MQD EVV
Provider
EVV Update
Meeting
Presentation

1/5/2023





Sandata Manual Edit Reports

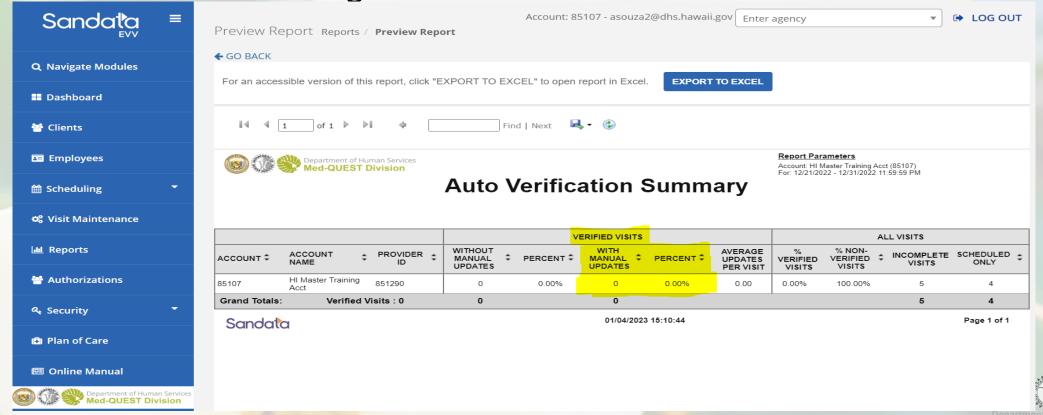
Your agency should now be able to access the Manual Edit reports in Sandata.

- 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.



Auto Verification Report Detail-Reason Codes

Reason Code	Description										
1	Member No Show		Auto Verification Details							S	For: 12/22/2022 - 12/22/2 Corporation: HI_AC
2	Member Unavailable										
3	Member Refused Verification										
4	Member Refused Service		1		I		CA	LL	ADJU	STED	
5	Member Incapable, Designee Unavailable	VISIT DATE \$	VERIFIED	PROVIDER ID	# OF MANUAL UPDATES	status ‡	START \$	END ‡	START \$	END ‡	REASON CODES \$
6	Caregiver Failed to Call In - Verified Services We	12/22/2022	Υ	229	0	Verified	09:00 AM	05:12 PM			I
	Delivered	12/22/2022	Υ	229	0	Verified	12:55 PM	05:00 PM			
7	Caregiver Failed to Call Out - Verified Services W	12/22/2022		229	0	Incomplete					
,	Delivered	12/22/2022		229 229	0	Incomplete Incomplete					
8	Caregiver Failed to Call In and Out - Verified Ser	12/22/2022		229	0	Incomplete					
0	Delivered	12/22/2022		229	0	Incomplete	07:46 AM	03:59 PM			
•		12/22/2022	Υ	229	0	Verified	09:04 AM	10:57 AM			
9	Caregiver Called Using an Alternate Phone	12/22/2022	Υ	229	0	Verified	08:52 AM	07:09 PM			
10	Caregiver Change	12/22/2022	Υ	229	0	Verified	08:58 AM	11:37 AM			
11	Mobile App Issue/Inoperable	12/22/2022		229	1	Incomplete		09:42 AM			16
12		12/22/2022	N	229	1	Incomplete	09:43 AM		02-00 514	00-00 FM	
	Telephony Issue/Inoperable	12/22/2022	N	229 229	2	Verified Verified	03:03 PM	06:02 PM 04:00 PM	02:00 PM 06:53 AM	06:02 PN 12:30 PN	
13	FVV Issue/Inoperable	12/22/2022	N	229		verilled	U0.53 AW	04.00 PW	U0.53 AIVI	12.30 PW	1 10-
14	Service Outside the Home										
15	Unsafe Environment										
16	Other										

17

Caregiver No Show

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/DDD Providers at 9:00 9:55 am
 - Home Care Providers at 10:00 10:55am
 - Home Health Providers at 11:00 11:55am





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

