

Electronic Visit Verification (EVV) Public Meeting

January 21, 2022

Agenda

- **EVV Outreach and Communications**
- **Home Health Care Services (HHCS) EVV Implementation**
- **General EVV PCS Reminders and EVV PCS System Updates**
- **EVV PCS Data Updates**
- **EVV PCS Manual Edit Compliance**
- **EVV Contacts**

EVV Outreach and Communications

DHS EVV Website

- Updates to the DHS EVV website are underway
- New items and information will be noted in the future with a “New” designation in yellow highlight

EVV Communications

- **For general EVV program issues** or requests to be added to the EVV Listserv, please contact the EVV Resource Account at ra-pwevvnotice@pa.gov
- Future communications related to EVV for Home Health Care Services (HHCS) will be released via the EVV Listserv and posted to the DHS EVV website

EVV Communications

- New Alternate EVV Specifications for “all” EVV Programs (mid-February)
 - Vendors will need to review the new specs for “all” EVV programs for PCS and HHCS
 - Alternate EVV Town Halls are scheduled for March 25 and May 20
- Training for new users to the “free” DHS Sandata EVV begins (Late April)
 - Enrollment announcements (Late March)
 - *If you use an Alternate EVV vendor, you do not need this training*

Upcoming EVV Public Meetings

- EVV Public Meetings Schedule for 2022:
 - March 18, 2022, 1:00 p.m. – 2:00 p.m.
 - June 24, 2022, 1:00 p.m. – 2:00 p.m.
 - September 23, 2022, 1:00 p.m. – 2:00 p.m.
 - December 9, 2022, 1:00 p.m. – 2:00 p.m.
- Registration links will be available on the DHS EVV website and will also be shared out in an upcoming DHS EVV Listserv message

EVV Communications

- The rollout of fifth generation (5G) mobile communications technology should not impact EVV systems.
- With the rollout of 5G, mobile phone carriers announced the phase out of 3G cellular networks and services which will occur this year.
- The phase out of 3G has potential impacts at the device level.
 - Older phones and devices will no longer work on the mobile network
 - They will not be able to make or receive calls/texts or use data services
 - Please note that once the 3G network is shutdown, as long as the device is connected to WiFi, any apps can still function
- Anyone using a **3G-only** generation phone should reach out to their mobile phone carrier for additional information.

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 Department intends to similarly provide a soft launch period targeted to start in Spring 2022 where HHCS EVV Error Status Codes will set 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. T
- The Department issued a provider notification letter in July 2021 identifying the required services and next steps to begin the implementation process.

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 Webpage.
- HHCS requirements MA Bulletin is anticipated to be issued by April.

New HHCS Alternate EVV Integration

- HHCS providers need to determine whether to use the DHS EVV solution or their own Alternate EVV system.
- Technical specifications for HHCS Alternate EVV providers will be available in the future and will be posted to the DHS EVV website once available.
- The list of Alternate EVV vendors currently used for PCS and **may also** be able to support HHCS is available at:
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>
- HHCS providers who also provide PCS should start working with their vendors to prepare to integrate for the Home Health implementation.

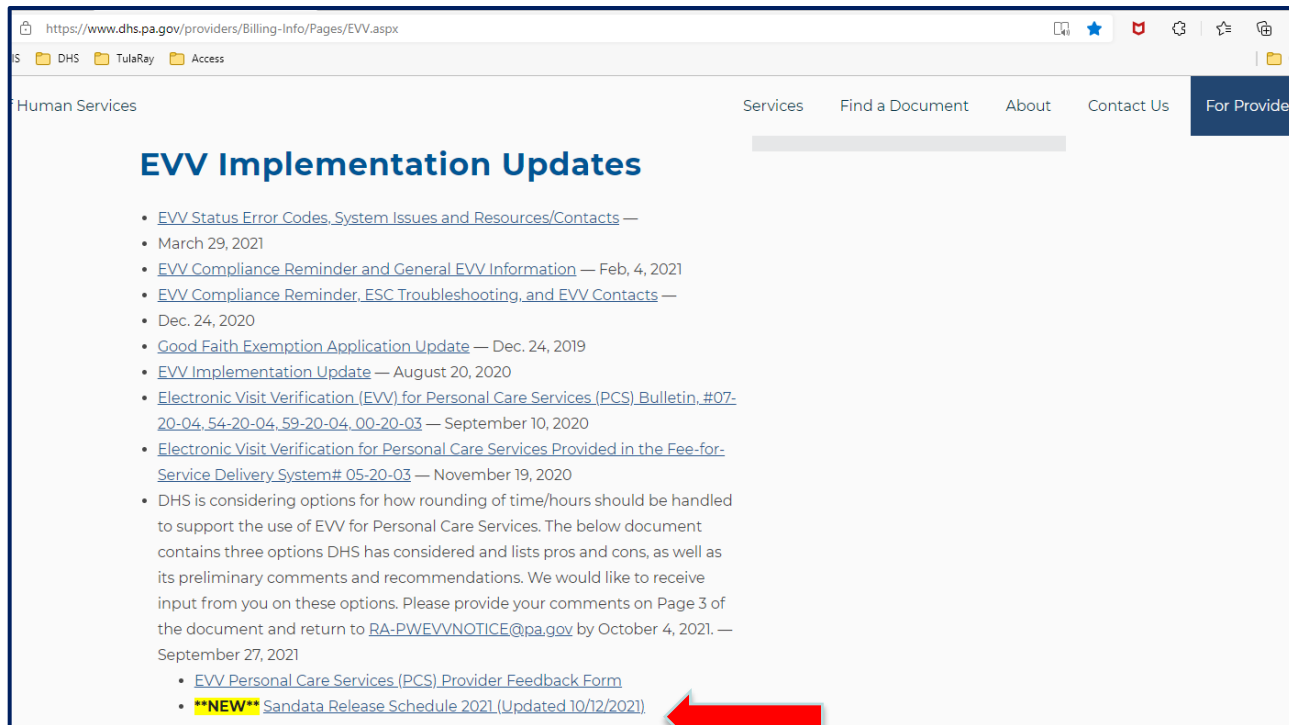
▶ HHCS EVV Implementation Updates

- To keep current on the EVV HHCS implementation, please refer to the PA-DHS EVV website:
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>
- HHCS providers are strongly encouraged to request to be added to the EVV Listserv by sending an email to ra-pwevvnotice@pa.gov, making sure to include the provider name and email address.

General EVV PCS Reminders and EVV PCS System Updates

Sandata Release Schedule 2022

- The Sandata Release schedule has been made available on the DHS EVV Webpage under the EVV Implementation Updates header.



The screenshot shows a web browser window with the URL <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>. The page title is "Human Services" and the navigation menu includes "Services", "Find a Document", "About", "Contact Us", and "For Provider". The main heading is "EVV Implementation Updates". Below this heading is a list of links and dates:

- [EVV Status Error Codes, System Issues and Resources/Contacts](#) — March 29, 2021
- [EVV Compliance Reminder and General EVV Information](#) — Feb, 4, 2021
- [EVV Compliance Reminder, ESC Troubleshooting, and EVV Contacts](#) — Dec. 24, 2020
- [Good Faith Exemption Application Update](#) — Dec. 24, 2019
- [EVV Implementation Update](#) — August 20, 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
- [Electronic Visit Verification for Personal Care Services Provided in the Fee-for-Service Delivery System# 05-20-03](#) — November 19, 2020
- DHS is considering options for how rounding of time/hours should be handled to support the use of EVV for Personal Care Services. The below document contains three options DHS has considered and lists pros and cons, as well as its preliminary comments and recommendations. We would like to receive input from you on these options. Please provide your comments on Page 3 of the document and return to RA-PWEVVNOTICE@pa.gov by October 4, 2021. — September 27, 2021
 - [EVV Personal Care Services \(PCS\) Provider Feedback Form](#)
 - ****NEW**** [Sandata Release Schedule 2021 \(Updated 10/12/2021\)](#)

A red arrow points to the link for the Sandata Release Schedule 2021 (Updated 10/12/2021).

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) administrators in the potential event of the primary administrator's unavailability.

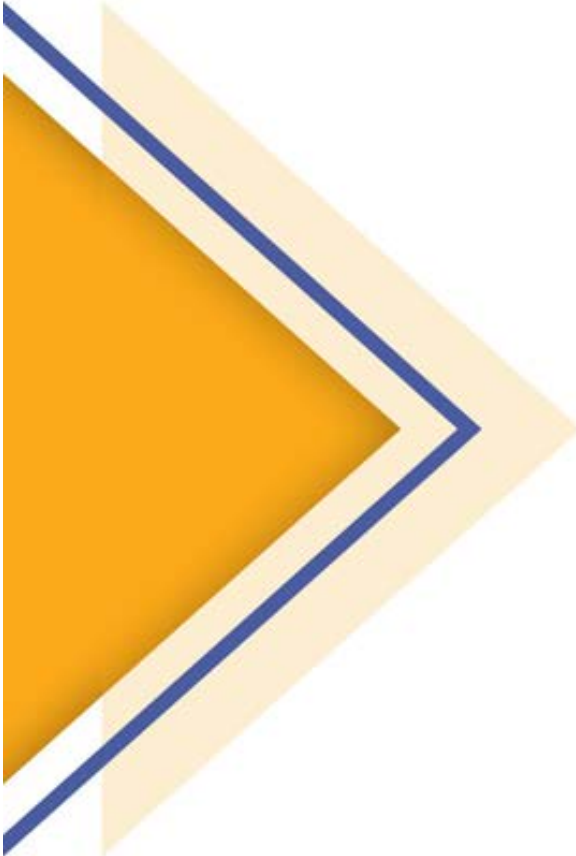
EVV PCS Reminders – ODP and OLTL

- ODP Fee-for-Service providers need to reach out to their Supports Coordinators/Service Coordinators to ensure the Program Diagnosis Code is stored in HCSis for the individual.
 - This enables the DHS EVV System to automatically receive client updates.
- HCSIS Authorization Files need the Diagnosis Code to upload into the DHS EVV System or errors may occur.
- The Program Diagnosis Code is now a required field for newly created Individual Support Plans (ISPs) in HCSIS for ODP and OLTL.
 - This update ensures HCSIS Authorization Data will be loaded timely into the DHS EVV Aggregator.

EVV PCS Updates

- Fee-For-Service service descriptions have been updated and AAW services have been added to the updated version
 - The spreadsheet will be available on the DHS EVV website
- T1019 Systems Notice shared with MCOs; it is anticipated that a MA Bulletin will be issued and Public Notice published by April announcing updates
- Encounters posting ESC 927 or ESC 928 are now setting in a denial disposition for CHC for dates of service on or after January 1, 2022
 - Systems Notice SYS-2021-012 "CHC ESC Disposition Update" issued previously related to this

PCS Alternate EVV Tips



Alternate EVV Tips

AltEVV – Most Recent Addendums

- Please make sure you check the PA DHS Website regularly for updates to ALT EVV Addendums. Updated information is sent via the DHS Listserv, however, checking the DHS EVV website periodically is recommended practice for all things EVV:

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

1. [ALT EVV Technical Specs](#) (No Update since 2019)
 2. [ODP/ OLTL and OMAP FFS Addendum](#) (December 3, 2020)
 3. [EVV CHC-MCO ONLY Addendum](#) (Updated document August 2021)
 4. [Alternate EVV PH-MCO ONLY Addendum](#) (March 2021)
 5. [Alternate EVV OMAP PH-MCO Authorization Process V1.3](#) — August 2021
- When there are differences between the technical specifications and the addendums, providers and vendors should default to the addendum language

AltEVV Validation - Why do my visits get rejected?

- Alt EVV Visit Records May be Rejected for Several Reasons:
 1. **Client Not Found** – client must be in system and active before visit is accepted
 2. **Visit Date Out of Range** – the visit is older than the account creation date
 3. **Worker Not Found** – worker must be in system and active before visit is accepted
 4. **Schedule Past Due** – cannot update schedules in the past
 5. **Row Is Not Found** – trying to update/delete a record that doesn't exist
 6. **Hours Exceed Maximum Hours Allowed** – visit sent is more than 24 hours*
 7. **Visit Date Is Empty** – date information insufficient
 8. **Version Number is Duplicated or Older Than Current** – order of records is unknown

Alternate EVV Provider Resources

Sandata EVV Customer Care Portal (Help Desk):

www.sandata.zendesk.com

DHS EVV Aggregator Portal:

<https://evv.sandata.com>

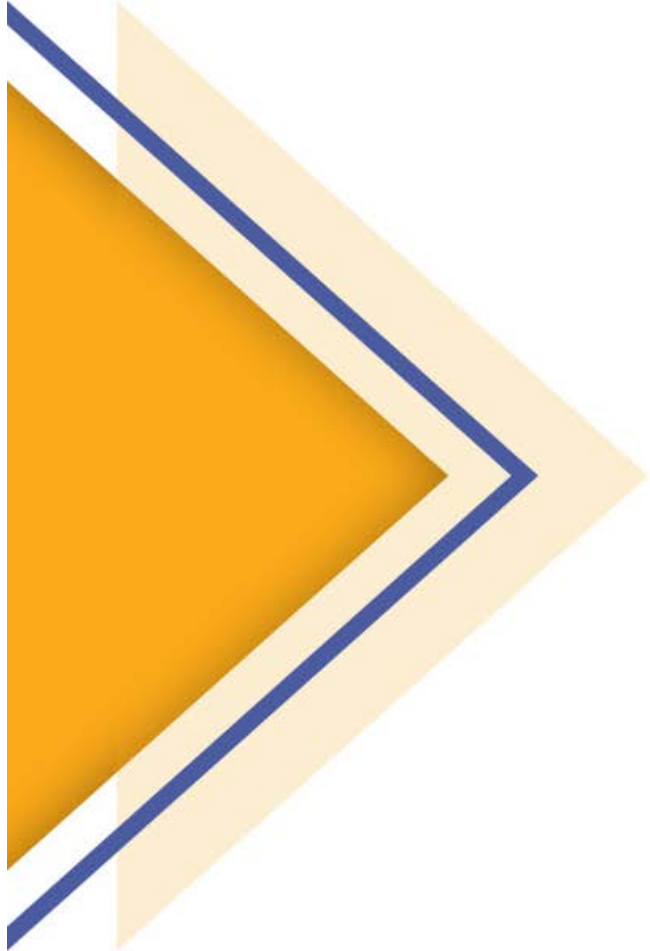
Sandata Learning Management System Alternate EVV Training (for Administrators):

<https://sandatalearn.com>

DHS EVV Webpage:

- [Alternative EVV Provider Testing Quick Reference Guide](#)

PCS Claims Validation Tips



Claims Validation Tips

Claims Validation

- **Data Elements for Claims Validation**
 - Provider Medicaid ID
 - Client 10-digit Medicaid ID
 - Payer, Service & Modifiers
 - Date Range Based on Visit Start Date(s)
 - Total Visit Times / Units Found
- **Claims Validation Requests May Fail Due To:**
 - Duplicate Batch ID / Incorrectly Formatted Record
 - No Matching Visit Found – Visits weren't found for a **variety of reasons**
 - Unmatched Units – Visits found but the total units is less than those requested

Claims Validation - “No Matching EVV PCS Visit Found”

- **Agencies receive “No Matching EVV PCS Visit Found” for a variety of reasons**
 - “No Matching EVV PCS Visit Found” **does not** always mean your visit data is not in the DHS EVV Aggregator
 - Data differences between the claim and visit are the #1 reason for “No Matching EVV PCS Visit Found”
 - For a visit to be eligible for validation, it must be in either a **‘Verified’** or **‘Processed’** status to ensure that the visit has no existing exceptions
 - The **payer, provider, client, service and date service began**, all need to match the claim----- > then units
 - Claims Validation looks for **exact matches** for all criteria excluding units
 - Units will be matched based on the ‘MatchingRule’ value specified in the request based on the services.
 - Agency’s Date Span Billing may be inaccurate- (Please contact your program office)

Claims Validation - “No Matching EVV PCS Visit Found”

- **Other Reasons:**
 - Duplicate Records
 - No Record
 - Claim sent before visit info received
 - Multiple caregiver services not overlapping
 - “Bill Visit” set to “false” = No Record

Agencies are encouraged to review visit information for accuracy to the billing claims before claims submission to help reduce “No Matching EVV PCS Visit Found” occurrences.

Claims Validation Troubleshooting Aide

- To assist agencies fix issues associated with “**No Matching EVV PCS Visit Found**” (ESC 928) and “**PCS Units Billed Exceed Units Verified in EVV**” (ESC 927), DHS has published the **EVV ESC Guidance Document**
- DHS has recommended agencies review the **EVV ESC Guidance Document** on the DHS EVV website for information related to “*resolution activities*” before you reach out to vendor support.
- The **EVV ESC Guidance Document** is located on the DHS EVV Website at:

<https://www.dhs.pa.gov/providers/Documents/Billing%20Information/EVV%20Error%20Service%20Codes.pdf>
- **Please review all documents as well as speak to a program office or MCO representative before opening a support ticket with Sandata or your MCO’s Aggregator Vendor.**

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):

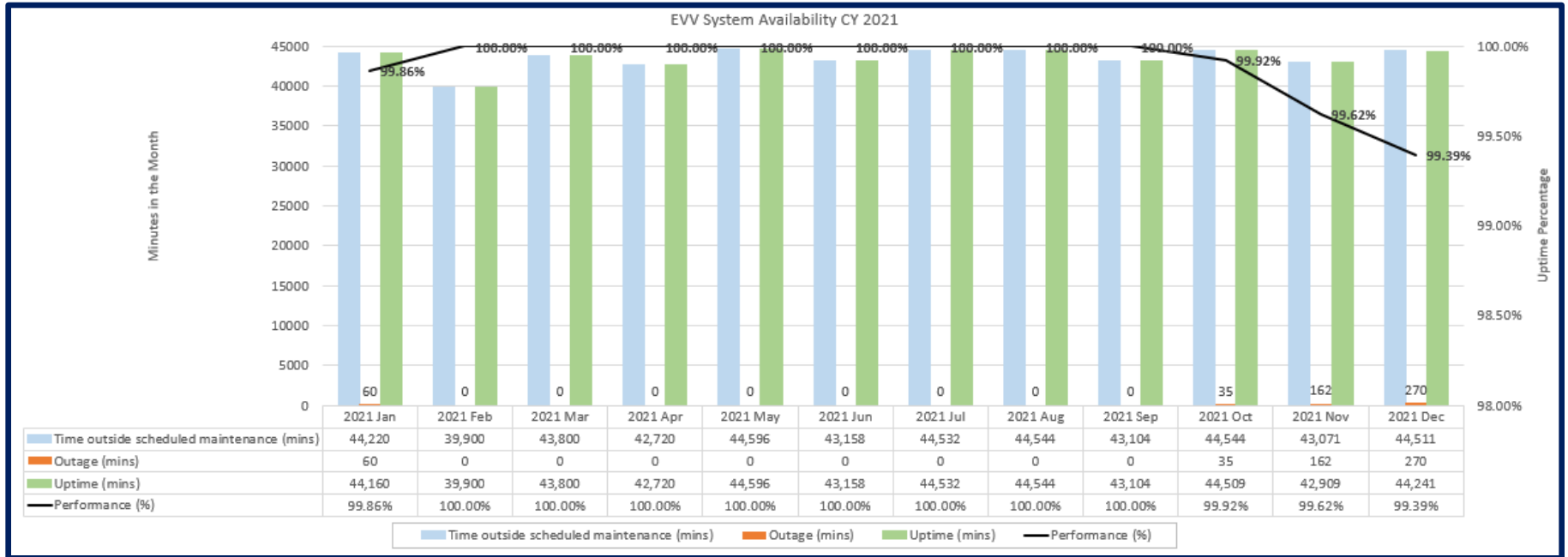
<https://sandatalearn.com>

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

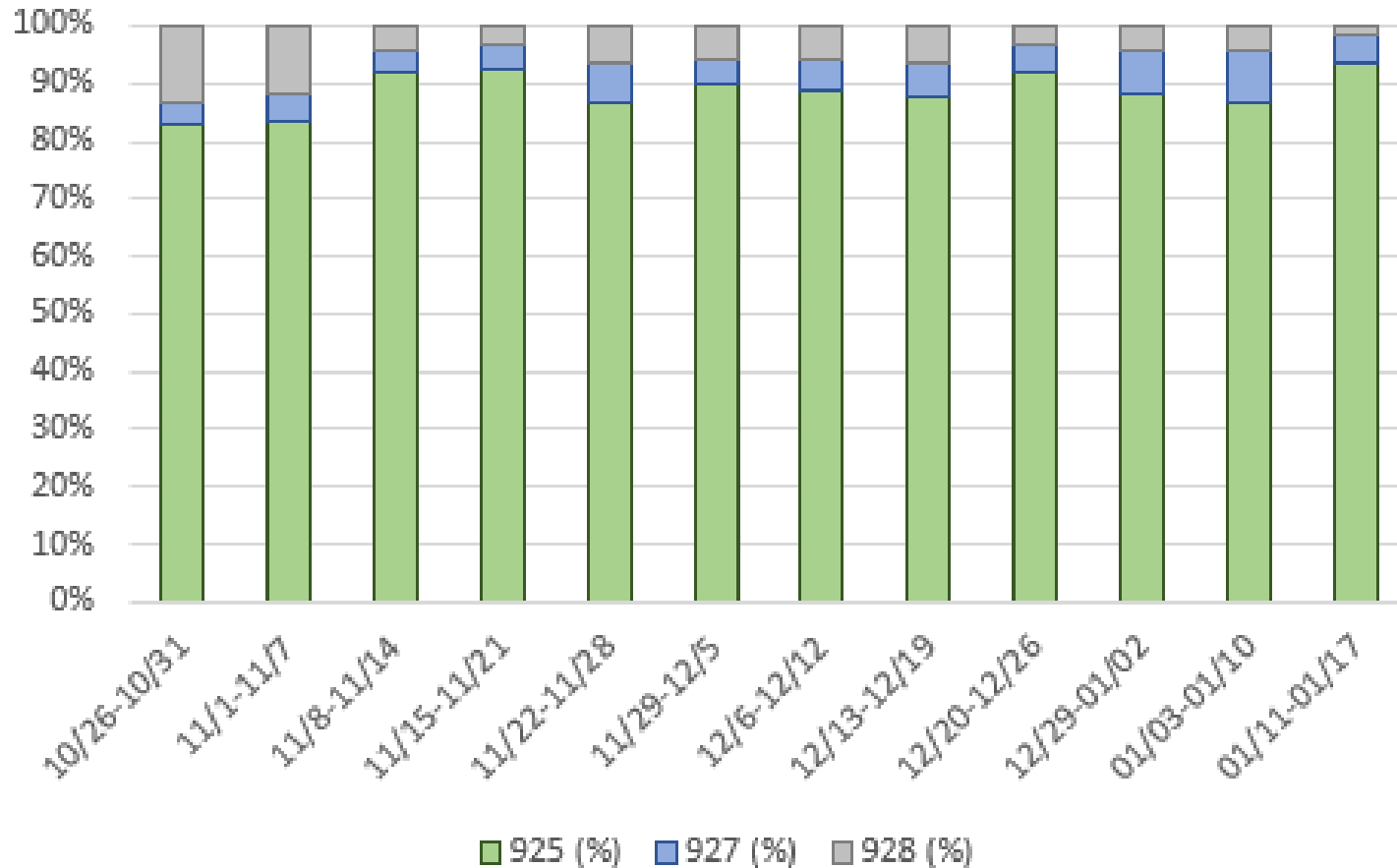
EVV PCS Data Updates

DHS EVV System Availability CY 2021



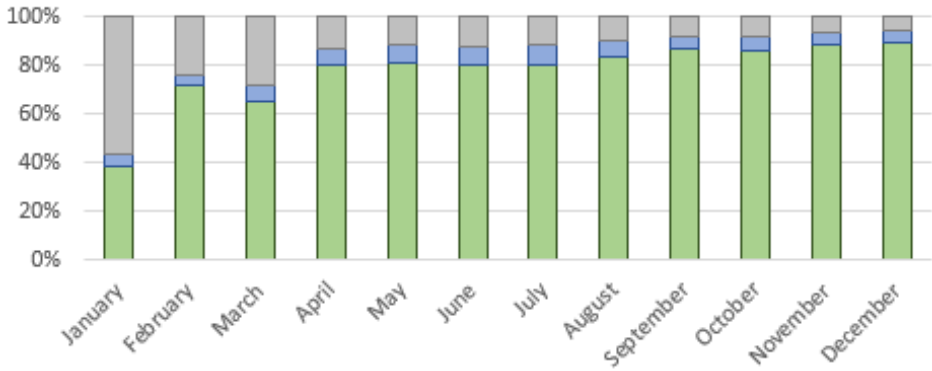
▶ OLTL EVV ESCs

OLTL FFS EVV ESC % - Weekly



▶ OLTL FFS CY 2021 At a Glance

OLTL FFS EVV ESC % - Monthly

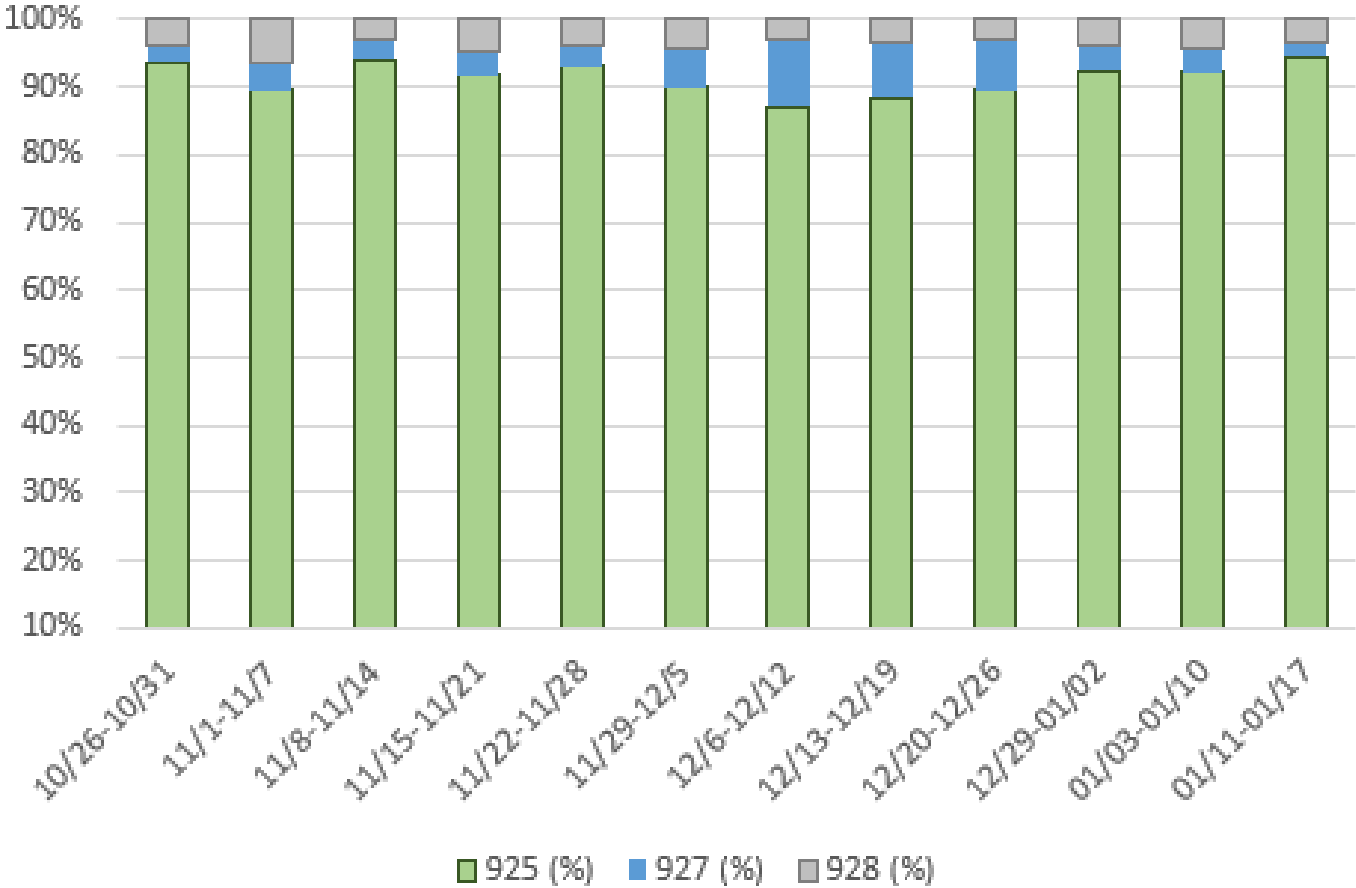


Month	Total Dtls	ESC 925	925 (%)	ESC 927	927 (%)	ESC 928	928 (%)
Jan	3434	1319	38.41%	170	4.95%	1945	56.64%
Feb	7417	5316	71.67%	357	4.81%	1744	23.51%
Mar	9201	6007	65.29%	628	6.83%	2566	27.89%
April	13265	10647	80.26%	907	6.84%	1711	12.90%
May	11002	8956	81.40%	814	7.40%	1232	11.20%
Jun	10568	8466	80.11%	856	8.10%	1246	11.79%
Jul	11142	8985	80.64%	906	8.13%	1251	11.23%
Aug	13032	10885	83.53%	945	7.25%	1202	9.22%
Sep	10008	8705	86.98%	478	4.78%	825	8.24%
Oct	13333	11532	86.49%	711	5.33%	1090	8.18%
Nov	10691	9473	88.61%	513	4.80%	705	6.59%
Dec	8962	8022	89.51%	456	5.09%	484	5.40%
CUMULATIVE	122055	98313	80.55%	7741	6.34%	16001	13.11%

■ 925 (%) ■ 927 (%) ■ 928 (%)

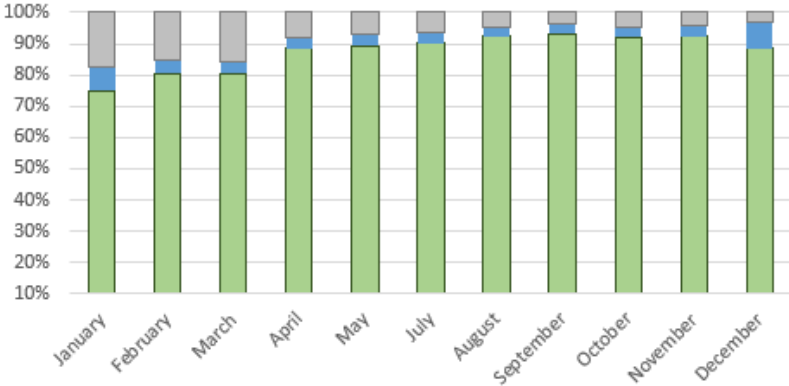
ODP EVV ESCs

ODP EVV ESC % - Weekly



ODP CY 2021 At a Glance

ODP EVV ESC % - Monthly

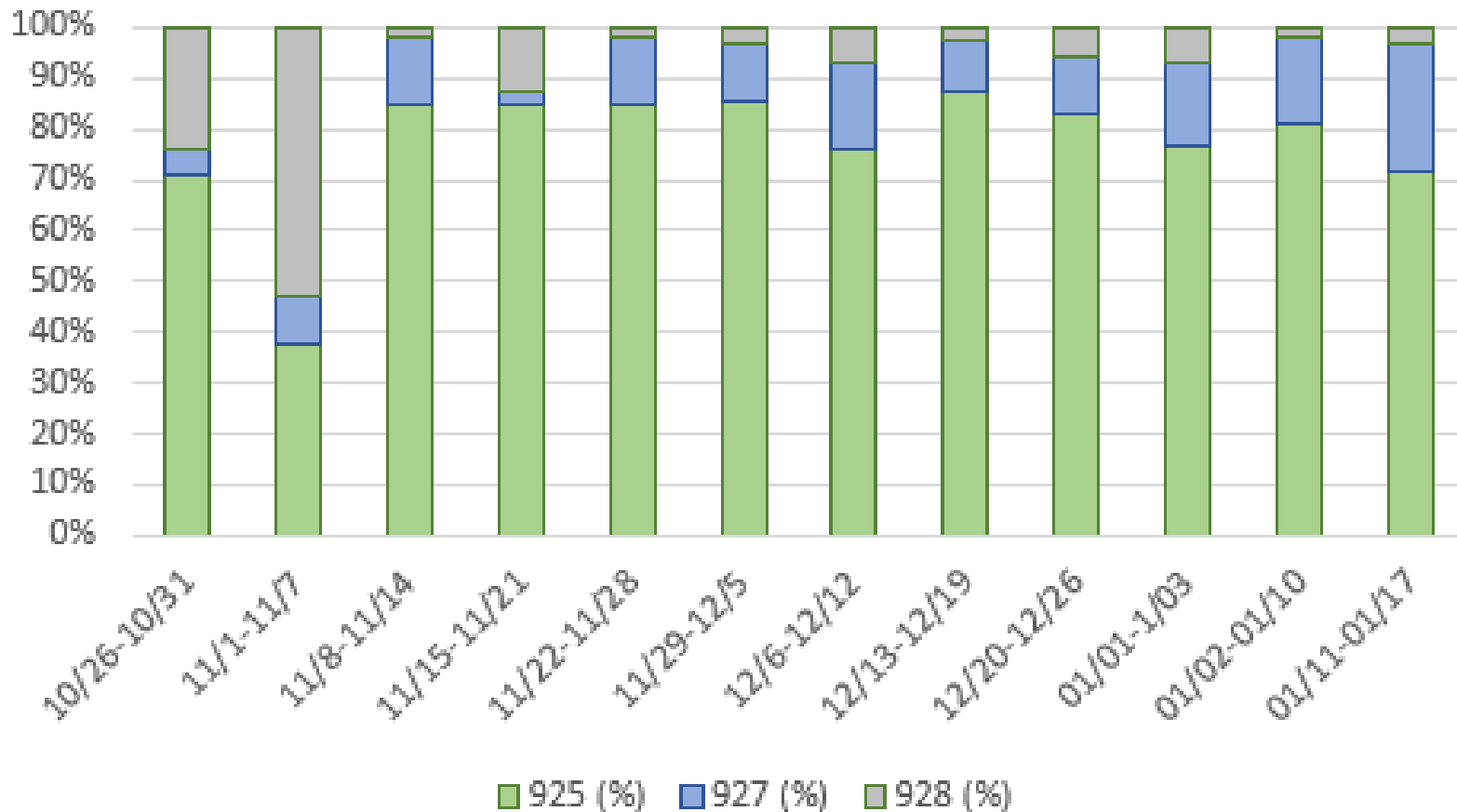


Month	Total Dtls	ESC 925	925 (%)	ESC 927	927 (%)	ESC 928	928 (%)
Jan	134936	101245	75.03%	10114	7.50%	23577	17.47%
Feb	146988	118483	80.61%	6207	4.22%	22298	15.17%
Mar	192145	154728	80.53%	7499	3.90%	29918	15.57%
Apr	242248	214094	88.38%	8197	3.38%	19957	8.24%
May	222189	198492	89.33%	8204	3.69%	15493	6.97%
Jun	179132	164324	91.73%	6084	3.40%	8724	4.87%
Jul	201719	181919	90.18%	6612	3.28%	13188	6.54%
Aug	228268	210782	92.34%	6453	2.83%	11033	4.83%
Sep	177290	165037	93.09%	5495	3.10%	6758	3.81%
Oct	235044	216367	92.05%	7126	3.03%	11551	4.91%
Nov	175754	162444	92.43%	6073	3.46%	7237	4.12%
Dec	185537	164203	88.50%	15281	8.24%	6053	3.26%
CUMULATIVE	2321250	2052118	88.41%	93345	4.02%	175787	7.57%

■ 925 (%) ■ 927 (%) ■ 928 (%)

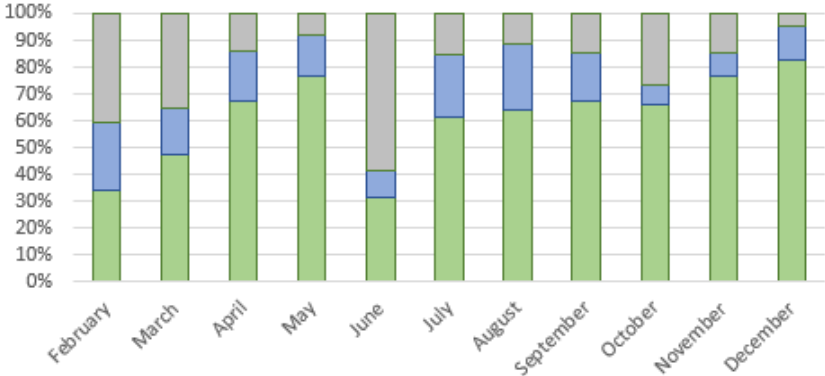
OMAP FFS EVV ESCs

OMAP FFS EVV ESC % - Weekly



OMAP FFS CY 2021 At a Glance

OMAP FFS EVV ESC % - Monthly



Month	Total Dtls	ESC 925	925 (%)	ESC 927	927 (%)	ESC 928	928 (%)
Feb	263	90	34.22%	67	25.48%	106	40.30%
Mar	523	247	47.23%	90	17.21%	186	35.56%
Apr	616	414	67.21%	117	18.99%	85	13.80%
May	433	331	76.44%	68	15.70%	34	7.85%
Jun	1051	332	31.59%	102	9.71%	617	58.71%
Jul	560	342	61.07%	131	23.39%	87	15.54%
Aug	817	523	64.01%	202	24.72%	92	11.26%
Sep	436	294	67.43%	79	18.12%	63	14.45%
Oct	749	494	65.95%	53	7.08%	202	26.97%
Nov	469	359	76.55%	42	8.96%	68	14.50%
Dec	408	337	82.60%	52	12.75%	19	4.66%
CUMULATIVE	6325	3763	59.49%	1003	15.86%	1559	24.65%

925 (%) 927 (%) 928 (%)

DHS Aggregator Account Clean-Up

- DHS is currently assessing multiple unused accounts and will be communicating a decommissioning strategy.
- By decommissioning unused accounts, reporting in the DHS EVV Aggregator and EVV Provider Portals would be easier for providers.

EVV PCS Manual Edit Compliance

EVV PCS Manual Edit Compliance

- DHS is assessing EVV manual edit compliance for Fee-For-Service at this time.
- 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 has to manipulate data or add missing data or change data in any way after the service is delivered, this is deemed a manual edit.
- DHS is assessing manual edit compliance rates by program/payer (ODP, OLTL, and OMAP).

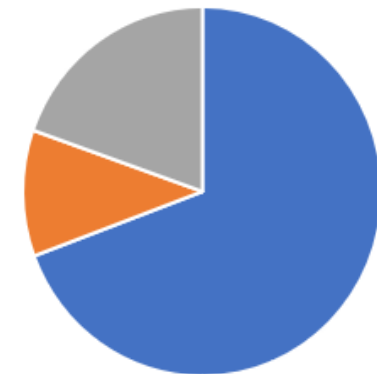
Manual Edits and Compliance Rates

- The Department is performing targeted outreach to provide technical assistance to providers that have either not submitted EVV data or have a high percentage of manual visits.
- Providers should self-monitor their EVV compliance at this time and work to improve areas of non-compliance. DHS is not currently pursuing any monetary sanctions for EVV compliance.
- DHS is working to develop a user-friendly compliance report in the DHS EVV Aggregator Portal and EVV Provider Portal for providers to efficiently determine their quarterly compliance percentage.

ODP Manual Edits and Compliance Rates

- ODP issued Manual Edit Compliances letters on January 18, 2022
- 525 letters distributed at the agency level
 - 364 (69%): 50-100% (In compliance)
 - 58 (11%): 26-49% (Moderately out of compliance)
 - 103 (20%): 0-25% (Severely out of compliance)
- Number of QuestionPro responses for 0-25% (severely out of compliance) = **30** thus far.

ODP Manual Edit Threshold Compliance



■ In Compliance ■ Moderately Out of Compliance ■ Severely Out of Compliance

OMAP FFS Manual Edits and Compliance Rates

- OMAP issued Manual Edit Compliances letters from January 20-21, 2022
- 20 letters distributed at the agency level
 - 10 (50%): 76-100% (In Compliance)
 - 6 (30%): 50-75% (Close to compliance)
 - 4 (20%): 0-49% (Out of compliance)
- Any concerns regarding technical issues should be directed to PAC at (800) 248-2152
- Any questions or requested responses should be emailed to [RA- PWFFS_EVV@pa.gov](mailto:RA-PWFFS_EVV@pa.gov)

OMAP FFS Manual Edit Threshold Compliance



■ Compliant ■ Close to Compliance ■ Non-Compliant

OLTL Manual Edits and Compliance

- OLTL is pulling provider compliance reports in preparation to send letters to providers in the upcoming weeks.
- This process will look similar to outreach conducted by ODP and OMAP FFS.
- OLTL will be available to provide technical assistance to providers who have high manual edit thresholds, in order to help those providers improve their compliance rates.

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 Alternate EVV** such as account unlock issues for the DHS Aggregator Portal, integration status inquiries, or issues with the DHS Aggregator accepting file submissions, please contact the PA AltEVV Support Team – paaltevw@Sandata.com or 855-705-2407
- **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.

EVV Contacts

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

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

Thank you!