



**Pennsylvania Department of Human Services
Electronic Visit Verification (EVV)
Supplemental Training Materials - Agency**

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Table of Contents

Table of Contents.....	i
Training Note	ii
Covered Services.....	1
Services for Selection During TVV Call and Mobile	3
Supported Languages	5
For Sandata Mobile Connect (SMC) and Telephony Phone Line.....	5
Security Settings	6
For Sandata EVV:.....	6
For Sandata Mobile Connect (SMC):.....	6
Visit Exceptions	7
Reason Codes.....	8

Training Note

Scheduling and Billing

For agency providers who do not have an electronic Agency Management system, PA-DHS offers the additional capabilities of scheduling and billing. Scheduling and billing are an extension of the DHS Sandata EVV provider portal, and are offered at no cost. Scheduling and billing are available and enabled in the “Navigation Module” (left side) of the DHS Sandata EVV portal.

Scheduling Module

Sandata EVV’s scheduling helps agency providers schedule and route staff to deliver care as needed. Features include matching schedules to authorizations to ensure care is delivered in accordance with the care plan.

Billing Module

Sandata EVV’s billing helps agency providers submit claims ensuring only claims that have been properly verified are submitted for payment.

Training

There are two self-paced courses to assist you. The online training courses are available at www.sandatalearn.com. Click on “online course” and search for either the “Billing” or “Scheduling” modules to locate the courses.

Each section is approximately 45 minutes. In addition, you may refer to the “**Agency Provider Participant Guide**” for helpful tips, directions and instructions.

Covered Services

The covered services table referenced below lists all of the covered services included in the PA-DHS EVV Program.

Program Name	HCPCS Code	Service Description
PAOLTL	T1005	Respite
PAOLTL	W1793	Personal Assistance Srvcs
PAODP	W1724	Companion (1:3)
PAODP	W1725	Companion (1:2)
PAODP	W1726	Companion (1:1)
PAODP	W7058	IHCS Basic (1:3)
PAODP	W7059	IHCS Level 1 (1:2)
PAODP	W7060	IHCS Level 2 (1:1)
PAODP	W7061	IHCS Level 2 (1:1) Enhanced
PAODP	W7068	IHCS Level 3 (2:1)
PAODP	W7069	IHCS Level 3 (2:1) Enhanced
PAODP	W7201	Specialized Skill Dvlpmnt (1:1)
PAODP	W7204	Specialized Skill Dvlpmnt (1:2)
PAODP	W7205	Specialized Skill Dvlpmnt (1:3)
PAODP	W7213	Respite Agncy Mngd-InHome
PAODP	W7283	Homemaker
PAODP	W8095	Respite Level 4 (2:1) Enhanced
PAODP	W8096	Respite Basic (1:4)
PAODP	W9596	Respite Agncy Mngd-OutofHome
PAODP	W9795	Respite Basic (1:4) Day
PAODP	W9796	Respite Level 1 (1:3)
PAODP	W9797	Respite level 2 (1:2) Day
PAODP	W9798	Respite Level 3 (1:1)-Day
PAODP	W9799	Respite Lvl 3(1:1) Enhcd Day
PAODP	W9800	Respite Level 4 (2:1) Day
PAODP	W9801	Respite Lvl 4 (2:1) Enhcd Day

Program Name	HCPCS Code	Service Description
PAODP	W9860	Respite Level 1 (1:3)-15 Mins
PAODP	W9861	Respite Level 2 (1:2)-15 Mins
PAODP	W9862	Respite Level 3 (1:1)-15 Mins
PAODP	W9863	Respite Level 3 (1:1) Enhanced-15 Mins
PAODP	W9864	Respite Level 4 (2:1)-15 Mins

Services for Selection During TVV Call and Mobile

The table below lists the codes an employee enters during a telephone call to identify the service and the selection list displayed for selection in the SMC app for a mobile visit check-in.

HCPCS Code	Service Selection for Mobile	Selection Code on TVV Call	Telephony Prompt for Read back
T1005	Respite	101	Respite
W1793	Personal Assistance Srvcs	102	Personal Assistance Srvcs
W1724	Companion (1:3)	203	Companion (1:3)
W1725	Companion (1:2)	204	Companion (1:2)
W1726	Companion (1:1)	205	Companion (1:1)
W7058	IHCS Basic (1:3)	206	IHCS Basic (1:3)
W7059	IHCS Level 1 (1:2)	207	IHCS Level 1 (1:2)
W7060	IHCS Level 2 (1:1)	208	IHCS Level 2 (1:1)
W7061	IHCS Level 2 (1:1) Enhanced	209	IHCS Level 2 (1:1) Enhanced
W7068	IHCS Level 3 (2:1)	210	IHCS Level 3 (2:1)
W7069	IHCS Level 3 (2:1) Enhanced	211	IHCS Level 3 (2:1) Enhanced
W7201	Specialized Skill Dvlpmnt (1:1)	212	Specialized Skill Dvlpmnt (1:1)
W7204	Specialized Skill Dvlpmnt (1:2)	213	Specialized Skill Dvlpmnt (1:2)
W7205	Specialized Skill Dvlpmnt (1:3)	214	Specialized Skill Dvlpmnt (1:3)
W7213	Respite Agncy Mngd-InHome	215	Respite Agncy Mngd-InHome
W7283	Homemaker	216	Homemaker
W8095	Respite Level 4 (2:1) Enhanced	219	Respite Level 4 (2:1) Enhanced
W8096	Respite Basic (1:4)	220	Respite Basic (1:4)
W9596	Respite Agncy Mngd-OutofHome	221	Respite Agncy Mngd-OutofHome
W9795	Respite Basic (1:4) Day	222	Respite Basic (1:4) Day
W9796	Respite Level 1 (1:3)	223	Respite Level 1 (1:3)
W9797	Respite level 2 (1:2) Day	224	Respite level 2 (1:2) Day
W9798	Respite Level 3 (1:1)-Day	225	Respite Level 3 (1:1)-Day
W9799	Respite Lvl 3(1:1) Enhcd Day	226	Respite Lvl 3(1:1) Enhcd Day
W9800	Respite Level 4 (2:1) Day	227	Respite Level 4 (2:1) Day

HCPCS Code	Service Selection for Mobile	Selection Code on TVV Call	Telephony Prompt for Read back
W9801	Respite Lvl 4 (2:1) Enhcd Day	228	Respite Lvl 4 (2:1) Enhcd Day
W9860	Respite Level 1 (1:3)-15 Mins	229	Respite Level 1 (1:3)-15 Mins
W9861	Respite Level 2 (1:2)-15 Mins	230	Respite Level 2 (1:2)-15 Mins
W9862	Respite Level 3 (1:1)-15 Mins	231	Respite Level 3 (1:1)-15 Mins
W9863	Respite Level 3 (1:1) Enhanced-15 Mins	232	Respite Level 3 (1:1) Enhanced-15 Mins
W9864	Respite Level 4 (2:1)-15 Mins	233	Respite Level 4 (2:1)-15 Mins

Supported Languages

For Sandata Mobile Connect (SMC) and Telephony Phone Line

Supported Languages	Display Order
English	1
Spanish	2
Portuguese	3
Egyptian Arabic	4
Mandarin Chinese	5
Russian	6
French	7
Nepali	8
Hindi	9
Vietnamese	10
Swahili	11
Somali	12
Serbian	13
Fulah	14

Security Settings

This section contains the program requirements specified for logins and passwords.

For Sandata EVV:

- Username: the email address entered during user account creation.
- Password:
 - Minimum length of 12 characters
 - Must contain at least one upper case letter
 - Must contain at least one lower case letter
 - Must contain at least one number
 - Must contain at least one special character
- Password is valid for 60 days.
- The last 24 passwords are stored in the system and cannot be re-used.

For Sandata Mobile Connect (SMC):

- Username: the email address entered during account creation.
- Password:
 - Minimum length of 8 characters
 - Must contain at least one upper case letter
 - Must contain at least one lower case letter
 - Must contain at least one number
 - Must contain at least one special character
- Password is valid for 60 days.
 - Password expiration warning message begins appearing: 10 days before expiration.
- Application timeout warning message appears after: 5 minutes.
 - Timeout warning will display for 2 minutes. If the app remains idle after 2 minutes, the user is logged out.
- Application Lock Out: 3 unsuccessful sequential login attempts within 15 minutes.
- Security Questions: 3 security questions must be set up and answered when resetting a forgotten password.

Visit Exceptions

Visit Maintenance Exceptions occur when the EVV system identifies that a defined exception scenario exists for a visit. When this occurs, an agency user with the appropriate Visit Maintenance update security privileges will be able to document missing or incorrect data for the visit or acknowledge that the exception occurred and was manually reviewed using Visit Maintenance. More than one exception can apply to a single visit and fixing one issue within Visit Maintenance may fix multiple exceptions by association.

For each exception, the following have been defined:

- The level of exception. Exceptions can be:
 - “Fix” – must be fixed for the visit to be considered complete.
 - “Ack” – Acknowledge – visit must be acknowledged by a system user to be considered complete.

Exception	Setting	Parameter
Invalid Service (Unauthorized Service)	Fix	n/a
Missing Service	Fix	n/a
Unknown Client	Fix	n/a
Unknown Employee	Fix	n/a
Unmatched Client ID / Phone	Acknowledge	n/a
Visits Without In-Calls	Fix	n/a
Visits Without Out Calls	Fix	n/a

Reason Codes

Reason codes are used when making all Visit Maintenance changes or updates, including fixing exceptions and when making manual changes to visits. There is also the ability to add a note to provide additional clarification when reason codes are selected. For certain reason codes, the note may be required.

The table below lists the reason codes for the PA-DHS EVV Program and if the code requires a note to be entered.

Note that reason code descriptions may be abbreviated for presentation on the Sandata EVV and Sandata Aggregator system.

Code Description	Reason Note Required? (Y/N)
Direct Care Worker Error	No
Participant Unavailable	No
Mobile Device Issue	No
Telephony Issue	No
Participant Refusal	Yes
Service Outside the Home	No
Other	Yes