EVV HHCS Visit Verified
- ESC 936: Duplicate Matching EVV HHCS Visits Found (*ESC not currently active. Deployment date anticipated for Jan 2023*)
- ESC 937: HHCS Units Billed Exceed Units Verified in EVV
- ESC 938: No Matching HHCS EVV Visit Found

Home Health Care Services (HHCS) EVV Implementation

- On September 20, 2022, DHS applied for the Good Faith Effort Extension for HHCS EVV implementation.
- If approved by CMS, the extension would allow for up to an additional year for HHCS EVV implementation. This would not impact PCS EVV implementation.
- This does not impact the soft launch start date which began August 10, 2022.
- The year extension would provide additional time for the soft launch period, with impact to claims beginning January 1, 2024.
- If Pennsylvania is approved for the Good Faith Effort Extension for HHCS EVV implementation, the information will be shared in the EVV Public meeting.

Home Health Care Services (HHCS) EVV Implementation

- The Department published the list of Medicaid State Plan and Waiver services identified as HHCS that are subject to EVV. This list is available on the DHS EVV website.
- Medical Assistance Bulletin number 05-22-09, 07-22-03, 54-22-01, 59-22-01, 00-22-06, "Electronic Visit Verification Requirements for Home Health Care Services in the Fee-for-Service Delivery and Managed Care Delivery Systems", was issued on August 10, 2022. This bulletin applies to OMAP, ODP and OLTL.

Home Health Care Services (HHCS) EVV Implementation

- Pediatric shift care code adds
 - T1002 and T1003 are being added to the MA Program Fee Schedule
 - These are not new services but are 15-minute increment versions of existing codes S9123 and S9124
 - For use in the fee-for-service delivery system as of October 1, 2022
 - The Public Notice will be published on September 24, 2022, and will be viewable in the "current issue" of the *Pennsylvania Bulletin* at <https://www.pacodeandbulletin.gov>
 - Medical Assistance Bulletin 05-22-08/07-22-02, "Additions to the Medical Assistance Fee Schedule for Private Duty Nursing Services Provided to Beneficiaries Under the Age of 21," will be issued the week of September 26, 2022, and will be viewable on "What's New at OMAP" at <https://www.dhs.pa.gov/providers/Providers/Pages/Health%20Care%20for%20Providers/What's-New-at-OMAP.aspx>

REPORTING

EVV report capabilities for MCOs and providers

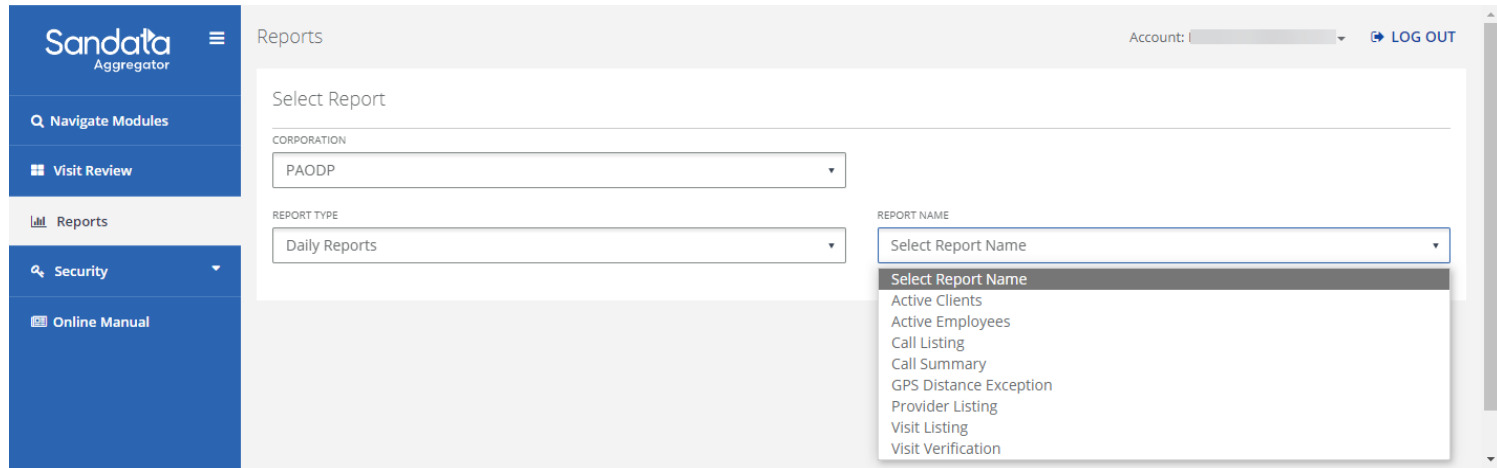
- Reporting information in the Aggregator starts on page 27 of the Online Manual.

The screenshot shows the 'Visit Review' page in the Sandata Aggregator. The left sidebar has a red box around the 'Online Manual' link. The main area has search filters for AGENCY (All), CLIENT (Enter Client), MEDICAID ID # (Enter Medicaid ID #), EMPLOYEE (Enter Employee), EMPLOYEE SSN (Enter Employee SSN), DATE RANGE (09/22/2022 to 09/22/2022), VISIT STATUS (All), and FILTER VISITS BY (All Visits). There are 'SEARCH' and 'CLEAR' buttons at the bottom.

- Daily and Date Range reports are available. Most reports can be exported to Excel or as a CSV. Examples of reports are shown in the Online Manual.

EVV report capabilities for MCOs and providers

- Daily Reports



The screenshot shows the Sandata Reports interface. The left sidebar contains navigation options: Sandata Aggregator, Navigate Modules, Visit Review, Reports, Security, and Online Manual. The main content area is titled 'Reports' and features a 'Select Report' form. The form includes three dropdown menus: 'CORPORATION' (set to PAODP), 'REPORT TYPE' (set to Daily Reports), and 'REPORT NAME' (set to Select Report Name). A dropdown menu is open for 'REPORT NAME', showing options: Active Clients, Active Employees, Call Listing, Call Summary, GPS Distance Exception, Provider Listing, Visit Listing, and Visit Verification. The top right corner shows 'Account: [redacted]' and a 'LOG OUT' button.

- Daily reports can only search for a specific date. Dates can't be spanned.
- A useful report would be the Visit Listing.

EVV report capabilities for MCOs and providers

- Date Range Reports

The screenshot shows a web browser window with the URL <https://evv.sandata.com/SJM/Pages/Reporting/ReportingADA.aspx>. The page is titled "Reports" and features a sidebar with navigation options: "Navigate Modules", "Visit Review", "Reports", "Security", and "Online Manual". The main content area is titled "Select Report" and contains three dropdown menus: "CORPORATION", "REPORT TYPE", and "REPORT NAME". The "REPORT TYPE" dropdown is set to "Date Range Reports", and the "REPORT NAME" dropdown is open, showing a list of report options: "Select Report Name", "Client Visit Summary", "Detail Visit Status", "EVV Compliance", "Summary Visit Status", "Visit Log", "Visit Verification Activity Summary", and "Visit Verification Exception".

- This is where you'll find the EVV Compliance report. DHS will use this report to determine Manual Visit compliance for EVV.

EVV report capabilities for MCOs and providers

- Compliance Report Example

Account:		SCHEDULED		ACTUAL		CLIENT		EMPLOYEE	
DATE	VERIFICATION TYPE	START	END	START	END	MEDICAID ID	NAME	ID	NAME
08/06/2022	Auto			08:59 AM	04:03 PM				
08/06/2022	Auto			11:25 AM	04:00 PM				
08/06/2022	Auto			08:15 AM	09:45 AM				
08/06/2022	Auto			12:05 PM	03:19 PM				
08/06/2022	Auto			10:51 AM	03:52 PM				
08/06/2022	Auto			12:33 PM	06:20 PM				
08/06/2022	Auto			10:01 AM	10:17 PM				
08/06/2022	Auto			11:07 AM	01:05 PM				
08/06/2022	Auto			10:13 AM	01:26 PM				
08/06/2022	Auto			01:14 PM	04:29 PM				
08/06/2022	Auto			08:57 AM	12:00 PM				
08/06/2022	Auto			09:46 AM	10:15 AM				
08/06/2022	Auto			12:27 PM	03:40 PM				
08/06/2022	Auto			04:00 PM	07:09 PM				
08/06/2022	Auto			08:56 AM	12:05 PM				
08/07/2022	Auto			07:41 AM	03:29 PM				
08/07/2022	Auto			08:17 AM	05:36 PM				
08/07/2022	Auto			09:30 AM	01:04 PM				
08/07/2022	Auto			08:06 AM	11:42 AM				
08/09/2022	Auto			01:00 PM	07:30 PM				
08/09/2022	Auto			09:00 AM	02:00 PM				
08/09/2022	Manual			04:00 PM	07:30 PM				

Total Account Visits: 1131	Total Account Visits Auto Verified: 1125	Total Account Visits Manually Verified: 6
Compliance Percentage: 99.47%	99.47%	0.53%
Grand Total Account Visits: 1131	Grand Total Account Visits Auto Verified: 1125	Grand Total Account Visits Manually Verified: 6
Compliance Percentage: 99.47%	99.47%	0.53%

Reminders and Updates

Sandata Release Schedule 2022

- The Sandata Release schedule has been made available on the DHS EVV Webpage under the EVV Implementation Updates header of the PCS page.
 - <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV-PCS.aspx>

EVV Implementation Updates

- [Sandata Release Schedule 2022-2023](#) — February 28, 2022 ***New*** 
- [EVV Status Error Codes, System Issues and Resources/Contacts](#) — March 29, 2021
- [EVV Compliance Reminder, ESC Troubleshooting, and EVV Contacts](#) — Dec. 24, 2020
- [EVV Compliance Reminder and General EVV Information](#) — Feb, 4, 2021
- [EVV Implementation Update](#) — August 20, 2020
- [Electronic Visit Verification for Personal Care Services Provided in the Fee-for-Service Delivery System# 05-20-03](#) — November 19, 2020
- [Electronic Visit Verification \(EVV\) for Personal Care Services \(PCS\) Bulletin, #07-20-04, 54-20-04, 59-20-04, 00-20-03](#) — September 10, 2020
- [Good Faith Exemption Application Update](#) — Dec. 24, 2019

Sandata Releases

- Sandata communicates via email to provider agencies when staff need to log out during systems outages.
- Providers should review notifications prior to releases and inform staff when they will need to be logged out of the system.
- The Sandata Customer Care portal is accessible to find the release notes and can be found via this link: <https://sandata.zendesk.com/hc/en-us>

EVV PCS – DHS EVV System Reminders

- Providers using the DHS EVV System should remind their direct care workers to update the Sandata Mobile Connect (SMC) application following a Sandata Mobile Application Release.
- Staff are to communicate with their Administrators on issues with SMC and/or Telephonic Visit Verification (TVV). Administrators should reach out to the Provider Assistance Center (PAC) only when they cannot find resolution to SMC password resets.
- It is highly suggested all agencies using the DHS EVV System have at least two (2) EVV administrators in the potential event of the primary administrator's unavailability.

EVV PCS Updates

- Sandata has completed updates to the DHS EVV system and the DHS Aggregator effective August 10, 2022. No actions are needed by the users other than additional training mentioned previously.
- PCS providers using Alt EVV to submit EVV data should be aware that PCS claims and encounters submitted after August 10, 2022 will need to adhere to the updated technical specifications. Otherwise, they will deny.

EVV PCS Manual Edit Compliance

EVV PCS Manual Edit Compliance

- DHS is assessing EVV manual edit compliance for Fee-For-Service at this time.
- DHS is assessing manual edit compliance rates by program/payer (ODP, OLTL, and OMAP).
- As a reminder, providers are expected to achieve at least 50% of EVV records for verified visits **without** manual edits.
 - If an EVV visit is missing information or the EVV visit information was entered incorrectly and requires any type of edit or correction, this is deemed a manual edit. If a provider manipulates data or adds missing data or changes data in any way after the service is delivered, this is deemed a manual edit.

EVV Manual Edit Compliance

Examples of manual edits include but are not limited to the following:

- A caregiver misses a clock-in or clock-out and the visit needs to be edited to add the appropriate time of service.
- The visit is unable to be electronically captured at the point of care because the mobile application and/or telephony are not available. (The EVV system is down.)
- The visit is unable to be electronically captured because a device cannot be used at the point of care.
- A visit is captured electronically but causes an exception to be generated; the record would be classified as a manual edit.
- 2:1 service with overlapping time in the aggregator for 3 or more care workers (typically due to shift changes)

Manual Edits and Compliance Rates

- The Department continues to perform targeted outreach to provide technical assistance to providers that have either not submitted EVV data or have a high percentage of manual visits.
- The EVV Compliance report is currently available in the EVV Aggregator. Updates to this report are planned for release in October 2022. This report allows providers to efficiently determine their quarterly compliance percentage.
- Providers should self-monitor their EVV compliance using the reports available and work to improve areas of non-compliance.
- DHS **will be** reducing the manual edit compliance rate threshold in the future. DHS is developing an updated MA Bulletin to reflect the new manual edit compliance rates.

ODP Manual Edit Compliance

- ODP has incorporated EVV Manual Threshold compliance into their Claims Documentation review process, which is a component of ODP's Quality Assessment and Improvement (QA&I) process. For more information on claim documentation requirements see <https://www.paproviders.org/wp-content/uploads/2022/08/Bulletin-00-22-03-Technical-Guidance-for-Claim-and-Service-Documentation-1.pdf>, Technical Guidance for Claim and Service Documentation.

Manual Edit Compliance Contact Reminder

- To ensure DHS can appropriately contact providers, please make sure legal entity information, including contact information, is up-to-date and correct in all DHS systems.

Recent Sandata Training updates

- In-Person Training (8/16-8/18): 36 Attendees
- Live Webinar Training (8/22-8/30): 45 Attendees
- Delta Training – PCS vs. HHCS (9/12-9/14): 189 Attendees
- All trainings were well received with high satisfaction scores.
- New resources to be made available on Sandata On Demand

Recent Sandata Training updates, continued

- Training for agencies opting to use the 'free' DHS EVV is available on the DHS EVV website
- A variety of training channels are available:
 - In-person, classroom sessions for Administrators.
 - Instructor-led webinar sessions for Staff.
 - Self-paced training accessible 24/7, delivered via Sandata's Learning Management System (LMS).
 - Self-paced training accessible 24/7, offering a full range of functional video snippets via Sandata On Demand.

MCO Aggregator Portal information

- MCO Administrators can now view visit data and run reports within Sandata Aggregator
- Data views are limited to visits related to each MCO payer
- Added insight will allow MCOs to:
 - Troubleshoot claims questions related to EVV
 - Review overall EVV visit trends to improve overall provider performance

New Frequently Asked Questions (FAQs)

EVV and Medicare

Question: Does EVV apply to Medicare X-over/Cross-over claims?

Answer: Claims and encounters submitted to PA Medicaid which were primarily processed and paid for by either Medicare or a Medicare Advantage Plan are not submitted to EVV processing in PROMISe™. Since EVV is a federal mandate, the EVV validation is performed by Medicare (or the applicable Medicare Advantage Plan). However, claims and encounters submitted to PA Medicaid which do not have any cost sharing with Medicare (or a Medicare Advantage Plan) would be subjected to EVV ESCs in PROMISe™.

Location Capture

QUESTION: What is the specific requirement to capture location?

ANSWER: The EVV requirement is that the location be captured electronically. CMS requires verification of location at the start/end of a service. GPS coordinates (latitude and longitude) are required for both mobile and fixed visit verification (FVV) devices. Location is not tracked throughout services provided in the community. The location should be captured when a caregiver arrives at a participant's house to assist with grocery shopping (for example) and again after they return from the store.

*** Please note: (0.0, 0.0) is NOT a valid latitude and longitude value.**

The GPS coordinates will be captured in the DHS Sandata mobile application at check-in and check-out. The perimeter for locations is set at 1/4 mile in the DHS Sandata EVV system. However, even if the recorded location is outside the 1/4 mile perimeter, this will not cause an exception in the DHS Sandata EVV system. The provider will be able to enter multiple addresses where services are provided and these addresses can be updated as needed. If an error occurs, any system errors may be corrected through the web portal by the administrator.

Location Capture

QUESTION: What is the specific requirement to capture location for telephony?

ANSWER: Telephony requires the originating phone number and telephony PIN. As such, telephony may only be used with a landline.

EVV Contacts

EVV Contacts

- **For technical issues** such as DHS Sandata account assistance, Welcome Kit reissuance, account unlock issues for DHS Sandata EVV, please contact Provider Assistance Center (PAC) – papac1@gainwelltechnologies.com or 1-800-248-2152.
- **For issues related to HHAeXchange and CHC billing**, please contact HHAeXchange at support@hhaexchange.com and/or the appropriate CHC-MCO. Vendors needing to integrate with the CHC-MCO HHAeXchange should contact PAintegration@hhaexchange.com
- **For issues related to PH-MCO claims and billing questions**, please contact the appropriate PH-MCO.

ALT EVV Vendor Contacts

- New HHCS/FFS providers who have completed and submitted the new provider enrollment form via the DHS Alternate EVV webpage and have questions specific to Alternate EVV can contact the Sandata Alternate EVV support team.
- **For issues related to Alternate EVV** such as account unlock issues for the DHS Aggregator Portal, integration status inquiries, or issues with the DHS Aggregator accepting file submissions.

Contact information is as follows:

Phone: 855-705-2407

Email: PAAltEVV@sandata.com

EVV Contacts

- **For general EVV program issues** or requests to be added to the EVV Listserv, please contact EVV Resource Account at:

RA-PWEVVNOTICE@pa.gov

- **Providers with technical issues reaching out to PAC or Sandata Alternate EVV team** may copy DHS on those emails at the following email address:

RA-PWEVVISSUES@pa.gov

- **Providers with support ticket numbers they wish to escalate** with DHS should reach out to DHS at the following email address:

RA-PWEVVISSUES@pa.gov

DHS EVV Provider Resources

Sandata EVV Customer Care Portal (Sandata On-Demand):

www.sandata.zendesk.com

Sandata EVV Training Video Library:

<https://fast.wistia.net/embed/channel/48v2w2h4by>

Sandata Learning Management System (for Administrators):

<https://sandatalearn.com>

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

- DHS EVV Sandata Training Manuals
- DHS EVV Medical Assistance Bulletins
- DHS EVV Frequently Asked Questions (FAQs)
- ODP EVV Technical Guide

EVV Claims Resolution Contacts

For billing issues such as why EVV ESCs are setting, what the EVV ESCs mean, questions about what is in the Aggregator, please contact the following program office claims:

ODP Claims Resolution Section	1-866-386-8880, RA-odpclaimsres@pa.gov Hours of operation: Monday-Friday, 8:30 am - noon and 1 - 3:30 pm
OLTL Provider Call Center	1-800-932-0939, choose option 2 Hours of operation: Monday-Thursday, 9 am - noon and 1 - 4 pm
OMAP Provider Inquiry Line	1-800-537-8862, choose option 2, then option 6, then option 1 Hours of operation: Monday-Friday, 8:00 am - noon and 12:30 pm - 4:30 pm

EVV Public Meeting

Thank you!