

Electronic Visit Verification (EVV) Public Meeting

April 8, 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

- **General DHS EVV Program Updates**
- **Home Health Care Services (HHCS) EVV Implementation**
- **EVV Personal Care Services (PCS) Reminders and EVV PCS System Updates**
- **EVV PCS Data Updates**
- **EVV PCS Manual Edit Compliance**
- **DHS Bureau of Program Integrity (BPI) Information**
- **Frequently Asked Questions (FAQs)**
- **EVV Contacts**

General DHS EVV Program Updates

General EVV Program Updates

- The new Alternate EVV Technical Specifications for DHS EVV Programs were released March 30, 2022 and are available on the DHS EVV website.
 - *This does not apply to DHS EVV system users.*
 - Vendors will need to review the new specs and make changes for all DHS EVV programs. The tech specs are for both PCS and HHCS.
 - All previously certified vendors will need to recertify with the new specs.
 - Providers will need to make sure their vendors complete this.
 - Quick Reference Guides for the certification and recertification steps are available on the DHS EVV website.

General EVV Program Updates

- **IMPORTANT-** All Vendors are required to certify **or** recertify for both PCS and HHCS programs.
 - No exemptions for recertifications
 - There are new requirements for both the PCS and HHCS programs
- **A Vendor's failure to complete the certification or recertification process will risk full file rejections once the new requirements are enforced. DHS is targeting to enforce these requirements effective **August 10, 2022.****

General EVV Program Updates

- New Alternate EVV Technical Specifications for DHS EVV Programs are available now.
 - On April 15, 2022, the PA AltEVV Support Team will be sending out the information to the EVV vendors currently in the program.
 - Beginning April 18, 2022, **new vendors** can start reaching out to the PA AltEVV Support Team to begin the certification process.
 - For Sandata Agency Management system users, the PA AltEVV Support Team will be reaching out directly.

General EVV Program Updates

Two pathways for Vendor certifications

1. Vendor Recertification :

For Vendors who were previously certified in the PCS EVV program

- These vendors will receive an email from PA AltEVV Support Team detailing the process to recertify.
- Emails will be sent by PA AltEVV Support Team on April 15, 2022
- Refer to "PA-DHS Alternate EVV Quick Reference Guide (Recertification)" on the DHS website
 - <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>



[PA-DHS Alternate Electronic Visit Verification \(AltEVV\) Systems Recertification Quick Reference Guide](#)

This document is intended to briefly describe the required Alternate EVV (AltEVV) vendor testing and recertification process for agencies using an EVV System *other* than the free DHS EVV system, Sandata Agency Management, or HHAeXchange (HHAX).

Note: This document is intended only for EVV vendors whose EVV systems were previously certified in Pennsylvania during the launch of the PCS EVV program. New vendors should review the PA-DHS AltEVV website for the "PA-DHS Alternate EVV Quick Reference Guide (New Vendor Certification)."

Due to changes in the "Alternate EVV Technical Specifications" targeted to be deployed on August 10, 2022, all vendors are required to adopt the changes, "re-test," and recertify AltEVV systems for PCS and/or HHCS with the PA AltEVV Support Team. **Failure to re-test and recertify will result in file rejections and PCS claims to deny after the deployment.**

The testing and credentialing process is a collaborative effort between the PA AltEVV Support Team and the provider's AltEVV vendor. Vendors only need to complete testing and credentialing once (for all provider agency clients) before submitting live PCS and HHCS EVV data.

Vendors are expected to collaborate with their provider agency clients throughout the testing process. It is advised that vendors take time to review the AltEVV specification documents with each of their provider agency clients.

PLEASE NOTE: All 6 steps in the testing process will be completed in the same (one) support ticket, per vendor.

Step One: Provider downloads and reviews the Alternate EVV Documents on the PA-DHS EVV Website

Vendors and provider agencies can locate the "Alt EVV Technical Specifications" on the PA-DHS Third-Party/Alternate EVV webpage by clicking [here](#). Technical Specifications are condensed into one specification document containing information for both Personal Care Service and Home Health Care Service programs.

**Please bookmark the [Third-Party/Alternate EVV Website](#) (Link) so you can locate technical specification document updates and helpful guides on this page for the life of the PA-DHS EVV Program.

Step Two: Sandata is sending all PA DHS PCS certified vendors an email with a testing checklist, testing credentials, and testing instructions.

Once the vendor has addressed the changes and is ready to begin the process, the Provider's AltEVV vendor begins testing using the detailed instructions provided to them in email. If a vendor has not received the testing email by April 18, 2022, please contact PAAltEVV@sandata.com for assistance and copy: rapwevissues@pa.gov.

You may also update the vendor contact information with the PA AltEVV Support Team. Please note that one email is sent "ccing" all vendor contacts in the same email.

Please monitor your email and spam filters for the delivery of test credentials every day as testing credentials are sent via secure email.

PLEASE NOTE: Testing email and checklist are emailed to the vendor only.

During this time, provider agencies are encouraged to take a moment and review the training "Pennsylvania Alt EVV - AGGREGATOR Self-Paced" via [the Learning Management System](#) (LMS).

**** Previously Certified PA DHS Vendors****



General EVV Program Updates

Two pathways for Vendor certifications (cont.)

2. New Vendor Certification

For Vendors who were **NOT** previously certified for PCS EVV program

- New Vendors have a different pathway to certification than vendors previously certified
- New vendors must have at least one PA provider agency client in order to go through the certification process with the PA Alternate EVV Support Team
- Refer to "PA-DHS Alternate EVV Quick Reference Guide (New Vendor)" on the DHS website
 - <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>

General EVV Program Updates

Alternate EVV Certification Duration

- The DHS Aggregator is always available for testing (except during standard release windows)
- The PA AltEVV Support Team can assist with testing results and validation
- Duration of testing varies
 - 2-4 weeks for recertifications
 - 2-6 weeks for new vendor certifications
 - Note: Testing should continue until the data sent is error-free
- Once testing is complete, DHS encourages vendors and agencies take time to meet to ensure data is accurate in DHS Aggregator.

NOTE: If you are a provider using both Alternate EVV and DHS EVV system, please let Sandata know by contacting the PA Alternate EVV Support Team by phone at 855-705-2407 or by email at PAAltEVV@sandata.com

General EVV Program Updates

If you are a **new provider** to the DHS EVV program:

- On or after April 15th, please go to the DHS AltEVV webpage to fill out a new provider enrollment form
 - <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>
 - 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

- 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.

Contact information is as follows:

Phone: 855-705-2407

Email: PAAltEVV@sandata.com

General EVV Program Updates

- To assist with FAQs surrounding AltEVV in PA, Sandata will be holding 2 town hall events.
 - Vendors, Providers, and MCOs are encouraged to attend
- AltEVV Townhall Session #1 is this Monday April 11th from 1-2:30 PM EST. Please go to the link to pre-register for the session
 - https://sandata.zoom.us/webinar/register/WN_L10wM0zBRFu2xQLkug6ig
- Session #2 is Friday May 27th from noon-1:30 PM EST
 - https://sandata.zoom.us/webinar/register/WN_BPUvPXehSteXKUyG2LcbhQ
- *Both Sessions will have the same content*

General EVV Program Updates

Alternate EVV Townhall Topics:

- Specification and JSON review
 - Client Payer Child Segment
 - Provider Identification Qualifier
 - Employee Identifier
- Visit Overview
- Changes to the Calls Segment Data Elements for Cures Compliance
 - *If you attend for any purpose, attend for this update*
- Service and Modifiers
- Common Support Issues
- Integration Best Practices
- Tips for Services Requiring Multiple Caregivers

General EVV Program Updates

- If using Alternate EVV, providers will need to ensure the Alternate EVV system captures all 6 required data points and can interface with the DHS Aggregator
- The CURES Act requires that EVV systems must collect and verify the following:
 1. The type of service provided.
 2. The name of the individual receiving service.
 3. The date of service delivery.
 4. The location of service delivery.
 5. The name of the individual providing the service.
 6. The time the service begins and ends.

General EVV Program Updates

- Be sure to review Alternate EVV Technical Specifications and the QRG 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.

Upcoming EVV Public Meetings

- EVV Public Meetings Schedule for 2022:
 - 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 are available on the DHS EVV website
- DHS EVV website format has been updated to break out information for PCS versus HHCS

DHS EVV Program Updates

- CMS has approved certification of the DHS EVV system
 - Outcomes-based certification enables PA to harness enhanced federal funding

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 Summer 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.
- 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 are anticipated to be provided in an MA bulletin targeted for issue by June 2022.

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 Alternate EVV providers are now available and have been posted to the DHS EVV website.
- 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.

EVV Implementation

- If using the DHS EVV system, providers will need to complete training and receive log-in credentials.
 - The free DHS EVV system is available for use for fee-for-service providers only. This includes ODP FFS, OMAP FFS, and OLTL FFS. This includes both PCS and HHCS.
 - The free DHS EVV system cannot capture visits for any MCO participant or member. Please contact the appropriate HealthChoices or Community HealthChoices MCO for EVV processes for those in managed care programs.
- Training dates, locations and enrollment information for new users to the DHS Sandata EVV system is forthcoming.
- If you use an Alternate EVV vendor, you do not need this training.

HHCS EVV Implementation Updates

- Training for agencies opting to use the 'free' DHS EVV will begin prior to HHCS program launch.
- A variety of training channels will be 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.

HHCS EVV Implementation Updates

Steps for completing EVV training:

1. Agency Administrators will need to complete the (2) required courses (Overview and Security) in the Sandata LMS. The LMS registration link will be provided in future communication.
2. After the Agency Administrator has completed the required courses, they will receive an automated email which will contain links to the Sandata Webinar Center and to Sandata On Demand.
 - The Webinar Center (<https://go.oncehub.com/>) which will provide a listing of Instructor Led, role-based webinars for the agency administrative staff to attend.
 - Sandata On Demand (SOD) (<https://sandata.zendesk.com/hc/en-us>), which contains a full range of recorded, self-paced video snippets on EVV functionality for the staff to review.

HHCS EVV Implementation Updates

- In-person training is also available for all new HHCS Agency Administrators that would like to attend a hands-on session.
- A classroom registration calendar will also be provided for registration in future communication.
- Administrators may choose one of three separate, full-day sessions in the Harrisburg, PA area.
 - Those wishing to attend in-person sessions will be able to do so through the Sandata Webinar Center (<https://go.oncehub.com/>).

NOTE: Prior to HHCS program launch, agencies will be receiving communication regarding the DHS EVV system training with all the pertinent Webinar Center links as well as dates, times, and location of the In-Person training.

HHCS EVV Implementation Updates

Once the updated training has been activated:

- 48 to 72 business hours, upon completion of the 2 LMS administrator security courses, the first agency administrator who completed the section will receive the provider agency's credentials.
- The agency credentials are delivered in a “**Welcome Kit**” email to the user’s registered email address in the LMS system.
 - Only one set of credentials are delivered per agency
 - Credentials are delivered via Secure Email
 - Please check spam and junk folders

▶ HHCS EVV Implementation Updates

- Partial contents of the Welcome Kit email are encrypted.
- When the Welcome Kit email is sent by Sandata, the recipient will have 10 days to open the email.
- Once opened, the recipient will have 10 minutes to access the code to open the secure contents.
- It is important to open the Welcome Kit email timely to avoid requesting it to be resent

HHCS EVV Implementation Updates

- The **Welcome Kit** is an email that contains the following information:
 - Encrypted *Welcome Letter* containing important next steps and instructions for using EVV, including agency specific login credentials (URL, username and temporary password) to access Sandata EVV database.
 - The login credentials contained in the Welcome Kit will also allow the agency to input their Direct Care Workers, as well as set up additional agency level staff to view and manage EVV data.
 - Two Agency-Specific Call Reference Guides (CRG) containing Santrax toll-free phones -- one for group visits and one for non-group visits
 - CRG's contain step-by-step instructions to Direct Care Workers on how to check in and out using Telephonic Visit Verification (TVV)
 - PA Service List*
 - Please always check the PA DHS EVV Website for updates to the PA Service list.

▶ HHCS EVV Implementation Updates

- While multiple provider representatives from the same agency may complete EVV training, the Welcome Kit email will be emailed to the **first** identified provider agency representative email address on the training registration and completion reports.
- When agencies receive their Welcome Kit emails, they should begin to data enter direct care workers into Sandata EVV, add agency EVV users, add clients, and become familiar with training documents and train their agency's employees.

HHCS EVV Implementation Updates

- Training Agency Administrators using Sandata EVV System. (Delivered via In-Person, Classroom Sessions)

TRAINING TOPIC	DESCRIPTION/SCOPE
Client/Employee/Authorization	How to search for, create, edit, and inactivate Client and/or Employee records.
Scheduling	How to view, create and edit schedules, both individual or recurring schedules for Clients and/or Employees
Visit Capture	How a caregiver starts and completes a visit using the mobile app, telephony, and fixed visit verification methods. In addition, participants see how visits show in the Sandata EVV system.
Visit Maintenance	How to use the available filters to review visit data, understand the various visit exceptions, and how to clear/resolve each one. The user also learns how to manually create visits and adjust visits.
Group Visits (Agency)	How group visit information is viewed in Sandata EVV and how to perform visit maintenance on group visits.

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-HHCS.aspx>
- HHCS providers are strongly encouraged to request to be added to the EVV Listserv by sending an email to rapwevnotice@pa.gov, making sure to include the provider name and email address.

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 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 Reminders – ODP and OLTL

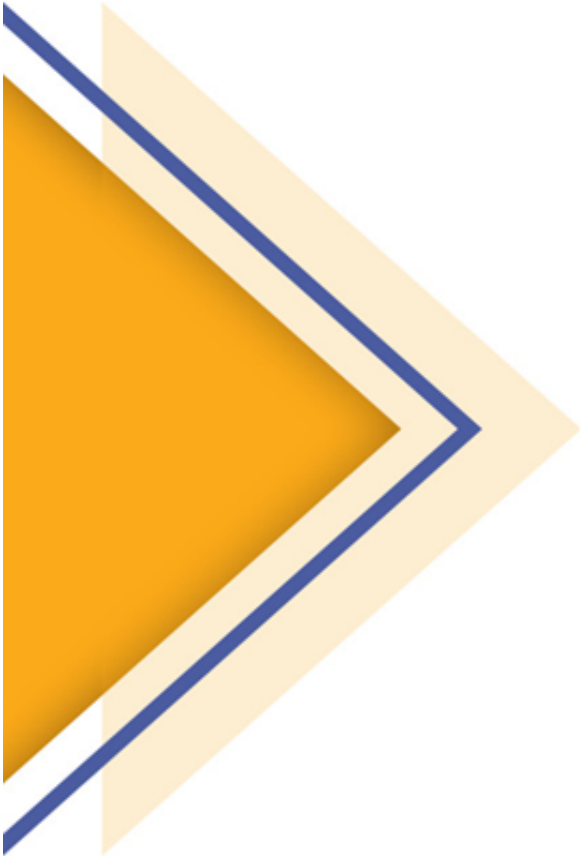
- ODP Fee-for-Service providers need to reach out to their Supports Coordinators/Service Coordinators to ensure the Program Diagnosis Code is stored in HCSis for the individual.
 - This enables the DHS EVV System to automatically receive client updates.
- HCSIS Authorization Files need the Diagnosis 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/Service Plans (ISPs) and in HCSIS for ODP and OLTL.
 - This update ensures HCSIS Authorization Data will be loaded timely into the DHS EVV Aggregator.

EVV PCS Updates

- T1019 Systems Notice shared with MCOs; it is anticipated that an MA Bulletin will be issued later this month and the Public Notice will be published April 16, 2022 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
- Encounters posting ESC 927 and ESC 928 for dates of service on and after June 1, 2022 for PH will set in a deny disposition
 - Systems Notice SYS-2022-006 issued previously related to this

EVV PCS Updates

- Sandata is working on updates to the DHS EVV system and the DHS Aggregator to incorporate the PA DHS updates targeted for August 10, 2022. No actions are needed by the users other than additional training mentioned previously.
- DHS EVV system users should expect Sandata to include updates made to support HHCS in the release targeted for August 10, 2022.
- 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.



Alternate EVV Tips

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

Claims Validation Troubleshooting Aide

- To assist in fixing 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):

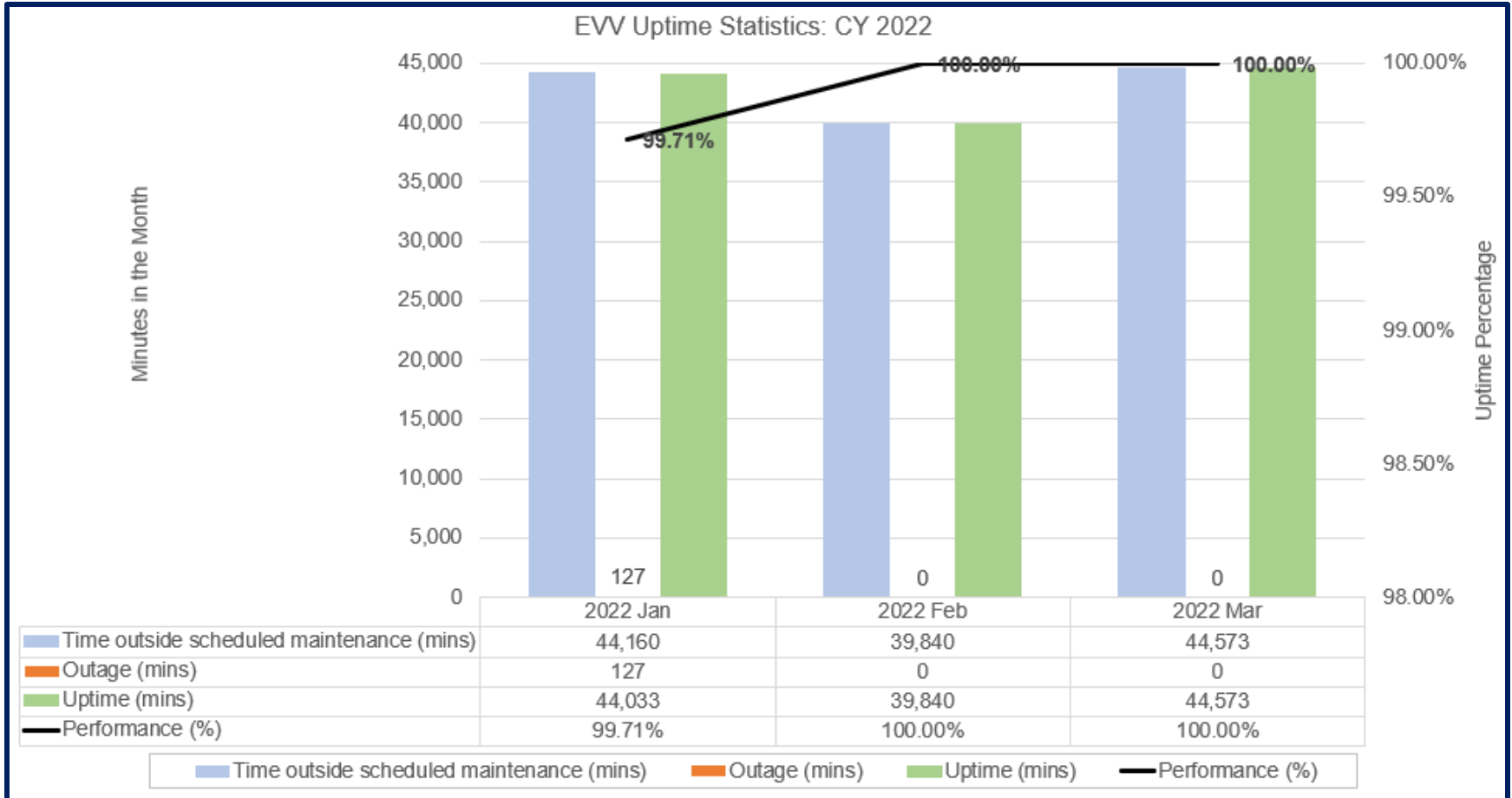
<https://sandatalearn.com>

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

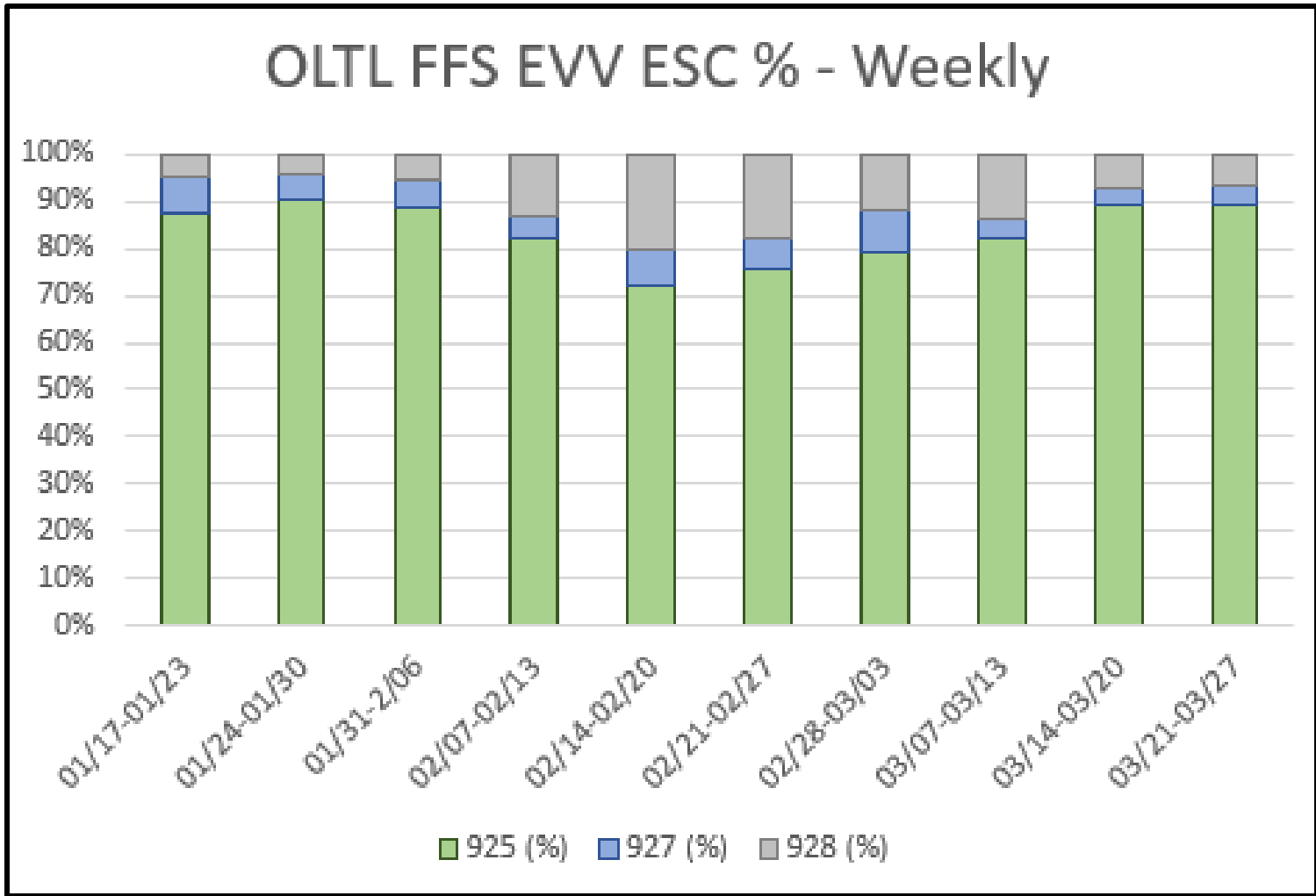
- DHS EVV Sandata Training Manuals
- DHS EVV Medical Assistance Bulletins
- DHS EVV Frequently Asked Questions (FAQs)
- ODP EVV Technical Guide

EVV PCS Data Updates

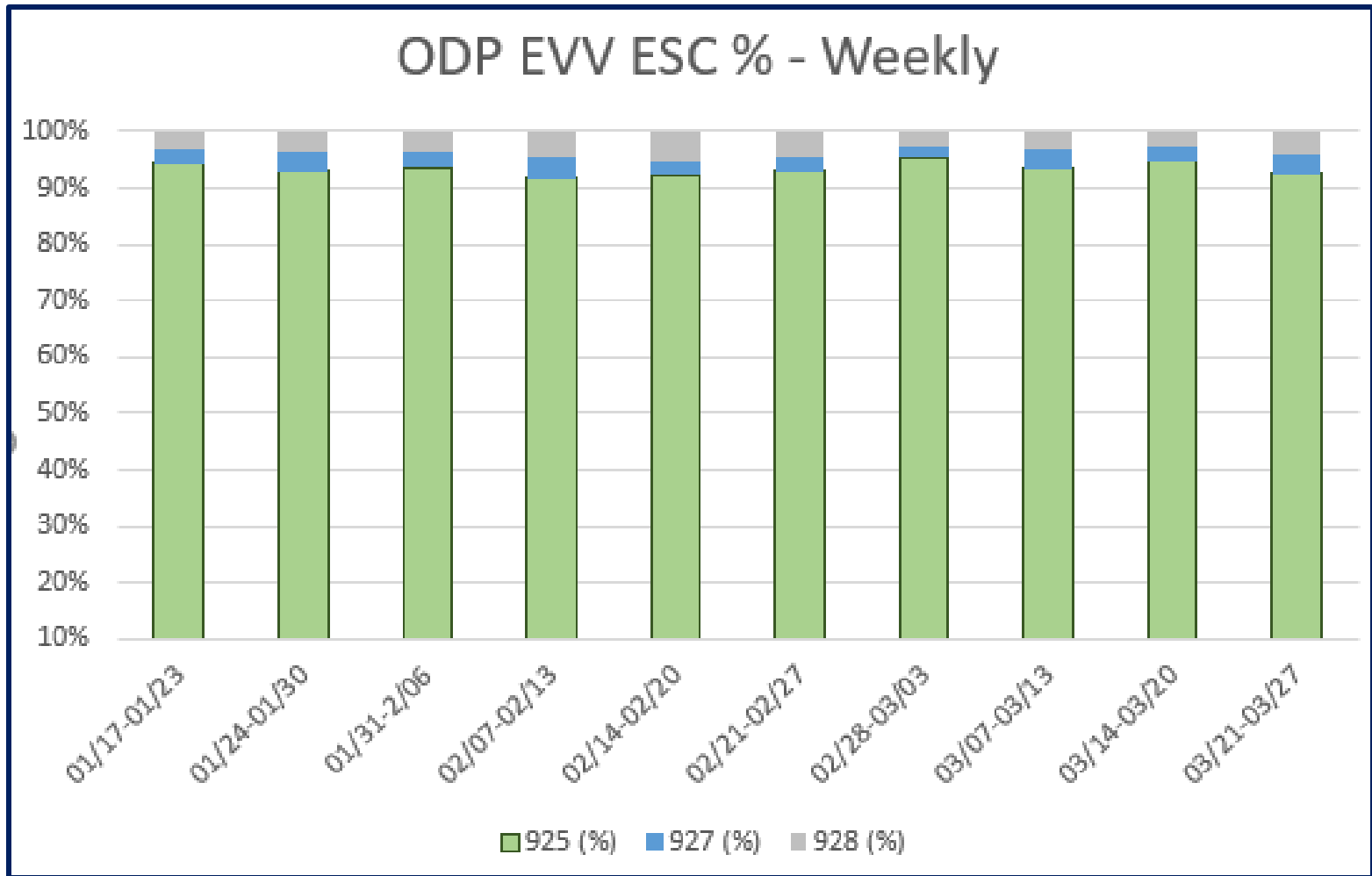
DHS EVV System Availability CY 2022



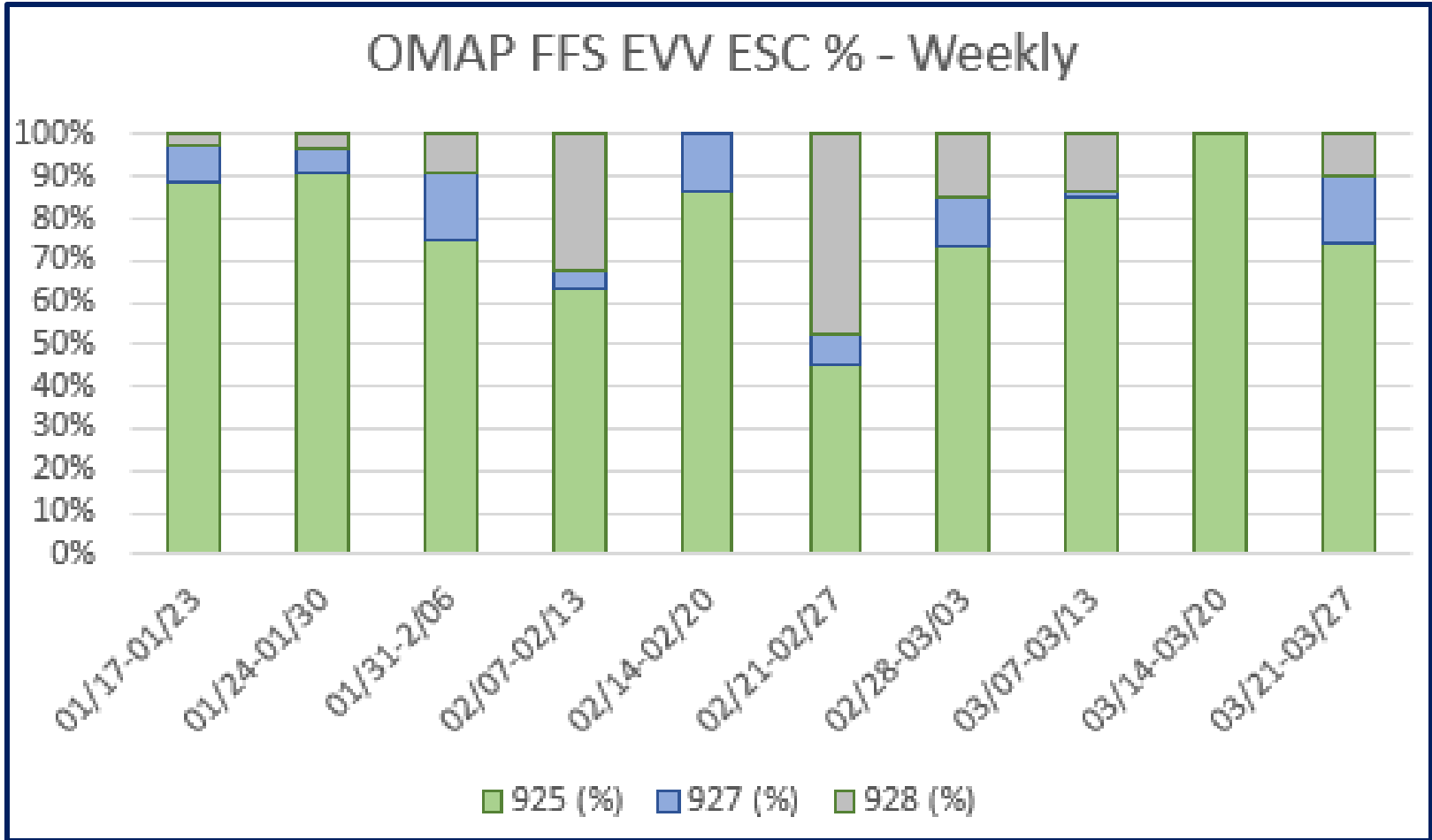
OLTL EVV ESCs



ODP EVV ESCs



OMAP FFS EVV ESCs



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.

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 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. This is targeted for release on August 10, 2022.
- 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.

OLTL Manual Edits and Compliance

- OLTL is sending letters to providers reflecting each agency's first calendar quarter compliance rate of 2022, alongside the agency's quarterly compliance average for 2021.
- Providers with a high level of manual visit entries or edits (over 50%) during the first quarter of 2022 must respond to OLTL with their planned corrective action.
- OLTL will be pulling provider compliance reports regularly to ensure that providers are following their stated corrective action and the provider's manual visit entries or edits (compliance rates) are improved.
- QMET staff will be reviewing EVV visits as part of their regular monitoring process and working with providers to help improve any EVV compliance issues noted.

Manual Edit Compliance Contact Info

- 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.

DHS Bureau of Program Integrity (BPI)

BPI's Purpose

- Identify Issues to review
 - Any act or potential fraud, waste or abuse committed by providers/enrollees(recipients)/employees that may affect the integrity of the Medicaid program.
 - Quality issues that may affect the MA consumer's health and;
 - Any egregious situation (a situation that is causing, or may cause, harm to a member, or significant financial loss to the Department of Human Services or Managed Care Organization).

What is Fraud, Waste & Abuse

BPI reviews all recipients and provider types for possible fraud, waste and abuse of Medicaid services and dollars.

Fraud - Knowingly submitting, or causing to be submitted, false claims or making misrepresentations of fact to obtain a State and/or Federal health care payment for which no entitlement would otherwise exist.

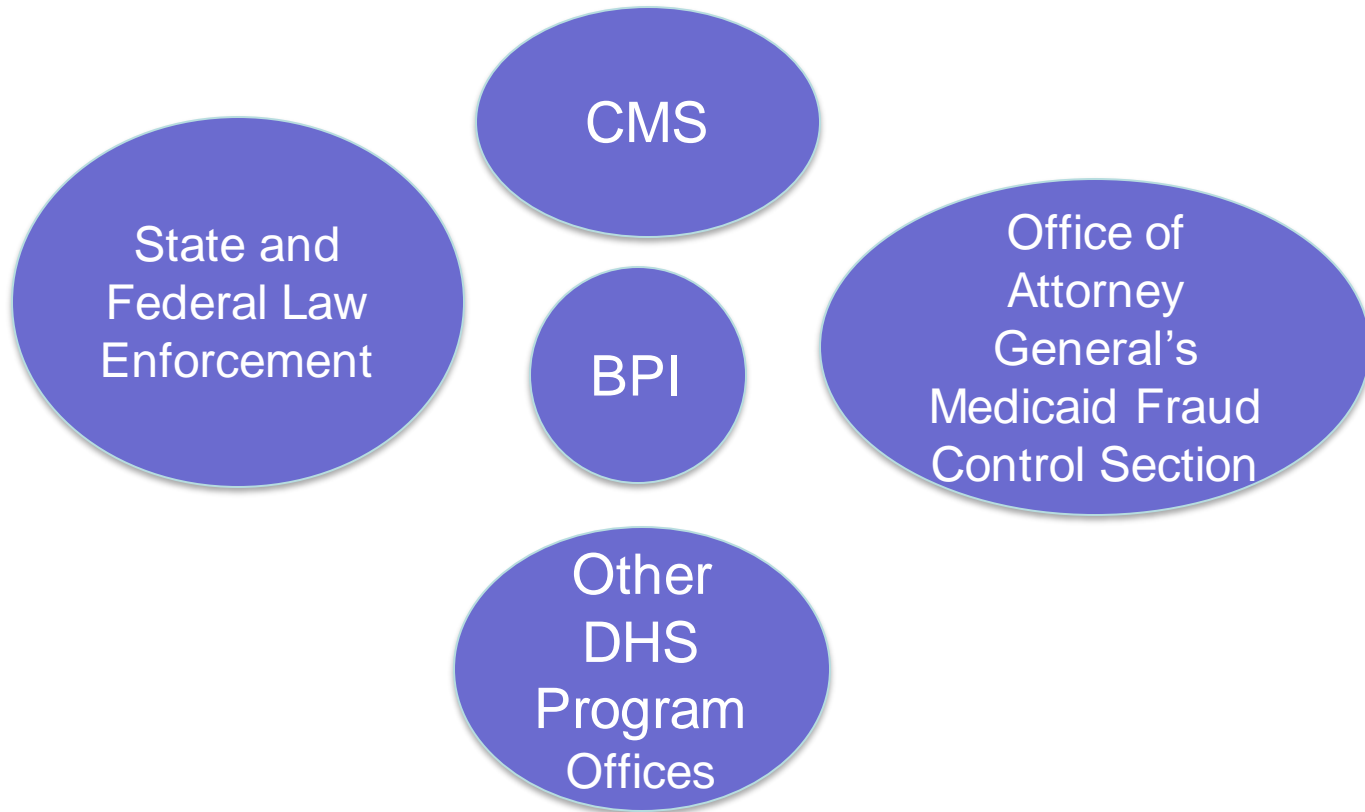
Waste – overutilization of services or other practices that result in unnecessary cost; not considered caused by criminal action, but rather misuse of resources.

Abuse - practices that, either directly or indirectly, result in unnecessary costs to the Medicaid Program. Abuse includes any practice not consistent with providing patients with services that are medically necessary, not rendered and/or meet professionally recognized standards.

BPI Collaboration - Internal



BPI Collaboration - External



Civil VS Criminal

Program Integrity

- Civil Issues, e.g., billing and coding errors
- Administrative Sanctions-
Collect Overpayments,
Preclusion from Medicaid
resulting in federal reporting,
payment suspension
- Support Criminal Cases -
Preponderance of the Evidence

Medicaid Fraud Control Section

- Criminal Intent
- Criminal Prosecution
- Beyond a Reasonable Doubt

What Information We Review

Direct Care Worker (DCW) and Personal Care Attendant (PCA):

- Attendant/DCW/PCA application
- Complete DCW/PCA Agreement (when applicable)
- DCW/PCA Termination Form (when applicable)
- Service Orders/Plan of Care and documentation of services
- Timesheets
- EVV submissions including manual entries
- Paid MCO and FFS claims



What Can You Do

- Educate
 - Provider
 - Participant
 - DCW/PCA
 - Your Employees
- Evaluate accuracy of EVV and claims submission
- Follow the directions in all letters received from BPI
- Send supporting documentation as requested
- Contact BPI representative listed in letters received with any questions



Frequently Asked Questions (FAQs)

Overnight Visits

QUESTION: For visits submitted to the DHS Aggregator that span across midnight, can it be one check in and check out (10p – 6a) or must it be two separate shifts (10p – 12a, 12a-6a)?

ANSWER: When submitting EVV visit records to the PA-DHS Aggregator, the visit does not have to be separated simply due to the visit spanning midnight. The limitation in the DHS EVV Aggregator is that a visit (i.e., clock-in to click-out) cannot exceed 24 hours. It is the agency's discretion and depends on the agency's timesheet tracking policy.

QUESTION: Can an overnight shift be sent as one full shift, or must it be split for authorization purposes?

ANSWER: When filing a PA-DHS claim for an overnight shift, the provider should go by the From Date of Service (DOS) (i.e., the date associated with the visit clock-in). For more details specific to billing for PCS under the Office of Developmental Programs, please refer to the following related guide:

[Office of Developmental Programs \(ODP\) EVV Technical Guide \(Version 2.0\)](#)

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.

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.

Services Subject to EVV

QUESTION: Are hospice services subject to EVV?

ANSWER: No, not at this time. Any additional services subject to EVV in the future would be communicated in advance.

The most up-to-date list of services subject to EVV may be found on the DHS EVV website.

▶ Hard Copy Documentation

QUESTION: Is it possible to keep documentation for manual edits electronically?

ANSWER: Yes; however, if the documentation is kept electronically, the provider must be able to print the documentation for auditing purposes. If EVV visits require manual corrections or edits due to missing or incorrect data elements, hard copy documentation of the manual corrections is required for auditing purposes. Hard copy documentation is defined as a paper copy. Providers are to establish policy on documentation required to meet auditing requirements and standards, as well as organizational needs.

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-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

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!