ELECTRONIC VISIT VERIFICATION (EVV) COMPLIANCE

EVV Error Status Codes (ESCs) are actively setting for all claims with services subject to EVV that are submitted through PROMIS*e* for fee-for-service programs. To help avoid payment issues that could arise, DHS strongly recommends that providers actively review these ESCs to determine if their claims and EVV data are matching appropriately. The EVV ESC Guide published on the Department of Human Services (DHS) EVV website outlines the conditions when claims deny and resolution recommendations for dates of service January 1, 2021, and after.

EVV SYSTEM ISSUES

Alternate EVV Users

For Alternate EVV users, visits previously submitted that inaccurately generated the "Client Not Found" error message will need to be resubmitted by providers for claims to process and to be considered for payment. If providers still receive a "Client Not Found" error, please open a ticket with Sandata to address this issue via email, paaltevv@sandata.com , and copy the EVV Issues resource account: ra-pwevvissues@pa.gov

Vendor software should ensure that employee and client records are submitted prior to any visit record submission for those employees and clients. For visit records to be accepted, providers must submit employee and client records prior to submitting any visit records. Failure to submit both employee and client records will result in the records being rejected. This may alleviate some of the issues that providers are experiencing with EVV claims denials.

If a provider submits duplicate visit records, this will cause claims to deny. If a duplicate visit record is generated, the provider needs to either modify the records (if they are incorrect) or one of the visits needs to be omitted so there is no longer a duplicate. For Alternate EVV systems, if the visit is a duplicate that should be omitted, the "Bill Visit" indicator should be set to "False" to indicate that the visit should be disregarded for billing purposes. The visit status will then be set to omit by the DHS Aggregator. The correct visit will need to be resent using the "VisitOtherID" provided by the Alternate EVV system.

Fee-for-service providers using an Alternate EVV system should confirm the number of records going into the DHS Aggregator via the DHS Aggregator portal. If any issues are identified, Alternate EVV users should contact the PA Sandata Alternate EVV support team via email at paaltevv@sandata.com or by phone at 1-855-705-2407.

DHS Sandata EVV Users

DHS Sandata EVV users experiencing issues related to missing clients should contact Provider Assistance Center (PAC) at papac1@dxc.com

If a provider submits duplicate visit records, this will cause claims to deny. If a duplicate visit record is generated, the provider needs to either modify the records (if they are incorrect) or one of the visits needs to be omitted so there is no longer a duplicate. For DHS Sandata EVV users with duplicate records, providers validate visits in the Visit Maintenance module. For duplicate records, providers will modify the visit in the Visit Maintenance module or select the "Do Not Bill" checkbox and add the reason code. This visit will move to "Omit" status when "Do Not Bill" is selected and the change has been saved.

Providers with technical issues reaching out to the PAC or Sandata Alternate EVV support team should copy DHS on those emails at the following email address: RA-PWEVVISSUES@pa.gov

The billing module for the DHS Sandata EVV system is still in development. DHS will share an update once it is fully functional and available for use.

Recent provider agency turnover has created increased calls to PAALT EVV and/or PAC Support. This is due to agencies not creating more than one Security Administrator, therefore becoming "locked-out" of DHS EVV Aggregator or DHS Sandata EVV.

Providers using the DHS Sandata EVV system are reminded to identify more than one individual as an Administrator and to set the individual(s) up in the system.

In recent weeks, we have seen an increase in requests to resend Welcome Kits or the Welcome Letters with different agency emails for the credentials. Sandata does not recreate the Welcome Letters. The original Welcome Kits are sent via email to the first address used to register in the Sandata Learning Management System (LMS). However, the username on the Welcome Letter will be the email address on record with DHS. If the Administrator is not the username, the Administrator should log on using the supplied username and create themselves as a user and set administrative rights, including setting up an additional individual and/or email for future access.

If you are a small agency owner or operator, it is highly recommended that your agency create a "general agency" email account and assign it Security Administrator access, so you have more than one account, in the event you "lock" yourself out of EVV or someone leaves your agency.

DHS SANDATA EVV SYSTEM RESOURCES

In an effort to help agencies train employees, retrain employees, and allow caregivers an opportunity to use an educational tool for the DHS Sandata EVV system, Sandata has developed a training video library. The library of informational videos may be found at the following link: **DHS Sandata EVV System User Training Library**

The training library <u>will not</u> replace the Sandata LMS for users that need DHS Sandata credentials. The library has content covering an Introduction to EVV, how to use Telephonic Visit Verification, and how to use reporting functions with Sandata Mobile Connect. The training library link may also be found on the DHS EVV website.

EVV PUBLIC MEETINGS

DHS EVV public meetings will resume beginning in April 2021. Dates will be released via a Listserv communication and will be posted to the DHS EVV website.

EVV CONTACTS

Providers experiencing issues should reach out to the appropriate contacts included below based on the issues they are experiencing.

For technical issues such as DHS Sandata EVV software (provider portal, SMC/ MVV, TVV, etc) assistance, Welcome Kit reissuance, please contact:

Provider Assistance Center (PAC) – papac1@dxc.com or 1-800-248-2152

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 units:

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

For issues related to HHAeXchange and CHC billing, please contact:

HHAeXchange at support@hhaexchange.com and/or the appropriate CHC-MCO

For general EVV program issues or requests to be added to the EVV Listserv, please contact:

EVV Resource Account at ra-pwevvnotice@pa.gov

EVV customer support volume has increased, and response times may be delayed. If your issue has been assigned to DHS Sandata EVV software support, PA Alternate EVV support or DHS Aggregator support, and you do not receive a confirmation email with your ticket number within 24 hours, please contact 1-855-705-2407.

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

Do not forget you have available resources on the PA DHS EVV website link provided here: https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx

Including a FAQ's page: https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV-FAQ.aspx, which may answer a majority of your questions as well.