

EVV Readiness - Provider Agency

In order to ensure a successful launch of the EVV program, Hawaii Med-QUEST and our selected vendor, Sandata developed a list of steps that need to be completed before October 5, 2020. Completing the list below will ensure that you are compliant with Medicaid and Med-QUEST

The following list of steps are for those using the system provided by Sandata. If you are using an alternate EVV system, please skip to “II. Providers using an Alternate/3rd Party EVV System” for further instructions.


I. Providers Using Sandata for EVV



Register for Training – October 1st, 2020

All Providers are required to complete EVV training. An email will be sent to you in September explaining how to register for access. Webinar training schedules will be posted on the Med-QUEST webpage.

- The Training Prerequisite includes a course overview as well as instruction on set up of users and device ordering. The Prerequisite courses must be completed before the Welcome Kit is released to your agency and is typically attended by the Agency Administrator. The courses will be available October 5 through October 15, 2020. An email will be sent to you with instruction on how to complete.
- Once you complete training, you are ready to build users and assign users to their training. Webinar training sessions for Support staff and end users will be available starting October 16, 2020.
- Training registration for staff and caregivers is available beginning August 28 through October 8, 2020.
- Self-paced/online sessions will be available throughout the life of the program starting October 5, 2020.

EVV ROLLOUT CHECKLIST 	
Using Sandata EVV	
October - December	
<input type="checkbox"/>	Registration for Training
<input type="checkbox"/>	Complete Training
<input type="checkbox"/>	Customize EVV System
<input type="checkbox"/>	Order Devices
<input type="checkbox"/>	Staff Training
<input type="checkbox"/>	Start Using EVV
Using 3rd Party EVV solution	
October	
<input type="checkbox"/>	Registration for Aggregator Training
October 16th 2020	
<input type="checkbox"/>	Complete Testing w/ Sandata
December 30th 2020	
<input type="checkbox"/>	Start Using EVV

Information on the training seminars and registration will also be posted at www.medquest.hawaii.gov/EVV

Complete Training – October, 2020:

All required training should be finished during this time in order to be ready for the launch of EVV. Once finished, you will receive your login credentials and be able to customize your EVV system. Training details and information about registration will be sent in September and available at www.medquest.hawaii.gov/EVV

Customize EVV – October, 2020

Once training is completed and you have received your credentials, you will need to add employees, other relevant information and validate the information provided via feed.

Order Devices – October, 2020

Start having discussions with your employees in preparation for device selection. There are four options are:

1) BYOD (caregiver uses their own device – phone or iPad):

By default, the Med-QUEST policy is for the caregiver to download and use a free app on their mobile device. The caregiver is responsible for installing the application on their own device. For caregivers who do not wish to use a mobile device, a notification must be submitted in writing/email to the Provider Agency letting them know use of the worker's device is not possible.

2) State-provided Android device:

Once notification is received, an agency is responsible for ordering any required devices for the caregiver who choose a State-provided smart device. You can begin placing device requests in October. Devices will ship within a few days of ordering to the requesting agency and sent to either the requesting agency or the caregiver's address. The device can be shared securely between multiple caregivers. Training for device requests will start in October.

3) Telephone Visit Verification (TVV):

When recording a visit over the phone (TVV) only the **member's landline** can be used. Confirmation of a landline is required and a toll-free phone number to access will be

provided. Instructions for use of a landline will be provided to the agency for distribution to the caregiver.

4) Fixed Visit Verification device (FVV):

Agencies are responsible for ordering FVV devices for the members. FVV devices must be used with a paper timesheet and require manual entry into the EVV system. Training for device requests will be included in the webinars and via recorded training.



Provide/Assign Staff Training:

Once you have entered all your individuals and, if applicable, employees into the Sandata system, it is time to make sure your staff is trained and ready. You can assign your staff the appropriate webinars for their job roles. There will be training aids available on the Med-QUEST webpage for follow up training (e.g. video training for your Direct Care Workers, recorded webinars and self-paced on-line training).



EVV Launch– October, 2020

Before EVV goes live on October 5, 2020, you should be finishing all previous steps and preparing for launch. Use this time to make sure all devices are in place and that staff and individuals are properly loaded into the EVV system. Review any training your staff feels like they need via the self-paced modules online.

EVV Support

Med-QUEST and Sandata are committed to the success of the EVV program. Should you have any support questions or concerns, please contact the Support line at 855-928-1141 or HICustomerCare@sandata.com. Support will be available 24 hours per day after October 5th.

Self-paced training modules will be available for the life of the program on the www.medquest.hawaii.gov/EVV.

II. Providers using an Alternate/3rd Party EVV System

Some agency providers may choose to use an alternate EVV system for visit data collection.

- Alternate EVV users will still be required to complete online training available between October 5 through November 30th, 2020.
- Alternate EVV systems must meet the business requirements and specifications established by Med-QUEST, **please contact 855-289-4246 or HIAltEVV@sandata.com by September 1, 2020**, to initiate the link to the Sandata Aggregator.
- If you choose to use an alternate EVV system at the start of the program, your system should be approved and functional by October 16, 2020.

Alternate EVV systems are not eligible for State-supplied devices. If you are using an Alternate-EVV system, you certify that you have all hardware and software necessary to support that system.

If you have questions about using an alternate EVV system or are waiting for testing information, please contact Support at 855-289-4246 or HIAltEVV@sandata.com