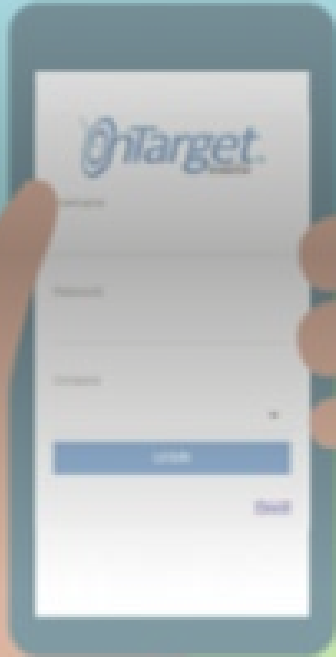


Med-QUEST presents:

ELECTRONIC VISIT VERIFICATION



EVV Town Hall for Self-Direct Members/Employers

January 19, 2023



Aloha



Today's Agenda

- What is EVV?
- Why are we using EVV?
- How does EVV work?
- Who uses EVV?
- What services require EVV?
- Live-in Caregiver/Employee
- No More Timesheets

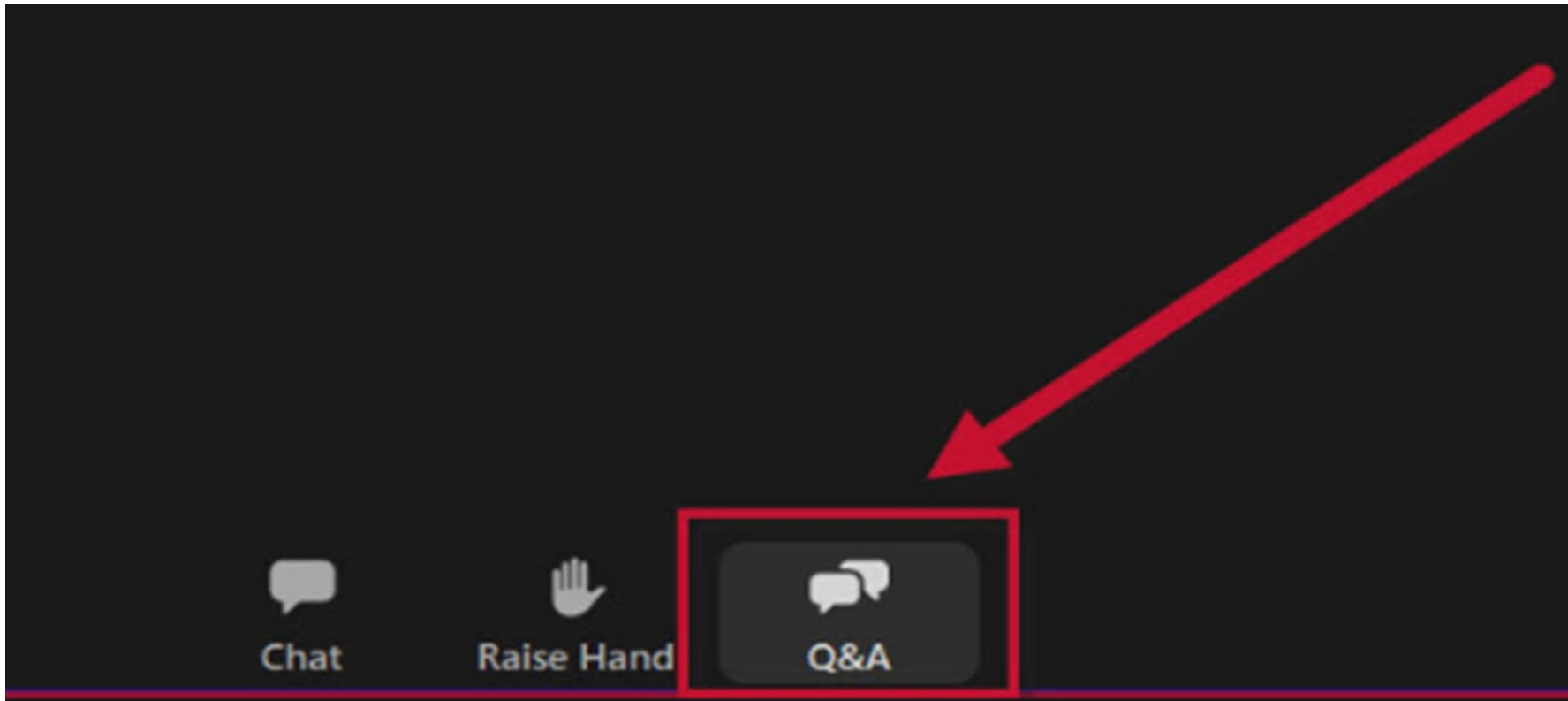
- EVV Device Types
- Your Role
- Benefits of EVV
- Reminders
- FAQs
- Questions
- Resources





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/Employee to get paid for the services they provide to you; they need to provide electronic proof.



Sandata is the Hawaii Vendor for EVV for the entire state.



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. (2016)

The 21st
Century
Cures Act





How does EVV work?



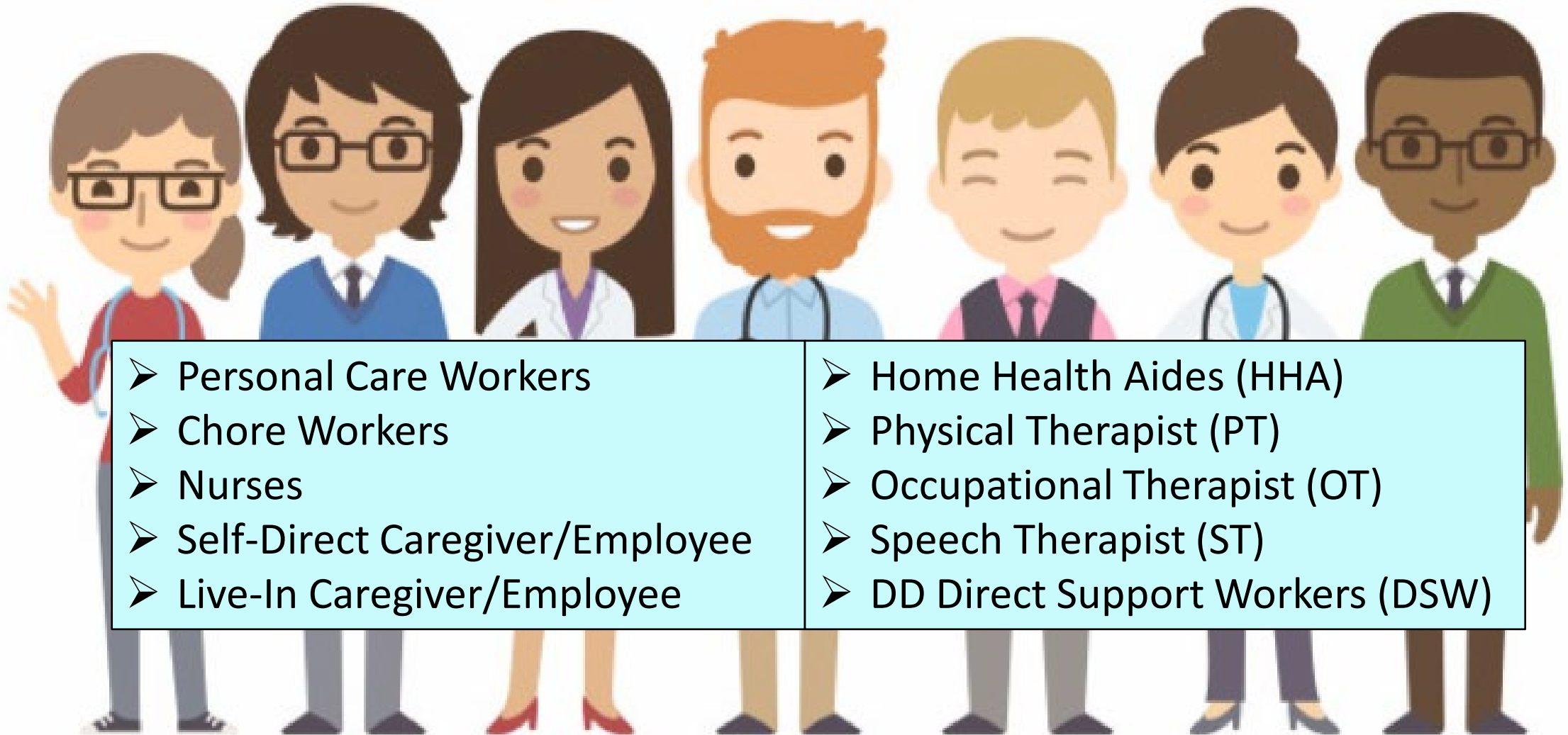
Each EVV Visit confirms electronically:

- **Date** of service
- **Type** of service provided
- **Member/Employer** receiving the services
- **Time** the service begins and ends
- **Caregiver/Employee** providing the service
- **Location** where service starts and ends



EVV will be used by...

All AGENCY and SELF-DIRECT PROVIDERS





QI Self-Direct (SD) Program

- Employer: as a Health Plan member in the self direct program, you are the Employer. (Member/Employer)
- Employees: Your caregivers are your employees. (Caregiver/Employee)





What Self-Direct Services Require EVV?

EVV use is mandatory to be paid for Self-Direct services.

Self-Direct Services

- Personal Assistance Level I (PAI=Chore)
- Personal Assistance Level II (PAII=Bathing, Feeding etc.)
- Personal Assistance Level II Delegated (Nursing Tasks)




EVV – Live-In Caregiver/Employee

- **Hawaii requires Live-In Caregiver/Employees to use EVV.**
- **To get paid, Live-In Caregiver/Employees are required to check-in and check-out for all authorized services.**



NO MORE TIMESHEETS



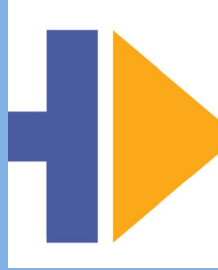
- Self-Direct Caregiver/Employees must use EVV to get paid for Personal Assistance (PA) Services.
 - Risk: No payment, late or smaller payment
- All Self-Direct Caregiver/Employees are required to use an EVV device to check-in and check-out when providing authorized self-direct services.
 - Risk: No payment, late or smaller payment 
- Most Self-Direct Caregiver/Employees are now successfully logging in and out for every visit without using timesheets.



Effective 10/1/2021 - EVV use is now required for payment



EVV Device Types



Smartphone – Sandata Mobile App

Caregiver/Employee 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)



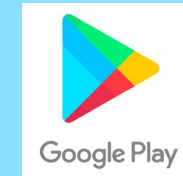
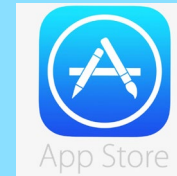
Using a smartphone – Sandata Mobile App

Using a smartphone – Sandata Mobile App



Your Caregiver/Employee uses their own smartphone, or a smart device provided to them by the Health Plan (via Sandata).

Your Caregiver/Employee must have the free Sandata Mobile App on their smartphone from:



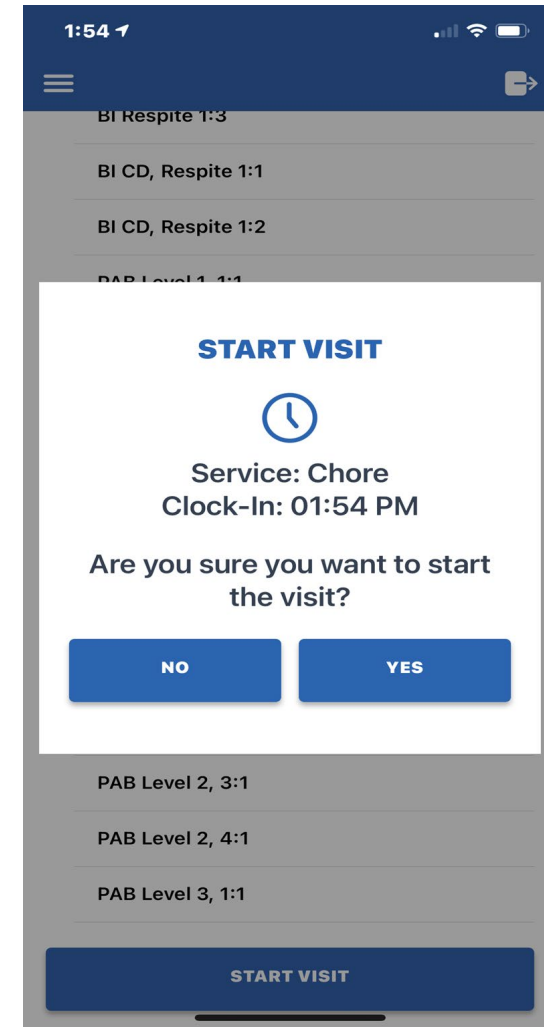
The smartphone will record the location of the caregiver/employee only when services start and end. *GPS Location must be turned on.



Steps to use the Sandata Mobile App

Start Visit


- Caregiver/Employee arrives at your house
- Checks in on smartphone
- Date, current time and location recorded automatically
- It's fast - takes less than a minute!

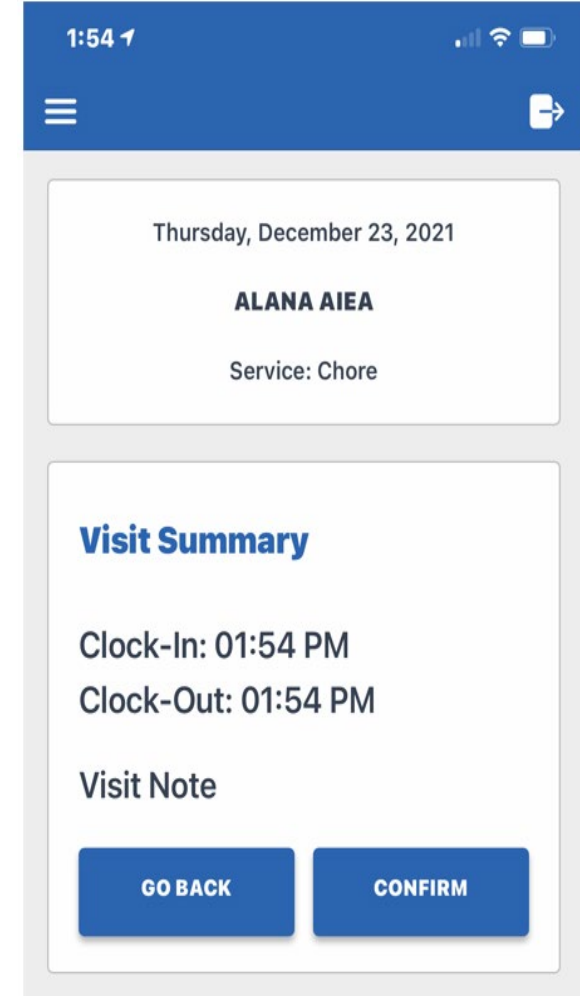




Steps to use the Sandata Mobile App

End Visit

- Caregiver/Employee is finished providing your service
- Checks out on smartphone and selects:

- Date, current time and location recorded automatically
- Caregiver/Employee gives you the phone

The image shows a screenshot of the Sandata Mobile App's 'End Visit' screen. At the top, there is a blue header bar with the time '1:54' and a signal strength icon on the left, and a battery level icon on the right. Below the header, there is a white card with a blue border. Inside the card, the date 'Thursday, December 23, 2021' is displayed. Below the date, the name 'ALANA AIEA' is shown in bold. Underneath the name, the text 'Service: Chore' is visible. Below the white card, there is another white card with a blue border. This card has a blue header with the text 'Visit Summary'. Below the header, the 'Clock-In: 01:54 PM' and 'Clock-Out: 01:54 PM' are displayed. Below the clock times, the text 'Visit Note' is shown. At the bottom of the card, there are two blue buttons: 'GO BACK' and 'CONFIRM'.



Your Role as the Employer!

Client Verify

Please pass the device to the client to verify the visit

SKIP **CONTINUE**

1. Confirm and Verify that your services were provided.
2. Make sure that there is always someone there (designee) to sign off.

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

1:55

CLIENT VERIFICATION

Thursday, December 23, 2021
ALANA AIEA

Service(s):
CHORE

DENY **CONFIRM** ✓

Visit Time:
01:54 PM - 01:54 PM

DENY **CONFIRM** ✓

GO BACK **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.

1:55

CLIENT CONFIRMATION SUMMARY

Thursday, December 23, 2021

ALANA AIEA

Confirmation Summary

Chore: Confirmed
Visit Time: Confirmed

GO BACK **CONFIRM**



Step 3: Confirm Visit

1:55

Thursday, December 23, 2021

ALANA AIEA

Service: Chore

SIGNATURE VOICE RECORDING

Sign by using your finger on the device

×

CONTINUE

By Signature

OR

1:56

Thursday, December 23, 2021

ALANA AIEA

Service: Chore

SIGNATURE **VOICE RECORDING**

Press the record button to start recording and press again to stop. Please say your name and the date.

● ▶ ■

CONTINUE

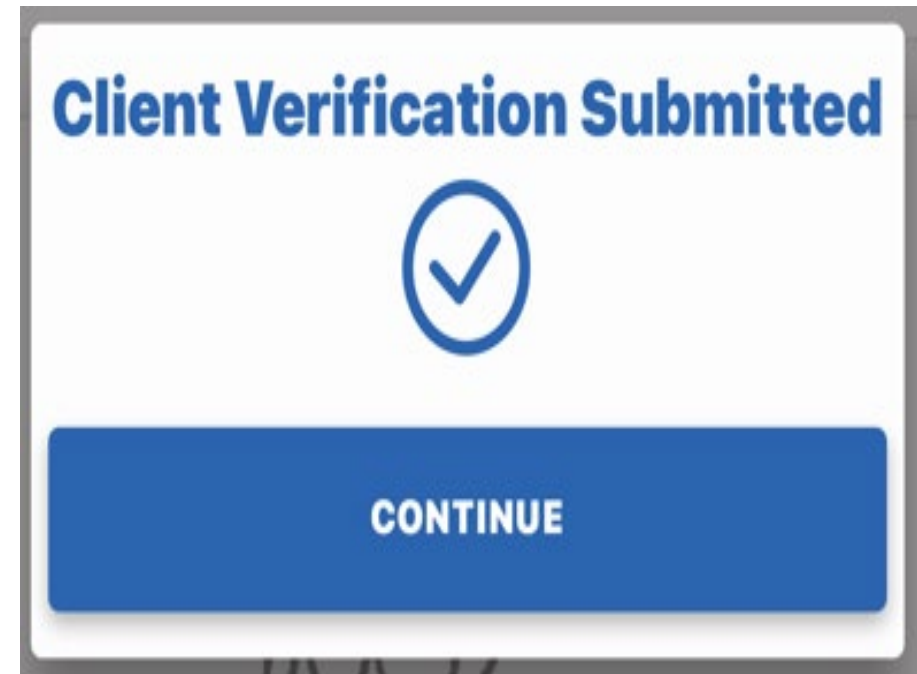
By Voice



Step 4:

Confirm Visit

- Click Continue
- You will see this notification at the end



Congratulations now your Caregiver/Employee will be able to get paid!!



Using a Landline (Telephony or TVV)



Steps to use a Landline (Telephony or TVV)

Start/End Visit



- **Start the Visit** – Caregiver/Employee uses the landline phone in your home
- Caregiver/Employee calls the number provided and enters their information
- The calls log the start and end times, and location.
- **End the Visit** - Caregiver/Employee uses the landline to call again and enters their information to finish the visit.

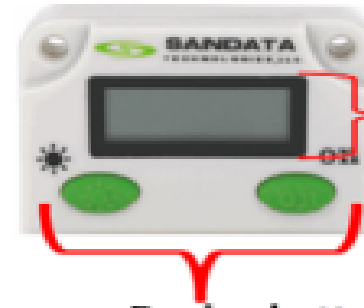


Using a FOB (Fixed Visit or FVV)



Steps to use FOB (Fixed Visit or FVV)

Start/End Visit



Device Display Screen.
Where the six-digit
number appears.

Device buttons.
Press one button to display
the six-digit number

- A FOB device is ordered by the Health Plan – Health Coordinator and will remain at your house. **(One FOB per Member*)**
- **Start/End Visit** – Caregiver/Employee 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.
- **SD workers using a FOB (FVV) must call in the 6-digit codes with a phone (landline or cell phone) after providing services.**



Mix and Match EVV Check-In and Check-Out

Check in	Check Out
Smart Phone (SMC)	Smart Phone, Landline or FOB
Landline (TVV)	Smart Phone, Landline or FOB
FOB (FVV)	Smart Phone, Landline or FOB



EVV – Benefits for you

- Ensures you receive your services!
- EVV is easy to use
- No more paper task/timesheets!
- Mobile App is free
- No costs or fees to you or your Caregiver/Employee
- Training needed – you and your Caregiver/Employee will receive training from your health plan and your Health Coordinator





A few reminders about EVV

- Your role as a Member/Employer is to confirm and verify.
- Make sure that there is always someone there (designee) to sign off.
- Report to your health plan when you need to reschedule.
- Call your health plan if no one shows up or if your Caregiver/Employee is too sick to work.
- Your health plan Health Coordinator can help you set up schedules for your Caregiver/Employee.





FAQs for SD

Manual Edits

My
Caregiver/Employee
forgets to check-in
and/or check out

Sandata's Top 5 Visit
Exception Trends

Designee

Changing Services

Email Address for
Self-Direct
Member/Employers

Service Locations

Password Tips

Problems with
Sandata App



Manual Edits

- What is a Manual Edit?
 - A **manual edit** is when an EVV visit is changed by a person.
 - This is an error that must be fixed.
- Manual Edit Federal Requirement
 - No more than 15% of **manually edited** visits allowed.
 - It's important to keep manual edits low because all errors add up.



Failure to use EVV will result in losing your self direct services and moving your self-direct services to an agency provider.



Examples of Manually Edited visits in EVV

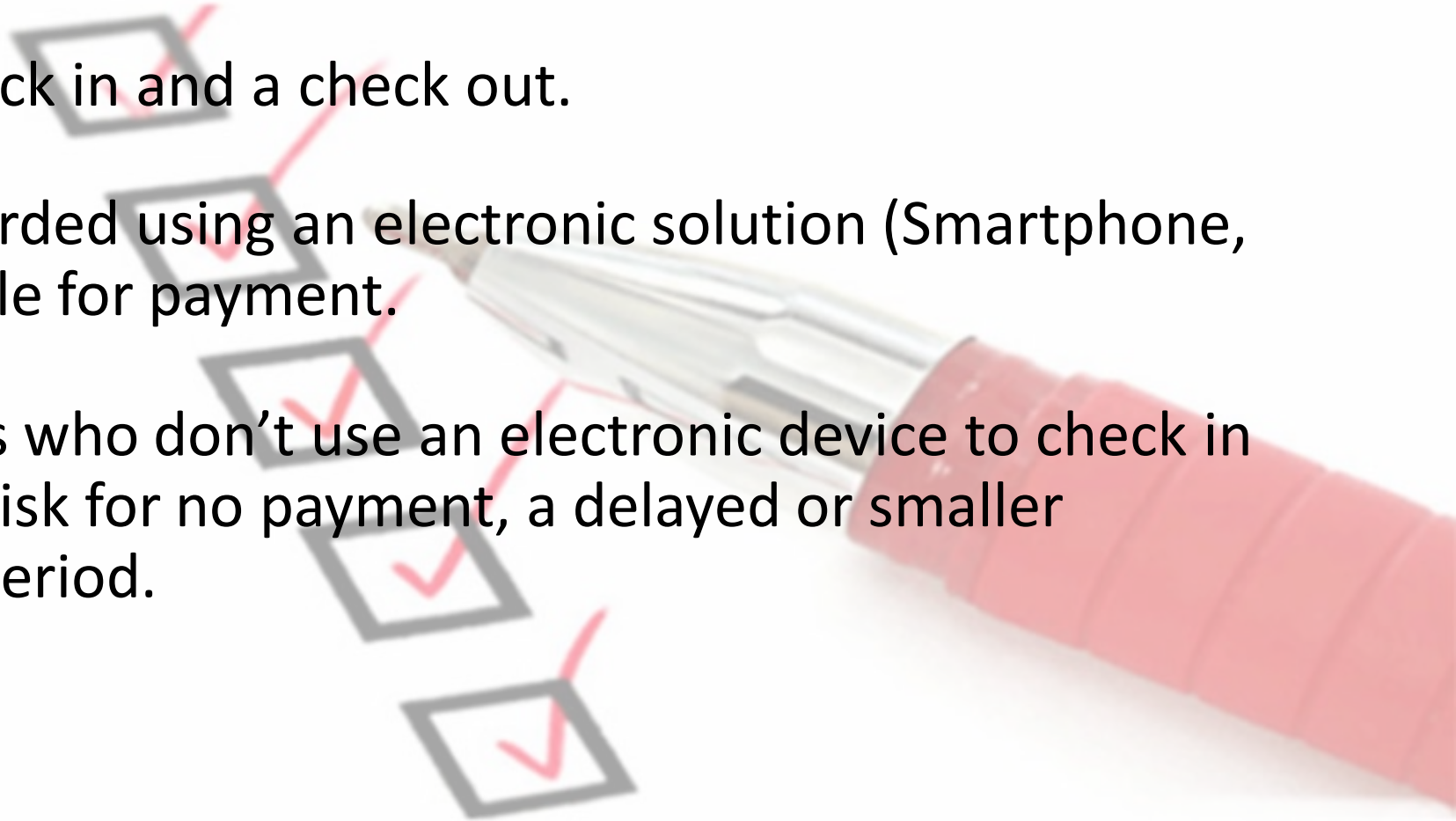
- Check-in or check-out times are missing.
- Adding the check-in and/or check-out times to a visit.
- Changing check-in and/or check-out times.
- The member/designee doesn't sign off or record their voice to confirm the visit.
- If you start a visit without the member's name.
- If the Health Plan enters the FOB codes into the system.



My Caregiver/Employee Frequently Forgets to Check in and Check out



- All visits require a check in and a check out.
- All visits must be recorded using an electronic solution (Smartphone, FOB, TVV) to be eligible for payment.
- Caregivers/Employees who don't use an electronic device to check in and check out are at risk for no payment, a delayed or smaller payment in that pay period.





Changing Services

REMINDER

If your Caregiver/Employee is providing more than one service your Caregiver/Employee must check in and out of each service.

- For example, if your Caregiver/Employee is providing both PA I chore and PA II bathing during the same visit.

START VISIT

1. Caregiver/Employee logs in and clicks “**start visit**” for PA I chore service.

SWITCH SERVICE

2. After finishing PA I chore, Caregiver/Employee logs in and clicks “**switch service**” to begin PA II bathing service.

COMPLETE VISIT

3. After finishing PA II bathing, Caregiver/Employee logs in and clicks “**complete visit**” to end the service.



Designee/Representative

- Make sure that there is always someone (designee) to sign off and confirm the visit in the home.
- Contact your Health Plan to help set up a Designee if needed.
- May be needed if:
 - Member cannot sign
 - If primary Designee/Representative is not present in the home at the time of the visit (back up designee)





Email Address for Self-Direct Members/Employers



- Email addresses are **required** for self-direct Member/Employers to fix visits.
 - For example, if your Caregiver/Employee forgot to check out.
- Contact your Health Coordinator at the Health Plan for assistance with entering your email address into the Medicaid and Sandata EVV system*

REMINDER



Service Locations

REMINDER



- If you receive services in more than one location, all addresses need to be added into the Sandata EVV system.
- Contact your Health Coordinator to receive training on how to add the additional addresses.
- Keep your Health Coordinator informed of where you receive all your self-direct services.



PASSWORD TIPS

REMINDER

CHANGE PASSWORD: Every 90 days your password will expire and will need to be changed. This is for your security and protection against computer hackers.



1. A Reminder Notice will show on your phone screen – 10 days before your password expires.
2. Change your password right away, when you get the reminder notice.
3. If you forget to change your password and your password expires, you will be blocked. Your Caregiver/Employee cannot check in or out and your Caregiver/Employee might not get paid!

[FORGOT PASSWORD?](#)

Forgot your password? Click button “forgot password” on login screen to have your password be reset.



Problems with the Sandata App

- Let your Health Plan know when something looks different on the app!
 - For example: if you see a blank white screen.
- Call your Health Plan right away!!



Need More Training?

- Sandata EVV Training Link:
<https://fast.wistia.net/embed/channel/39hu84ouhv>
- Hawaii Caregiver Video Library:
<https://fast.wistia.com/embed/channel/x564zgak7t>
 - **Subscribe to be notified of new videos and updates**
- Call your Health Coordinator to get more training.



Self-Direct Contact for Health Plans

Health Plan	Contact Person	Contact Number	Email Address
AlohaCare	Health Coordinator	808-973-0712 Option #1 – ask for your Health Coordinator	None
HMSA	Health Coordinator	808-948-6997	None
Kaiser	Self-Direct Team	808-432-3147/ 808-432-3679	None
Ohana	Self-Direct Payroll	808-675-7361	None
UHC	Self-Direct Payroll	1-888-320-9598	self_direct@uhc.com



MQD Eligibility Contact Information

Medicaid Eligibility Branch Offices

<https://medquest.hawaii.gov/en/resources/med-quest-offices.html>

Med-QUEST Phone Numbers			
Oahu	(808) 587-3521/ (808) 692-7364	Maui	(808)243-5780
		Molokai	(808) 553-1758
Hilo	(808) 933-0339	Lanai	(808) 565-6460
Kona	(808) 327-4970	Kauai	(808) 241-3575



HI EVV Website

- Additional information regarding EVV is available on our EVV website:
<https://medquest.hawaii.gov/en/plans-providers/electronic-visit-verification.html>
- All previous Town Hall Presentations
- Link for additional EVV Training
- Additional Resources





More information about EVV is available at:

➤ MQD EVV site: www.medquest.hawaii.gov/EVV

➤ Sandata Technologies: <https://www.sandata.com/>

➤ 21st Century CURES Act:

<https://www.congress.gov/bill/114th-congress/house-bill/34/text>

➤ CMS Medicaid EVV site:

<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>



Questions?



Still have questions or problems using EVV?

- Step 1: Contact your Health Plan- Health Coordinator
- Step 2: Contact us at: EVV-MQD@dhs.hawaii.gov



Mahalo!