Med-QUEST presents:
Electronic Visit Verification (EVV)

EVV Town Hall for QI Members and DDD Participants
April 19, 2022
Aloha
Today’s Agenda

- What is EVV?
- Why are we using EVV?
- What services require EVV?
- How does EVV work?
- Alternative EVV Vendors
- EVV Device Types

- Your Role
- Benefits of EVV
- Who uses EVV?
- Reminders
- Questions
- Resources
Questions?

If you have a question, please type the question into the Q&A box on your screen.
What is EVV?

EVV stands for Electronic Visit Verification.

EVV is a system that electronically verifies when and where services are provided to you.

What this means is that for your caregiver to get paid for the services they provide to you; they need to provide electronic proof.

Sandata is the Hawaii Vendor for EVV.
Why are we using EVV?

Congress passed a law called the 21st Century Cures act, requiring (mandating) that all home care agencies paid (reimbursed) by the government use EVV.
What services require EVV?

EVV is mandatory for services provided in your home such as:

- **Home Health Agency Services**
  - Skilled Nursing
  - Therapy: PT, OT, ST
  - HHA

- **Home Care Agency Services**
  - Personal Assistance Level I (PAI-Chore)
  - Personal Assistance Level II (PAII-Bathing, Feeding etc.)
  - Private Duty Nursing

- **IDD Waiver Services**
  - Chore
  - Personal Assistance/Habilitation (PAB)
  - Respite
  - Private Duty Nursing
How does EVV work?

Each EVV Visit confirms electronically:

- Date of service
- Type of service provided
- Member/Participant receiving the services
- Time the service begins and ends
- Caregiver/DSW providing the service
- Location where service starts and ends
Alternative EVV Vendor (Alt EVV vendor)

The Hawaii Vendor for EVV is Sandata.

But some provider agencies may choose to go with another vendor (an Alt EVV vendor) for their EVV Services.

The Alt EVV vendor will collect the same EVV information, but the steps may be a little different.

The steps we are showing you in this presentation is for providers using Sandata.
EVV Device Types

Smartphone – Sandata Mobile App

**Caregiver/DSW** own smartphone or **State supplied** smart device  
Sandata Mobile Connect (SMC)

Landline at the house
Telephonic Visit Verification (TVV)

FOB device kept at the house
Fixed Visit Verification (FVV)
Using a Smartphone – Sandata Mobile App
Using a smartphone – Sandata Mobile App

Your caregiver/DSW uses their own smartphone, or a smart device provided to them by their agency.

Your caregiver/DSW must have the free Sandata Mobile App on their smartphone/smart device from:

The smartphone/smart device will record the location of the caregiver/DSW only when services start and end.
Steps to use the Sandata Mobile App

Start Visit

- Caregiver/DSW arrives at your house
- Checks in on smartphone/smart device
- Date, current time and location recorded automatically
- It’s fast - takes less than a minute!
Steps to use the Sandata Mobile App

End Visit

- Caregiver/DSW is finished providing your service
- Checks out on smartphone/smart device and selects: [COMPLETE VISIT]
- Date, current time and location recorded automatically
- Caregiver/DSW gives you the phone
Your Role!

Confirm and Verify that your services were provided.
Step 1:
Verify Visit

- Verify Date (at the top)
- Confirm or Deny Correct Service
- Confirm or Deny Visit Start and End Time
- Click Continue
Step 2:

Confirm Visit

➢ Confirm – verify the information entered on the previous screen.

➢ If correct select confirm

➢ If not correct select go back and change the information.
Step 3: Confirm Visit

By Signature

By Voice
Step 4:

Confirm Visit

- Click Continue

- You will see this notification at the end
Using a Landline  (Telephony or TVV)
Steps to use a Landline (Telephony or TVV)

Start/End Visit

- **Start the Visit** – Caregiver/DSW uses the landline phone in your home.
- Caregiver/DSW calls the number provided and enters their information.
- The calls log the start and end times, and location.
- **End the Visit** - Caregiver/DSW uses the landline to call again and enters their information to finish the visit.
Using a FOB (Fixed Visit or FVV)
Steps to use FOB (Fixed Visit or FVV)

Start/End Visit

- A FOB device is ordered by your provider agency and will remain at your house.
- **Start/End Visit** – Caregiver/DSW will use the FOB to get a 6-digit number before starting work and to get another 6-digit number after finishing work.
- The 6-digit numbers log the start and end times, and location.
- Caregiver/DSW has up to 7 days to enter the 6-digit codes into the system.
EVV – Benefits for you

- Ensures you receive your services!
- EVV is easy to use.
- No more paper task/timesheets!
- Mobile App is free for Caregivers/DSWs.
- No costs or fees to you or your Caregivers/DSWs.
- No training needed – Caregivers and DSWs will receive training from the agency that they work for.
EVV will be used by...

- Personal Care Workers
- Chore Workers
- Licensed Practical Nurses (LPN)
- Registered Nurses (RN)
- Direct Support Workers (DSW)
- Home Health Aides (HHA)
- Physical Therapist (PT)
- Occupational Therapist (OT)
- Speech Therapist (ST)
A few reminders about EVV

➢ Your role is to confirm and verify.

➢ Report to the agency when you need to reschedule.

➢ Call your agency if no one shows up.

➢ Provider agencies will set up schedules for your Caregivers/DSWs.
Questions regarding EVV?

- Contact your Service Coordinator or DD Case Manager
- Contact us at: EVV-MQD@dhs.hawaii.gov
More information about EVV is available at:

- MQD EVV site: [www.medquest.hawaii.gov/EVV](http://www.medquest.hawaii.gov/EVV)
- Sandata Technologies: [https://www.sandata.com/](https://www.sandata.com/)
- 21st Century CURES Act:
- CMS Medicaid EVV site:
Mahalo!