Electronic Visit Verification (EVV)
Public Meeting

April 23, 2021

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EVV Public Meeting

- 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 a Listserv communication

- Please reference the slide number, if applicable, when you submit your question

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Agenda

- **General EVV Reminders**

- **Office of Medical Assistance Programs (OMAP) Reminders**

- **System Implementation Updates**

- **Frequent Claims Issues and Resolution Steps**

- **EVV Contacts**

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General EVV Reminders

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EVV Implementation

- EVV compliance requirements for personal care services (PCS) were implemented on January 1, 2021.

- All claims and encounters for personal care services subjected to EVV requirements for dates of service on or after January 1, 2021 must have a corresponding electronic visit or claims payment will be impacted.

- Please reference the bulletins Electronic Visit Verification (EVV) for Personal Care Services (PCS) Bulletin, number 07-20-04, 54-20-04, 59-20-04, 00-20-03 and Electronic Visit Verification for Personal Care Services Provided in Fee-for-Service Delivery System, number 05-20-03 for additional details.

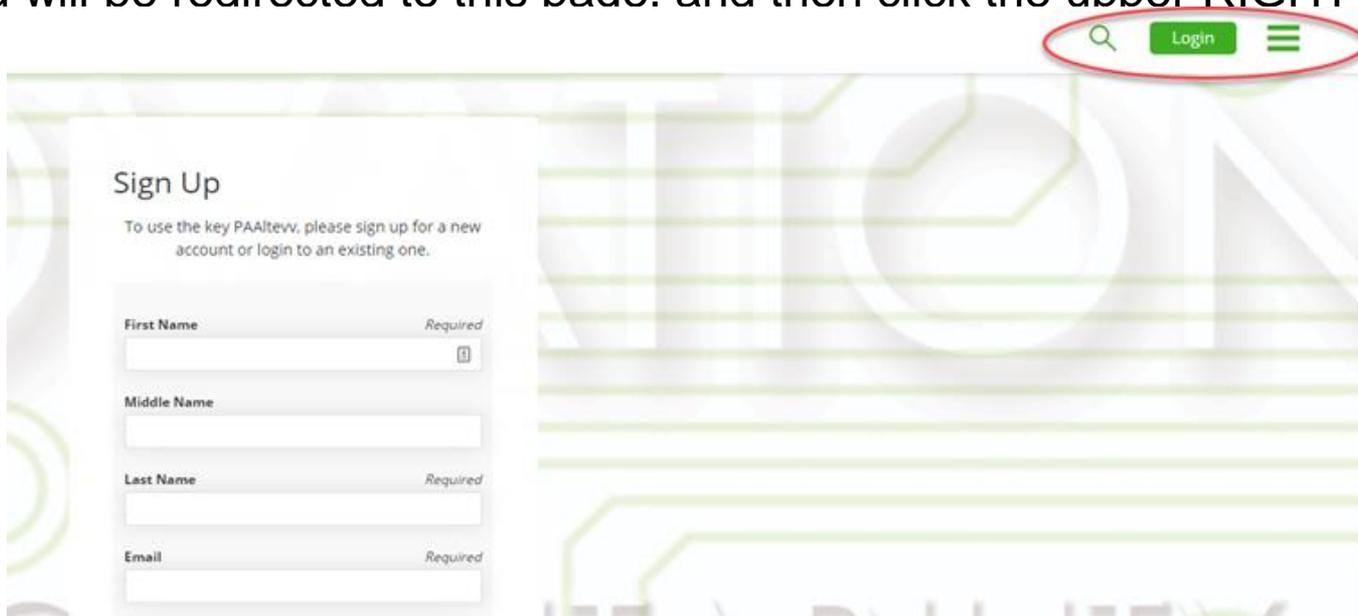**pennsylvania**
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New EVV Service Providers

- Providers interested in using the DHS EVV system must complete self-paced Sandata EVV training. The training may be accessed at https://sandatalearn.com/?KeyName=PAEVVAgency

- Alternate EVV system users must complete self-paced EVV Aggregator training. The training may be accessed via the Sandata Learning Management
System at: https://www.sandatalearn.com/?KeyName=PAAltevv

- DHS's EVV technical vendor, Sandata, will issue log-in credentials to access the DHS Sandata EVV system or the EVV Aggregator once a provider completes the mandatory training.

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New EVV Service Providers

- If you already have used LMS for DHS Sandata EVV then you may need to clear your cache and then use this link in order to access the EVV Aggregator training:
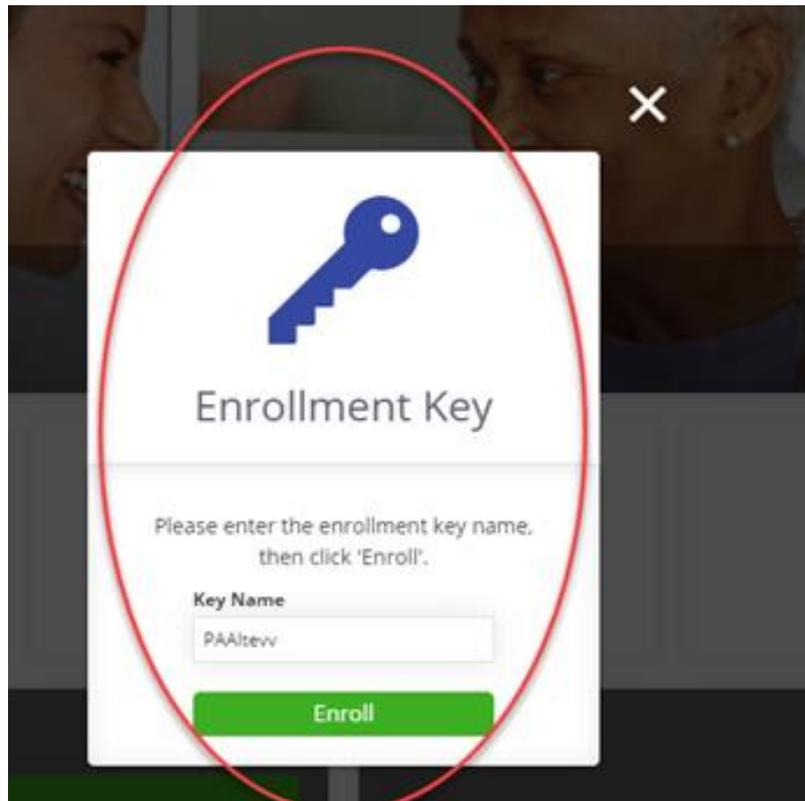
  https://www.sandatalearn.com/?KeyName=PAAltevv

- You will be redirected to this page, and then click the upper RIGHT "Login"

New EVV Service Providers

- After selecting "Login," you should get the below popup and you will need to click "Enroll" to access the self-paced EVV Aggregator training via LMS

New EVV Service Providers

- Providers Electing to use the Department of Human Services (DHS) Sandata EVV System

  - Providers electing to use the DHS Sandata EVV system must complete Sandata's self-paced training in order to receive credentials to use the system for OBRA, Act 150, and Offices of Developmental Programs and Medical Assistance Programs fee-for-service participants.

  - Upon completing the self-paced training, providers will be issued a time sensitive Welcome Kit, including their agency's production credentials.

  - Providers must setup their agency and direct care workers in the EVV Provider Portal and train the rest of their staff on how to use the system, including the Sandata Mobile Connect™ application and telephonic visit verification (TVV) visit capture modalities to their direct care workers.

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New EVV Service Providers

- Alternate EVV credentials are required for any provider using an EVV system that is not DHS Sandata EVV or HHAeXchange.

- The testing and credentialing process is an 8-step collaborative effort between Sandata, the provider, and the provider's Alternate EVV vendor.

- Providers and the provider's Alternate EVV vendor are not considered certified until all 8 steps are completed.

- A quick reference guide that outlines the 8 steps for Alternate EVV certification may be found on the DHS EVV website here: https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx

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DHS Provider Communication

- The Department will perform targeted outreach to providers that have either not submitted EVV data or have a high percentage of manual visits.

- Aggregator Account Clean-Up Activity: DHS is currently assessing multiple unused accounts and will be communicating a decommissioning strategy.

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DHS EVV Provider 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: https://fast.wistia.net/embed/channel/48v2w2h4by

- The training library will not replace the Sandata Learning Management System for users that need DHS Sandata EVV system 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.

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EVV Implementation for Home Health Care Services

- The 21st Century Cures Act mandated that states implement EVV for Home Health Care Services by January 1, 2023.

- The Department is currently evaluating all Medicaid State Plan and Waiver services to determine which services are subject to these requirements.

- The Department will issue a letter and subsequent listserv communications in the coming weeks identifying the required services and next steps to begin this implementation process.

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Office of Medical Assistance Programs (OMAP)

Reminders

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OMAP FFS Resources

- Medical Assistance Bulletin 05-20-03 titled "Electronic Visit Verification for Personal Care Services Provided in the Fee-for-Service Delivery System" may be viewed at the following link:

  https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/MAB2020082601.pdf

- More information can be found on the Department's EVV webpage at the following link: https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx

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Activating New Clients in DHS EVV

- By default, any new Client will show in the DHS EVV Provider Portal with Status "Pending."

- As a reminder, providers must confirm their clients by updating their status from "Pending" to "Active."

- When in Edit Client, navigate to the Program tab. Under the Client Status heading, the field "Status" is displayed.
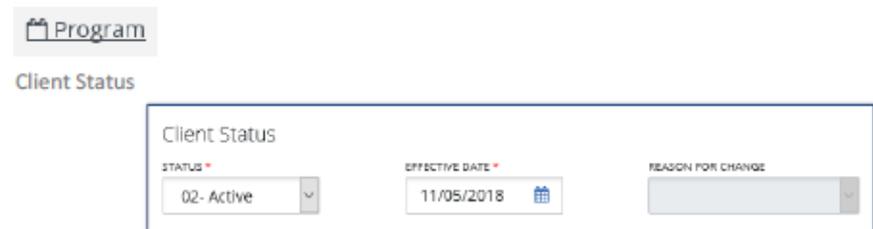
The Client Status section displays the following information:

- **STATUS:** New clients are *Pending* by default. Set status to *Active*.
- **EFFECTIVE DATE:** Effective date of the client
- **REASON FOR CHANGE**

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Activating New Client in DHS EVV

Activating New Clients in DHS EVV

For more details, providers using the DHS EVV solution should refer to:

- Administrators: Client Module course in the Pennsylvania DHS – Electronic Visit Verification (EVV) Self-Paced Training for Agency Providers

- All Other Staff: EVV Sandata Training Guide (on DHS EVV Webpage), pages 53-60 of 245

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DHS System Implementation Updates

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EVV ESC METRICS FOR ODP & OLTL

Error Description By Program Office	Apr 2021	Percentage for the month of April	Status After January 1st
OLTL- FFS			
925 - EVV VISIT VERIFIED	7,299	81.40%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	539	6.01%	Deny
928 - EVV VISIT NOT FOUND	1,129	12.59%	Deny
ODP- FFS			
925 - EVV VISIT VERIFIED	141,632	88.24%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	5,159	3.21%	Deny
928 - EVV VISIT NOT FOUND	13,714	8.54%	Deny
OMAP- FFS			
925 - EVV VISIT VERIFIED	203	62.46%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	54	16.62%	Deny
928 - EVV VISIT NOT FOUND	68	20.92%	Deny

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ODP EVV ESCs

ODP EVV ESC % - Weekly
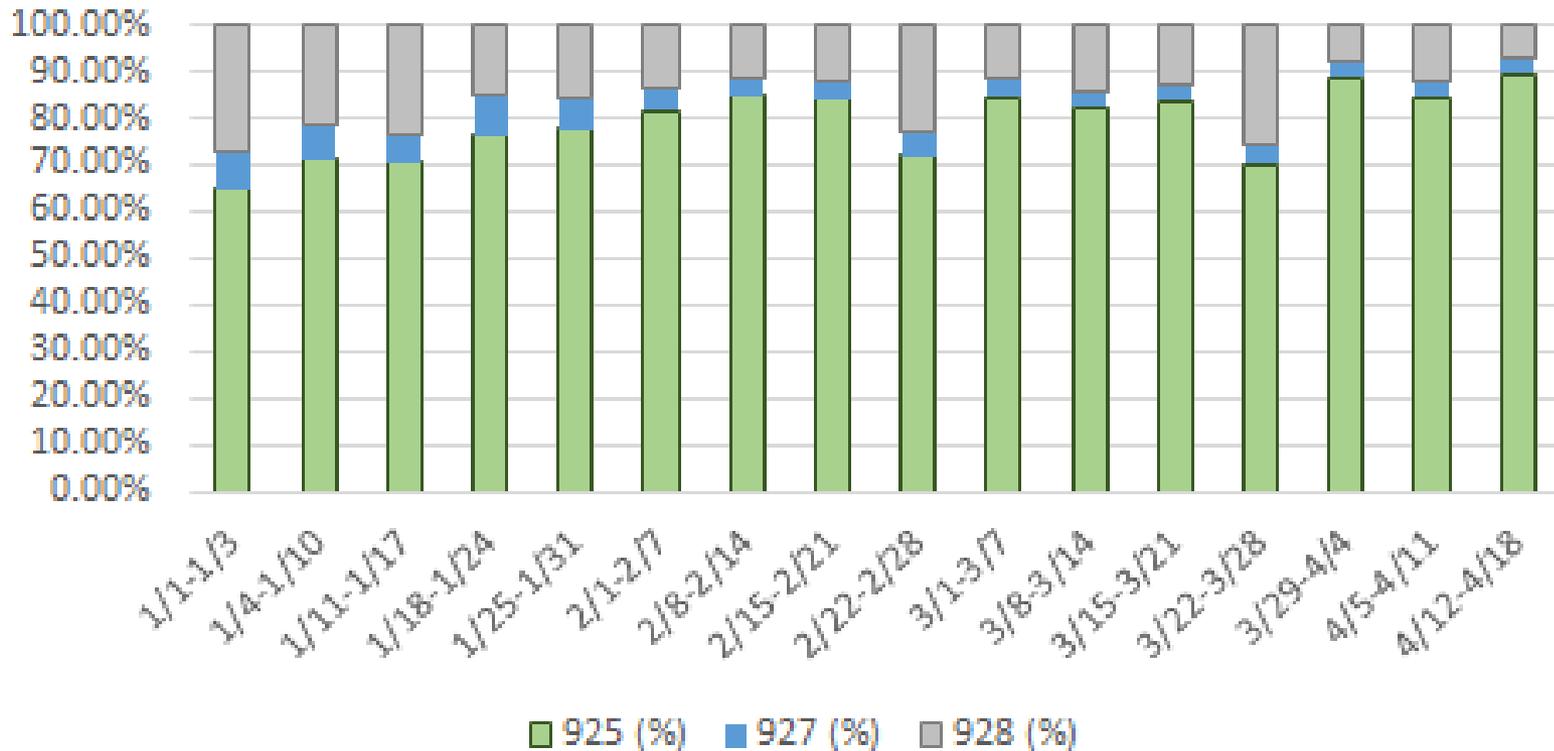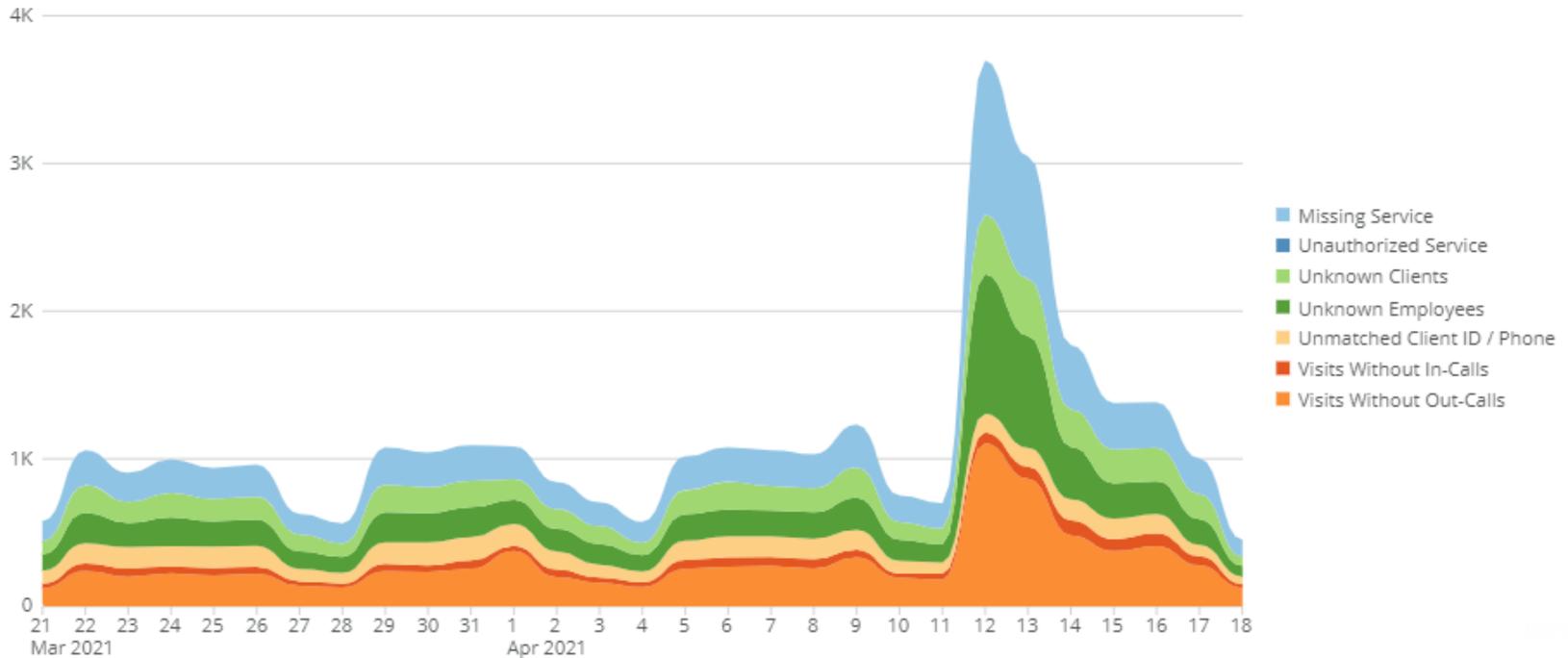
OLTL EVV ESCs
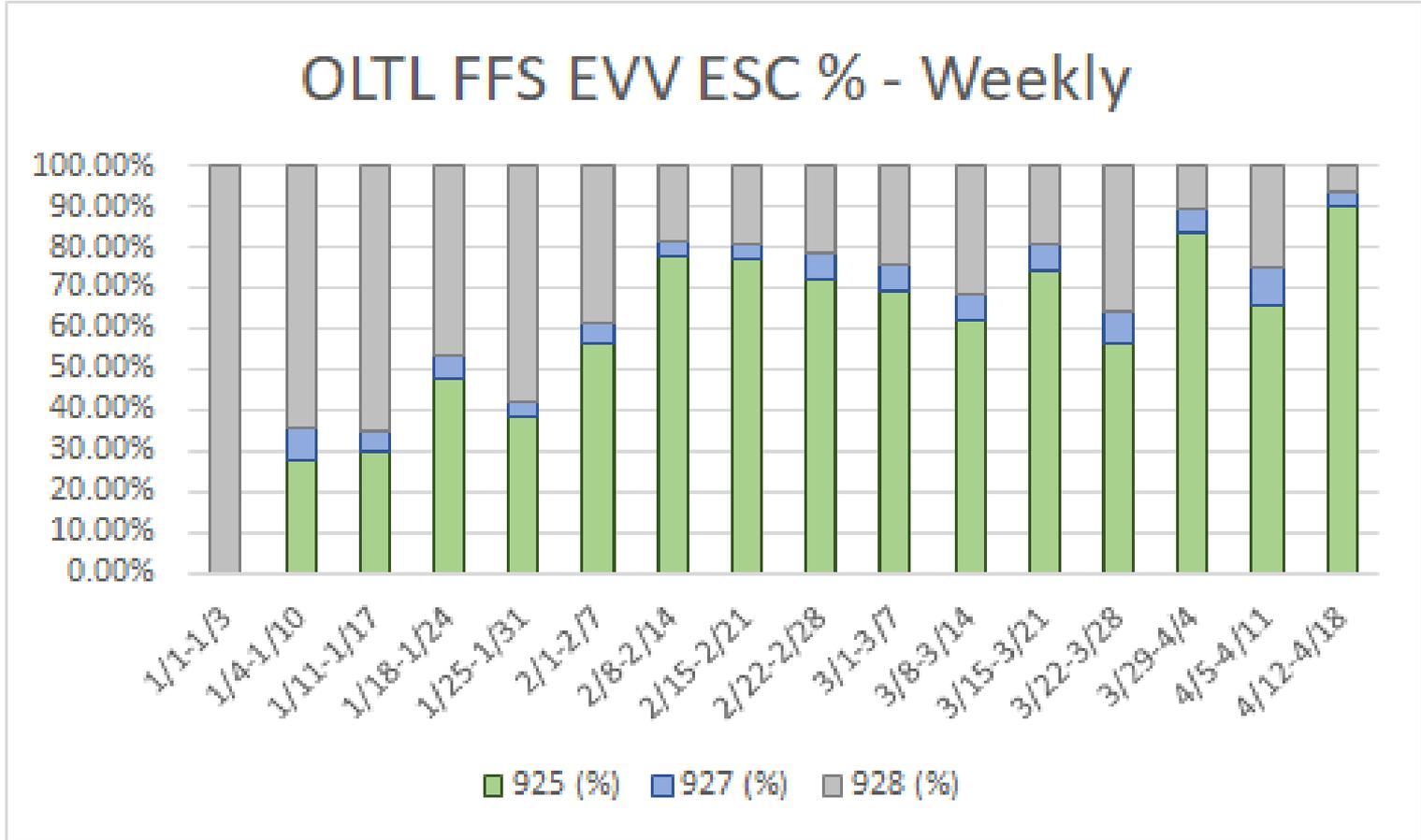
OLTL FFS EVV ESC % - Weekly

OMAP FFS EVV ESC % - Weekly
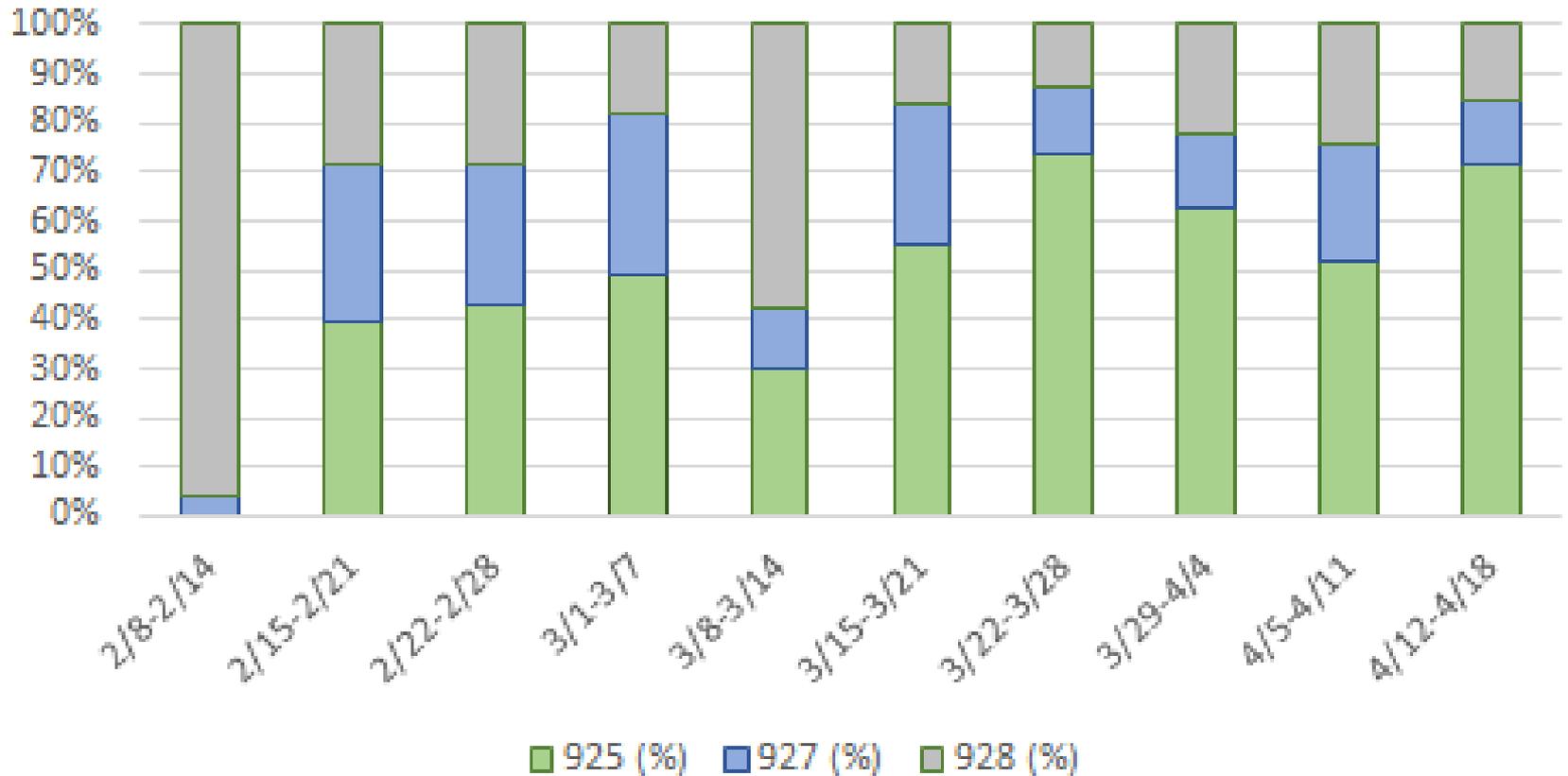
Frequent Visit Exceptions

Current Visit Exceptions   Last 31 Days

13,810 Visits

Legend:
- Missing Service
- Unauthorized Service
- Unknown Clients
- Unknown Employees
- Unmatched Client ID / Phone
- Visits Without In-Calls
- Visits Without Out-Calls

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Frequent Visit Exceptions

- When performing Visit Maintenance, agencies should only see the following exceptions in **DHS Sandata EVV** or the **DHS Aggregator (ALT EVV users):**
  1. Invalid Service
  2. Missing Service
  3. Unknown Client
  4. Unknown Employee
  5. Unmatched Client ID / Phone
  6. Visits Without In-Calls
  7. Visits Without Out Calls

- If your visit lists an exception **other** than #1-7, please contact:
  - DHS Sandata EVV -- PAC Support- papac1@dxc.com
  - DHS Aggregator (Alt-EVV)- PAALTEVV@Sandata.com
    - ** Please be sure to provide examples**

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DHS EVV System Updates

ODP Service Codes with modifier(s) issue: Corrected 4-7-2021

- Providers using an Alternate EVV vendor who encountered EVV transaction rejections, between 3-16-2021 to 4-6-2021, as a result of service codes with modifiers, should resubmit all impacted EVV visits and resubmit impacted claims as the error has been corrected.

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DHS EVV System Updates

- DHS and Sandata continue to test options to address duplicate employee IDs (last 5 digits of the SSN).

- PH-MCO rounding rule options are still being discussed.

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DHS Sandata EVV Billing Module Option

- Any provider using the DHS Sandata EVV will receive notice when Billing is "live" and functional.

- When Billing is live, providers will be directed to take the recommended "Scheduling and Billing Training" in the DHS Sandata LMS system.

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Frequent Claims Issues & Resolution Steps (Fee-For-Service Programs Only)

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Claims Verification Steps

- Error Status Codes (ESCs) are actively setting for all claims with services subject to EVV that are submitted through PROMISe for **fee-for-service** programs.

- Providers should be actively reviewing these ESCs to determine if their claims and EVV data are matching appropriately.

- The ESC guide published on the DHS EVV website outlines when claims would deny due to ESC 927 or ESC 928.

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Claims Verification Steps

- **ESC 927** sets when "Units Billed Exceed Units Verified in EVV". When the provider sees this ESC set, the claim detail line denied because the allowed units on the claim detail line are greater than the units found on the EVV record in the DHS Aggregator. This ESC could also set if the visit time was adjusted and the claim was submitted before the time adjustment was sent to the DHS Aggregator.

- Providers should determine if the units on the claim detail line or the time found in the EVV record need to be corrected. PROMISe™ is not designed to cut back units on the claim for an EVV service if the allowed units on the claim are greater than the total calculated units found in the DHS Aggregator.

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Claims Verification Steps

- If **ESC 928, "Visit Not Found",** is setting, providers should complete the following steps to determine the cause of the error:

- Step 1

    - Determine if claims are being submitted to PROMISe^{TM} before the supporting EVV data was sent to the DHS Aggregator.

    - EVV data must be present in the DHS Aggregator **before** claim submission or the claim will be unable to identify the appropriate EVV data.

    - To resolve this issue, once you have confirmed that you verified matching visit(s) are in the DHS Aggregator, please resubmit your claim.

    - If during Step 1, you determined the matching visit(s) were not all in an "Verified" status (e.g., "Incomplete" or "In Progress" status), correct the EVV record, resubmit it to the DHS Aggregator, prior to resubmitting your claim.

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ESC 928 Step 1A Example

Service Lines:

SVC#	From DOS	To DOS	Place of Service	Procedure	Units	Billed Amount
1	01/14/2021	01/14/2021	12	W7060	59.00	302.71

Add
Delete

From DOS: 01/14/2021 (MM/DD/YYYY)

To DOS: 01/14/2021 (MM/DD/YYYY)

Place of Service: 12 - Home

Procedure: W7060

Modifier1:

Modifier2:

Modifier3:

Modifier4:

Diagnosis Pointer: (1:2:3:4) 1

CLIA Number:

Comment:

Basis of Measurement: UN - Unit (Professional Service)

Units: 59.00

Billed Amount: 302.71

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ESC 928 Step 1A Example

ESC 928 Step 1B Example

Service Lines:

SVC#	FromDOS	To DOS	Place of Service	Procedure	Units	Billed Amount
1	03/11/2021	03/11/2021	12	W1793	14.00	69.58

Add

Delete

From DOS:	03/11/2021 (MM/DD/YYYY)
To DOS:	03/11/2021 (MM/DD/YYYY)
Place of Service:	12 - Home
Procedure:	W1793
Modifier1:	
Modifier2:	
Modifier3:	
Modifier4:	
Diagnosis Pointer: (1:2:3:4)	
CLIA Number:	
Comment:	
Basis of Measurement:	
Units:	14.00
Billed Amount:	69.58

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ESC 928 Step 1B Example

Claims Verification Steps

Step 2

- If Step 1 did not resolve the issue, then review the EVV visit and corresponding claim to verify if the date(s) of service, procedure code, RID (10-digit Medicaid ID), Provider Account associated with Provider ID (9-digit MPI) etc. are matching.

- If a mismatch is identified between the claim and associated EVV visit, the provider should make the appropriate corrections then resubmit the claim.

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Claims Verification Steps

Step 3

- If Steps 1 and 2 did not resolve the issue, verify in the DHS Aggregator there are no duplicate visits for the same visit date(s) and time(s), procedure code, RID (10-digit Medicaid ID), Employee, Provider Account associated with Provider ID (9-digit MPI).

- If a duplicate visit record is found, the provider needs to either modify the record(s) (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.

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ESC 928 Step 3 Example

Service Lines:

SVC#	From DOS	To DOS	Place of Service	Procedure	Units	Billed Amount
1	01/18/2021	01/18/2021	12	W7060	7.00	56.56

Add

Delete

From DOS: 01/18/2021   (MM/DD/YYYY)

To DOS: 01/18/2021   (MM/DD/YYYY)

Place of Service: 12 - Home

Procedure: W7060

Modifier1:

Modifier2:

Modifier3:

Modifier4:

Diagnosis Pointer: (1:2:3:4)   1

CLIA Number:

Comment:

Basis of Measurement: UN - Unit (Professional Service)

Units: 7.00

Billed Amount: 56.56

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ESC 928 Step 3 Example

Claims Verification Steps

Step 4

- If Steps 1-3 does not resolve the issue, then confirm your EVV data is being loaded properly to the DHS Aggregator.

- Confirm your matching visit(s) are found in the DHS Aggregator. If any are missing and you are using an Alternate EVV, determine whether your vendor received an error file.

- If any visit(s) are missing, you may need to resubmit an Alternate EVV visit record. If matching visit(s) are missing from your EVV, you may need to manually enter the visit(s).

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ESC 928 Step 4 Example

Service Lines:

SVC#	FromDOS	To DOS	Place of Service	Procedure	Units	Billed Amount
1	01/30/2021	01/30/2021	12	W7068	5.00	78.60

Add

Delete

From DOS: 01/30/2021 (MM/DD/YYYY)

To DOS: 01/30/2021 (MM/DD/YYYY)

Place of Service: 12 - Home

Procedure: W7068

Modifier1:

Modifier2:

Modifier3:

Modifier4:

Diagnosis Pointer: (1:2:3:4) 1

CLIA Number:

Comment:

Basis of Measurement: UN - Unit (Professional Service)

Units: 5.00

Billed Amount: 78.60

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ESC 928 Step 4 Example

Claims Verification Steps

Step 5

- If Steps 1-4 did not resolve the issue and data is still not reflecting properly in the DHS Aggregator, please contact the appropriate support team below immediately to begin resolving the issue, based upon which EVV system your agency is using:

    o **Alternate EVV Agency**: Alternate EVV Support Team via email at paaltevv@sandata.com or by phone at 855-705-2407.

    o **DHS EVV Agency:** PAC via email at papac1@dxc.com or by phone at 1-800-248-2152.

- When reaching out to the appropriate support team, please be as specific as possible with the issue you are encountering.

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Claims Verification Steps

- Providers using an Alternate EVV system should keep in regular contact with their Alternate EVV vendors and consult with vendors when questions arise regarding your EVV data.

- When necessary, include your Alternate EVV vendor in outreach to the Sandata Alternate EVV team.

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Claims Verification Steps

To validate if your visits are "verified" or need corrections:

- All DHS Aggregator users should be checking the DHS Aggregator to ensure completed visits are in a verified status.

- Claims will fail EVV validation if the visit is not in a verified status.

- DHS Sandata EVV users check their DHS Sandata EVV system.

- HHAeXchange users should validate visits in HHAeXchange

If your agency is using a combination of these, then you will need to check all of them regularly.

**Reminder- DHS Aggregator is read-only.

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Claims Verification Steps

- Always filter visits by "All Visits"
- "Verified" status will show under the "Visit Status" in the DHS Aggregator portal.
- If the "Visit Status" shows "Incomplete" you will need to make corrections/updates to the visit.

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Claims Verification Steps

- "If the "Visit Status" shows "Verified", then you **do not** need to make corrections/updates to the visit.

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EVV Contacts

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EVV Contacts

- **For technical issues** such as DHS Sandata account assistance, Welcome Kit reissuance, account unlock issues either for DHS Sandata EVV, please contact Provider Assistance Center (PAC) – papac1@dxc.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 AltEVV Support Team – paaltevv@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.

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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

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EVV 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 a.m.-noon and 1-3:30 p.m.
OLTL Provider Call Center	1-800-932-0939 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.

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Contacting EVV Support

- Alternate EVV vendors may not understand your agency processes.
    - Please be as detailed and descriptive as possible so support teams understand your issue to the best of their ability.
    - Screenshots are helpful.

- **If you have specific examples, or screenshots, <u>always</u> send them via secured/encrypted email due to PHI/PII.**

- If a provider is working with an Alternate EVV vendor and has a ticket number, please provide the ticket number.

- Check your Spam folders regularly for emails from PADHS, Sandata, HHAx, or other approved listservs, programs or agencies.

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Contacting EVV Support

Ticket Submission Requests due to Technical errors:

- Technical difficulties arising in the DHS Sandata EVV system or DHS Aggregator must have sufficient evidence for tickets to be created and resolved efficiently.

- Please supply the following to the appropriate mailbox, based upon your issue, as determined on the following slides:

    – Specific issue (with details), a quality image of the error (screenshot), additional details

    – steps taken to receive error

    – Complete Contact Information, Including:

    Provider Name, Medicaid ID, STX Number,

    Contact Name, Email, and Direct Phone #

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Thank you!

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