

MQD EVV Provider EVV Update Meeting Presentation

1/5/2023

ALOHA

Sandata Manual Edit Reports

Your agency should now be able to access the Manual Edit reports in Sandata.

- Auto Verification Report Detail
- Auto Verification Report Summary
 - In Sandata: select Reports > Date Range Reports
 - Auto Verification Report Detail
 - Auto Verification Report Summary
- If you are still not able to access these reports, send an email to the EVV mailbox.

Auto Verification Report Summary

- HP/DDD will be using the Auto Verification Report Summary for manual edit monitoring.

Account: 85107 - asouza2@dhs.hawaii.gov [LOG OUT](#)

Preview Report Reports / **Preview Report**

[← GO BACK](#)

For an accessible version of this report, click "EXPORT TO EXCEL" to open report in Excel. [EXPORT TO EXCEL](#)

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Auto Verification Summary

Report Parameters
 Account: HI Master Training Acct (85107)
 For: 12/21/2022 - 12/31/2022 11:59:59 PM

ACCOUNT	ACCOUNT NAME	PROVIDER ID	VERIFIED VISITS				ALL VISITS				
			WITHOUT MANUAL UPDATES	PERCENT	WITH MANUAL UPDATES	PERCENT	AVERAGE UPDATES PER VISIT	% VERIFIED VISITS	% NON-VERIFIED VISITS	INCOMPLETE VISITS	SCHEDULED ONLY
85107	HI Master Training Acct	851290	0	0.00%	0	0.00%	0.00	0.00%	100.00%	5	4
Grand Totals:		Verified Visits : 0	0		0					5	4

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Auto Verification Report Detail-Reason Codes

Reason Code	Description
1	Member No Show
2	Member Unavailable
3	Member Refused Verification
4	Member Refused Service
5	Member Incapable, Designee Unavailable
6	Caregiver Failed to Call In - Verified Services We Delivered
7	Caregiver Failed to Call Out - Verified Services W Delivered
8	Caregiver Failed to Call In and Out - Verified Ser Delivered
9	Caregiver Called Using an Alternate Phone
10	Caregiver Change
11	Mobile App Issue/Inoperable
12	Telephony Issue/Inoperable
13	FVV Issue/Inoperable
14	Service Outside the Home
15	Unsafe Environment
16	Other
17	Caregiver No Show

Auto Verification Details

For: 12/22/2022 - 12/22/2
Corporation: HI_AC

VISIT DATE	AUTO VERIFIED	PROVIDER ID	# OF MANUAL UPDATES	STATUS	CALL		ADJUSTED		REASON CODES
					START	END	START	END	
12/22/2022	Y	229	0	Verified	09:00 AM	05:12 PM			
12/22/2022	Y	229	0	Verified	12:55 PM	05:00 PM			
12/22/2022		229	0	Incomplete					
12/22/2022		229	0	Incomplete					
12/22/2022		229	0	Incomplete					
12/22/2022		229	0	Incomplete	07:46 AM	03:59 PM			
12/22/2022	Y	229	0	Verified	09:04 AM	10:57 AM			
12/22/2022	Y	229	0	Verified	08:52 AM	07:09 PM			
12/22/2022	Y	229	0	Verified	08:58 AM	11:37 AM			
12/22/2022		229	1	Incomplete	07:37 AM	09:42 AM			16
12/22/2022		229	1	Incomplete	09:43 AM	11:35 AM			16
12/22/2022	N	229	2	Verified	03:03 PM	06:02 PM	02:00 PM	06:02 PM	06, 16
12/22/2022	N	229	1	Verified	06:53 AM	04:00 PM	06:53 AM	12:30 PM	16

Clicking on Check Boxes in Sandata

- If your visit is already in a “verified” status you do not need to click the approved check box.
- We have noticed a few agencies are still checking the “approved” check box in Sandata.
- Please remember this should not be used by the provider agency. It will count as a manual edit.
- If using the Pay=Sch check box, please remember this will also count as a manual edit.

EVV Town Hall Meeting

- Our next EVV Town Hall Meeting for QI Members and DD Participants will be held on Thursday, 1/19/2023.
- Please review the last Town Hall Slides (attached) and let us know if you have any recommendations of how we should change the presentation. Send to the EVV mailbox.
- Town Hall presentations and Town Hall flyers are available on the EVV website.

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, 2/2/2023:
 - MQD/DDDD Providers at 9:00 – 9:55 am
 - Home Care Providers at 10:00 – 10:55am
 - Home Health Providers at 11:00 – 11:55am

MAHAALO

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**