MQD EVV Provider EVV Update Meeting Presentation

11/3/2022

Device Reminders

- For each device that you are having a problem with, a ticket needs to be opened.
- Remind caregivers to log in to the mobile app each morning before leaving home.
- When the caregiver gets back home, they need to log in to the mobile app for visits to upload.
- Only one FOB device issued per member.
- Sandata Q&A

Device Discussion with Sandata (Home Care)

Sandata Manual Edit Reports

Manual Edit reports will be available soon.
- Auto Verification Report Detail
- Auto Verification Report Summary
  - In Sandata: select Reports > Date Range Reports >
    - Auto Verification Report Detail
    - Auto Verification Report Summary
- Paige to demo reports (Home Care Mtg)

Hawaii Caregiver Video Library

- **Sandata has released a new training resource for Caregivers**
- **Library includes short videos on:**
  - **Successful visits start to finish**
  - **Getting started**
  - **Starting visits**
  - **Completing visits**
  - **Switching services**
  - **Group visits**
  - **Telephone visit capture**
- **Hawaii Caregiver Video Library: https://fast.wistia.com/embed/channel/x564zgak7t**
  - **Subscribe to be notified of new videos and updates**

Manual Edits/Manual Entered Memo

- MQD is finalizing the Manual Edit Memo
- New start date for visit monitoring is targeted for 12/1/2022.
- Dates have been updated on the memo with the new timelines (everything pushed back 1 month).
  - *Memo will be displayed during meeting.*

EVV Town Hall Meeting

- EVV Town Hall Meeting for QI Members and DD Participants was held on 10/19/2022.
  - There were no attendees.
  - Should we cancel Town Halls for these members?
- Next Town Hall is scheduled for 1/19/2023.

Member Designee

- We have a noticed a high number of Manual Edits due to no client signature.
- Recommendation: Having someone (designee) available to sign off and confirm the visit in the home.
  - All QI designees need to be documented using form 1121 (on Med-QUEST website).
  - All DDD designees need to be documented with DD Case Manager.
- (After documented) If using Sandata, Designees can be added by the agency in the Sandata portal.
- Designees 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)

Stopping Member Services

- Member services should not be stopped due to an EVV issue.
  - This includes missing authorizations or device issues.
  - The manual edit memo includes a 15% buffer for situations where manual entry may be necessary.
  - If manual entry is needed a ticket or email request should be associated with the member.

Password Resets

- Password resets were at the top of the Sandata Support List this week again.
- Password reset instructions can be found on the EVV website [here](#).

Next Meeting

- If you have any questions before our next meeting, please email us at: **EVV-MQD@dhs.hawaii.gov**

- Next meeting will be held on Thursday, 12/1/2022:
  - MQD/DDD Providers at 9:00 – 9:55 am
  - Home Care Providers at 10:00 – 10:55am
  - Home Health Providers at 11:00 – 11:55am