Electronic Visit Verification (EVV)
Public Meeting

November 8, 2019

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Welcome

- All phone lines are muted

- Questions should be submitted through the chat feature

- We will address as many questions as possible at the conclusion of the presentation

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EVV Background

- Section 12006 of the 21st Century Cures Act requires all states to implement the use of EVV for Medicaid-funded personal care and home health care services that require an in-home visit

- States that do not comply with the 21st Century Cures Act will have their Federal Medical Assistance Percentage (FMAP) reduced

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EVV Implementation

- EVV must be implemented for personal care services (PCS) by January 1, 2020 and for home health care services by January 1, 2023

- PA is planning to apply for Good Faith Effort Exemption through CMS
  - Will be submitted by November 30, 2019
  - If approved by CMS, this will allow DHS to extend the soft launch period so that provider payments are not impacted
  - Providers are still expected to implement an EVV system by January 1, 2020

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EVV Implementation

- EVV compliance is still being discussed internally and we will share updates in the future

- IVR technology clarification from CMS
  - Telephonic verification must include validation through a GPS or location system
  - Cell phones are not acceptable for telephonic verification unless a location device code is included

- There are no additional changes to DHS EVV implementation due to recent CMS guidance

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Personal Care Services (PCS)

Office of Developmental Programs (ODP)

(Includes Agency and Participant-Directed Services)

- **Consolidated, Person/Family Directed Support Waiver (P/FDS), and Community Living Waivers, and Intellectual Disabilities/Autism (ID/A) Base Services**
    - Companion
    - In-Home and Community Support
    - Respite (unlicensed settings only)
    - Homemaker
- **Adult Autism Waiver**
    - Community Support
    - Respite (unlicensed settings only)

Office of Long-Term Living (OLTL) Waivers

(Includes Agency and Participant-Directed Services)

- Personal Assistance Services
- Participant-Directed Community Supports
- Respite (unlicensed settings only)

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Fee-For-Service (FFS) Programs

- ODP:
  - Consolidated, Person/Family Directed Support Waiver (P/FDS), and Community Living Waivers, and Intellectual Disabilities/Autism (ID/A) Base Services, Adult Autism Waiver

- OLTL:
  - OBRA Waiver, Act 150 Program

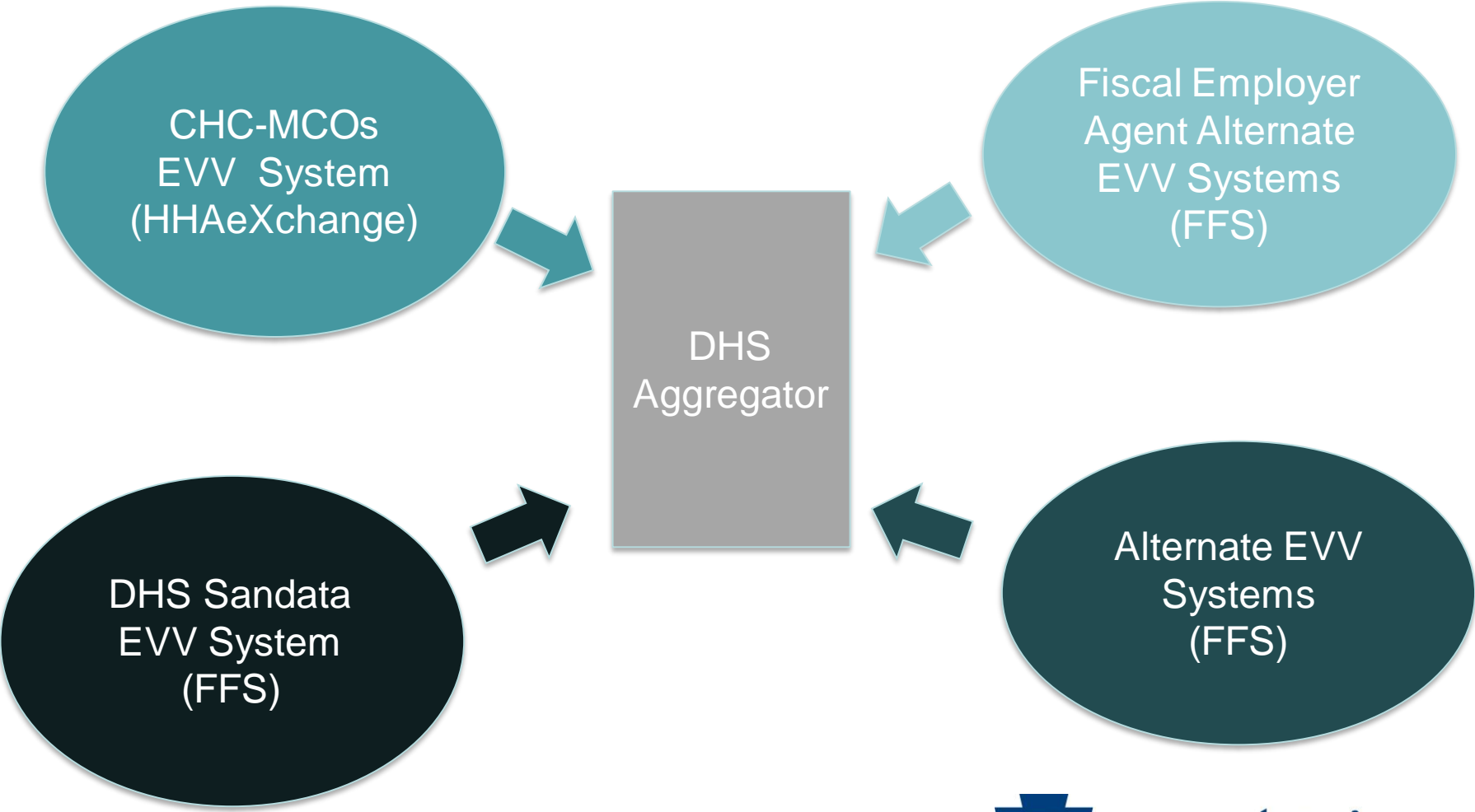## Community HealthChoices (CHC) Program

- Community HealthChoices 1915c Waiver

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Open Model

- DHS is working with DXC and Sandata to develop an EVV system that integrates with PROMISe™, our existing Medicaid Management Information System

- Providers may use their own EVV system (Alternate EVV)

- Alternate EVV systems need to capture the six required items under the 21st Century Cures Act and will need to meet DHS system data requirements to integrate with the DHS Aggregator

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DHS Aggregator

CHC-MCOs EVV System (HHAeXchange)

Fiscal Employer Agent Alternate EVV Systems (FFS)

DHS Aggregator

DHS Sandata EVV System (FFS)

Alternate EVV Systems (FFS)

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DHS Aggregator

- 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

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Alternate EVV

- FFS providers interested in utilizing an Alternate EVV system, or have questions specific to Alternate EVV, should contact the Sandata Alternate EVV support team to ensure the data interfaces will align before January 1, 2020

Contact information is as follows:
Phone: 855-705-2407
Email: PAAltEVV@sandata.com

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OLTL Providers

- Current CHC Providers and Aging, Attendant Care, and Independence Waiver Providers

  - The three CHC Managed Care Organizations (CHC-MCOs) are utilizing HHAeXchange for EVV

  - Providers using Alternate EVV systems in CHC will need to send their EVV data to the CHC-MCOs

  - Providers should contact HHAeXchange at EDIsupport@hhaexchange.com to complete third party system integration activities for CHC

  - Questions about HHAeXchange should be directed to the CHC-MCOs

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OLTL Providers

- FFS Providers (OBRA Waiver and Act 150 Program)

  - The DHS Aggregator will receive information from Alternate EVV systems being used by providers in FFS programs

  - Providers should contact Sandata at 1-855-705-2407 to complete third party system integration activities for FFS programs

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OLTL Providers

- Participant-Directed Services

  - OLTL's Vendor Fiscal Agent, Public Partnerships, LLC (PPL), is using an Alternate EVV system

  - This system is already integrated with PPL's timesheet and payment system as well as their participant and direct care worker online portals

  - Training began in August

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ODP Providers

- Fee-For-Service (FFS) Providers

  – Consolidated, Person/Family Directed Support Waiver (P/FDS), and Community Living Waivers, and Intellectual Disabilities/Autism (ID/A) Base Services, Adult Autism Waiver

  – DHS Sandata EVV system is available for FFS providers who do not have their own system

  – FFS providers choosing to use Alternate EVV systems will need to work with Sandata on certification

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ODP Providers

- Participant-Directed Services

    - PALCO will be using an Alternate EVV system

    - Updates will be provided in the future

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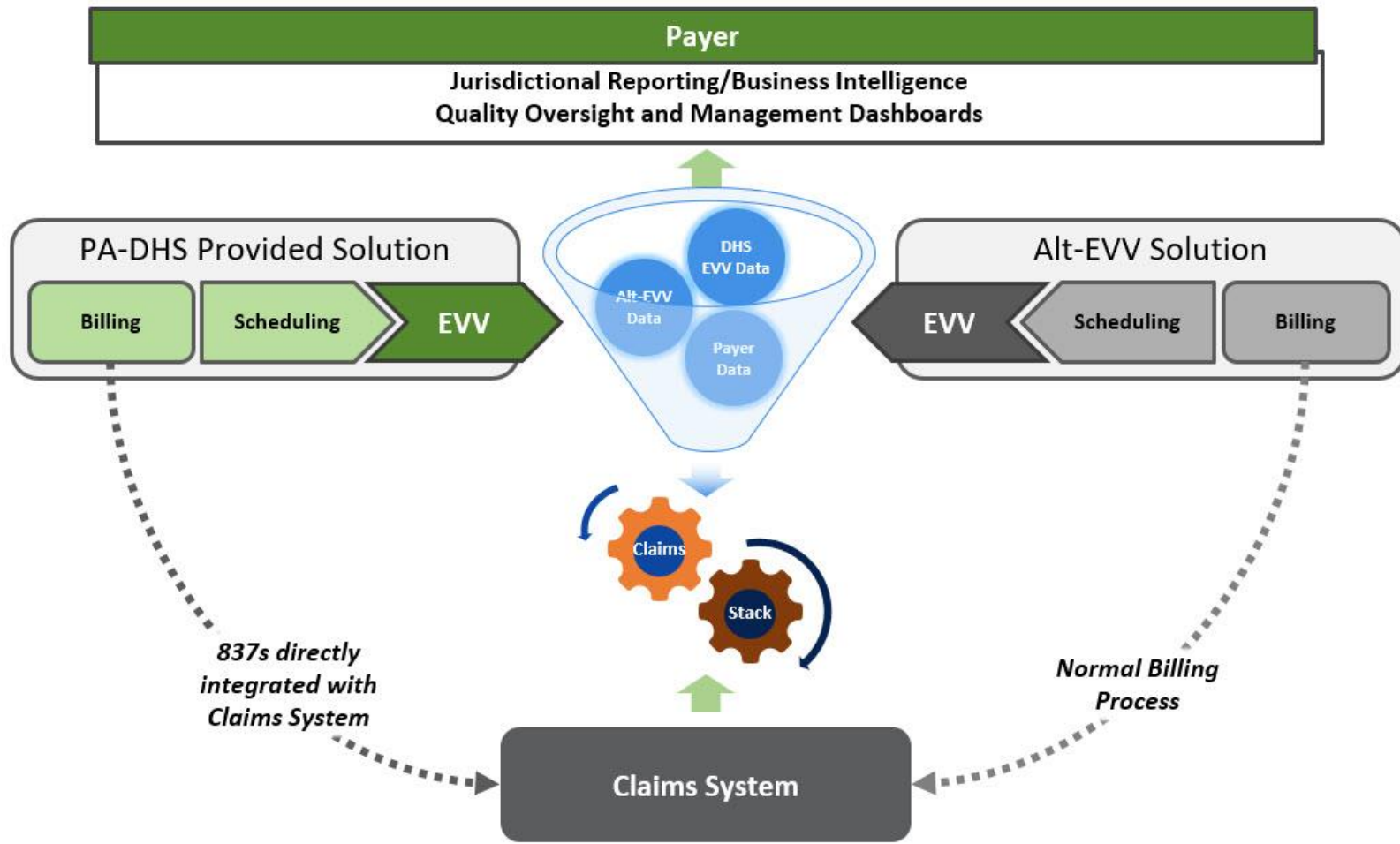
DHS Sandata EVV System

Who needs credentials?

- A provider supporting **only** CHC-MCO participants using the HHAeXchange system
  - No credentials required

- A provider supporting **only** FFS participants
  - Yes, credentials required for either:
    - Alt EVV – use of a non Sandata system
    - Sandata Portal login – Use of the PA-DHS provided system

- A provider supporting **both** CHC-MCO and FFS participants
  - No, if all visit data is captured via the HHAeXchange System
  - Yes, if visit data is captured in multiple systems

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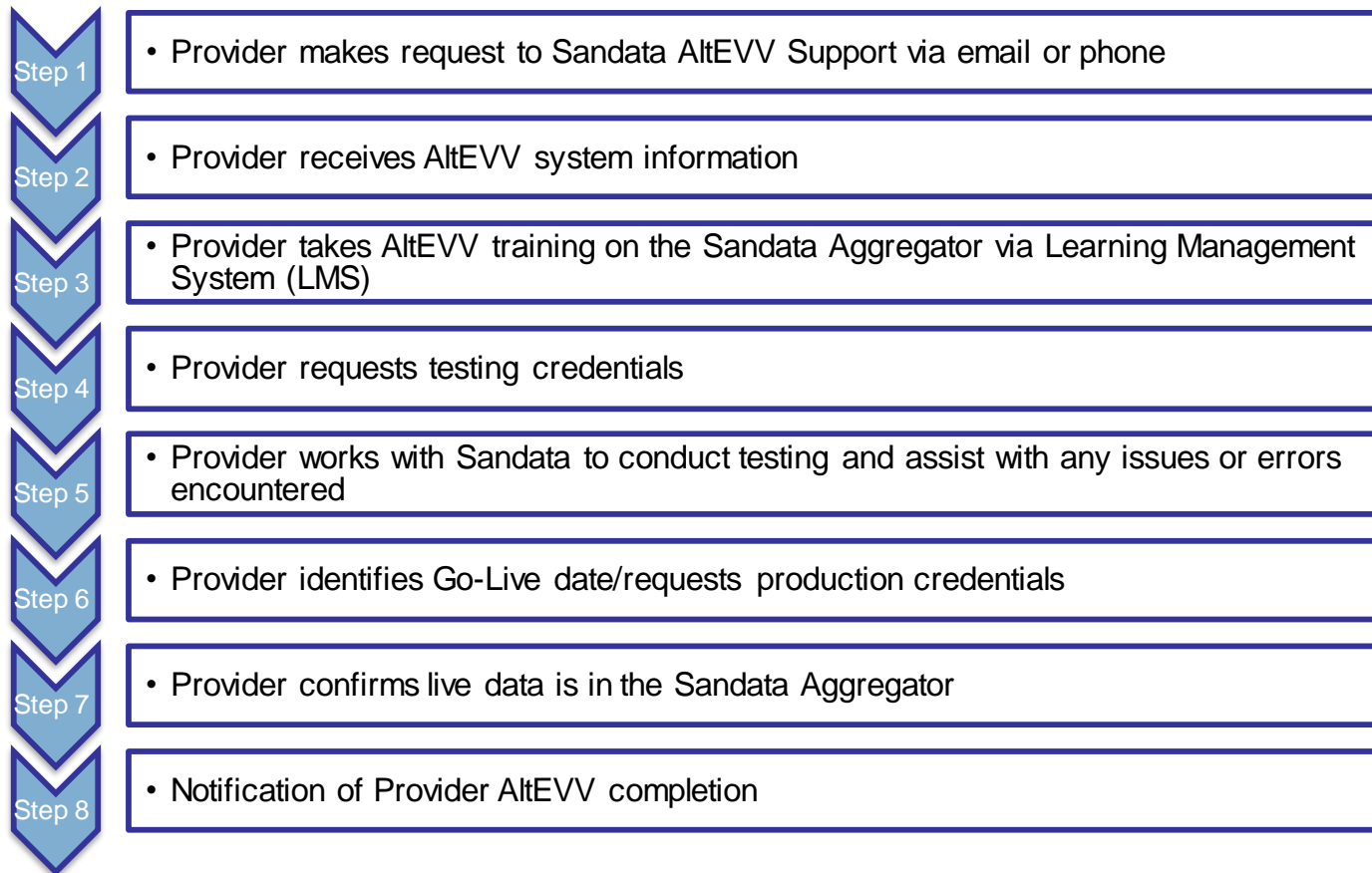DEPARTMENT OF HUMAN SERVICES

DHS Aggregator Training

Alternate EVV Aggregator Training **not** mandatory for:

- CHC-MCO providers using HHAeXchange only

- CHC Providers and Aging, Attendant Care, and Independence Waiver Providers electing to use the HHAeXchange EVV system offered by the CHC-MCOs must work with the CHC-MCOs to complete training and other onboarding requirements

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Alternate EVV (AltEVV) Certification Process

Step 1
- Provider makes request to Sandata AltEVV Support via email or phone

Step 2
- Provider receives AltEVV system information

Step 3
- Provider takes AltEVV training on the Sandata Aggregator via Learning Management System (LMS)

Step 4
- Provider requests testing credentials

Step 5
- Provider works with Sandata to conduct testing and assist with any issues or errors encountered

Step 6
- Provider identifies Go-Live date/requests production credentials

Step 7
- Provider confirms live data is in the Sandata Aggregator

Step 8
- Notification of Provider AltEVV completion

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Alternate EVV Certification Process

Alternate EVV Testing & Duration

- The Sandata Alternate EVV system is available for testing at all times (except during standard release windows)

- Sandata can assist with testing results and validation

- Participant matching will not be included as part of testing but will be enforced in production

- Duration of testing varies from 1 week to 4 weeks
  - Note: Testing should continue until the data sent is error-free

- Once testing is complete, Sandata encourages the move into production as quickly as possible

- Mandatory use date is 01/01/2020

- *NOTE: If provider using both Alternate EVV and DHS Sandata EVV system, please let Sandata know by contacting the Sandata Alternate EVV support team by phone at 855-705-2407 or by email at PAAltEVV@sandata.com no later than 11/29/19.*

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DHS Sandata EVV System

- The DHS Sandata EVV system self-paced training is available for providers electing to use the DHS Sandata system for OBRA, Act 150, and ODP programs.

- Providers using the DHS Sandata EVV system must complete this training in order to begin setting up their agency accounts and security permissions.

- Courtesy upload process for 80+ caregivers
    - Available through 01/01/2020
    - Please ensure you follow security processes to securely transmit data
    - Contact PAC at 1-800-248-2152 or papac1@dxc.com

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DHS Sandata EVV System

- The DHS Sandata EVV system is only available for Fee-For-Service providers

- Webinar and classroom training has concluded
  - 343 providers agencies have completed training and received Sandata Welcome Kits

- Self-paced, online training still available
  - Registration Link:
    - » https://sandatalearn.com?KeyName=PAEVVAgency

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DHS Sandata EVV System

- Welcome Kits are distributed within 1-2 business days after the completion of training.

- If you are a FFS provider and have completed training, but have yet to receive a Welcome Kit for your agency, please contact PAC at 800-248-2152 or papac1@dxc.com.

- Reminder to check spam/junk folders for Welcome Kit and/or login credential emails

- If Welcome Kit expired, call the PAC Line (EVV Prompt) to get welcome kit resent

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DHS Sandata EVV System

- ***Remember: Your DHS Sandata EVV account is live data and should be used only for actual visit information.***

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Helpful Tips – Passwords

– As a user, how can I avoid a password lockout in Sandata Mobile Connect?

- Password lock after three (3) failed attempts and cannot be reset for a period of 15 minutes
- After two (2) failed attempts, use the "Forgot Password" link to reset your password

Sandata MOBILE CONNECT™

COMPANY ID*

2-000000

USERNAME*

Username

PASSWORD*

Password

*denotes required field

LOG IN

FORGOT PASSWORD?

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Helpful Tips – Passwords

– As a user, how can I reset my Sandata Mobile Connect password?

- Open Sandata mobile connect
- Enter your login ID
- Click on the "Forgot Password" link on the login screen
- Answer my Security questions (Note: answers were set during account creation)
- Enter a new Password
- Confirm your new Password
- Enter your login ID and your new Password.

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Sandata
MOBILE CONNECT™

COMPANY ID*

2-000000

USERNAME*

Username

PASSWORD*

Password 🔒

*denotes required field

LOG IN

FORGOT PASSWORD?

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Helpful Tips – Passwords

- As an admin, how can I reset a Sandata Mobile Connect password for one of my users?
  - Log into the Sandata agency portal
  - Find the Employee
  - Click on the "Reset Mobile User Password" button from the main Employee page

DHS Sandata EVV System

Helpful Tips - Participant pending status

– All participants will be added to the Sandata system as pending based PA-DHS authorization data starting in 2018 to current date.

– Participants with an Active Authorization, should be changed to Active status

– To activate a Participant

1. Access the Participant record via the Clients Menu link in the Sandata Portal
2. Click the Program tab on the Client's record
3. Change Status to Active
4. Add SOC Data (Start of Care)
   a. This date can align with diagnosis or start date from prior authorization
5. Click Save and Close button

Note: Only Participants that you are actively providing services to and are authorized to receive service via a prior authorization will need to be activated.

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Helpful Tips - Participant pending status

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Helpful Tips - Participant pending status

EVV Implementation - Providers

- Providers will need to train staff and provide assistance to employees having difficulty using EVV

- Providers will need to review their Remittance Advice to monitor claims to identify issues that need to be addressed

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EVV Contact Information

- For questions on whether a provider or services are included in the EVV mandate, contact Provider Enrollment

    - ODP Provider Enrollment:
        - 866-565-9435 or ra-odpproverenroll@pa.gov

    - OLTL Provider Enrollment:
        - 800-932-0939, option 1

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EVV Contact Information

- For DHS Sandata EVV application questions:
  - Call 800-248-2152 or email papac1@dxc.com

- For EVV program questions:
  - Email to RA-PWEVVNotice@pa.gov

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October 2019

Soft launch of DHS EVV system

January 2020

Full implementation of system as required by Cures Act

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Additional Public Meeting

- EVV meeting to be open to the public*

    - December 18, 2019

    * *Date is subject to change*

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Questions regarding EVV can be sent to the EVV resource account at

RA-PWEVVNotice@pa.gov

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