

# MQD EVV Provider EVV Update Meeting Presentation

3/10/2022



# CMS Certification Approval

All of your efforts helped us to get our certification from CMS.

- Learning new EVV technology
- Training your staff
- Scheduling, Recording, and Managing Visits
- Attending Provider Meetings

**Thank You for all of your hard work!**

# EVV Provider Meetings – Now Monthly

Starting next month, EVV Provider Meetings will be held on the 1<sup>st</sup> Thursday of every month.

- DDD Providers at 9am
- Home Care Providers at 10am
- Home Health Providers at 11am

We have asked the Health Plans to send one representative to attend our Monthly Home Care Provider Meetings.

# Visit Status Descriptions

**Incomplete** - means the visit needs to be edited.

**Verified/Approved** - means a claim could be dropped against those units and it would pass EVV Validation.

**Processed** - means the claim was validated against that visit.

Visits cannot be deleted.

# Can processed visits be edited?

- YES, a provider can change/edit a visit up to a year in the past even if it is in a processed state.
- Once the change is made, the visit returns to a verified state (assuming they resolved any exception that may flag based on the change).
- Visits will qualify for rematching whether they are in a verified, approved or processed state.

# When to Contact....

## Health Plan

- Claims
- Billing
- Payments
- Authorizations
- Members

## Sandata

- Unable to access eTRAC
- How to use the Portal
- Admin Password Lockout
- Questions about Sandata Reports
- Sandata Devices
- SMC App issues

## MQD

- DOMO Screenshots
- Received New EVV Provider ID
- After escalating to Service Coordinator for two weeks and payer unresponsive

# Sandata Support Calls– STX Numbers

The most calls to Sandata Support has been for STX numbers.

- Caregivers can't remember their numbers
- Changing STX numbers
- Using a new device
- Entering on their personal phone

Please remind caregivers to write down the STX number for your agency somewhere.



# Robo Calls

If you are receiving Robo calls:

- Open a ticket with Sandata to let them know what is happening.

# New EVV Provider ID's

- Provider agencies need to send a notification email to the EVV mailbox once Medicaid enrollment approval letter has been received.
- Med-QUEST will then add your new provider ID to the list of approved EVV vendors.
- Once added your Sandata account will appear the following day and a confirmation email will be sent.
- Let MQD know of any changes by sending email to EVV mailbox.

# Initial Device Orders

- MVV (Mobile Phone) and FVV (FOB) may now be ordered on the EVV portal via Client screen "Request Device"
- Use eTRAC for returns

The screenshot displays the Sandata EVV portal interface. On the left is a blue sidebar with navigation options: 'Navigate Modules', 'Dashboard', 'Clients', 'Employees', 'Scheduling', 'Visit Maintenance', 'Reports', 'Authorizations', 'Security', 'Plan of Care', and 'Online Manual'. The main content area is titled 'Clients clients / Edit client' and shows client information for 'ASHER, RONALD' with Client ID (513137) and Medicaid ID (0021999903). Below this is a tabbed interface with 'Personal' selected. The 'Personal' tab contains various input fields for client details, including Title, First Name (RONALD), Last Name (ASHER), SSN, Birth Date (05/03/1967), Middle Initial, Suffix, Gender (1- Male), Primary Spoken Language (SPA- Spanish), Medicaid ID (0021999903), and Client ID (513137). A blue button labeled 'REQUEST DEVICE' is located at the bottom of the form and is circled in red. To the right of the main form is a partial view of the 'Address' section.

**Sandata EVV**

Clients clients / **Edit client**

[GO BACK](#) Client: ASHER, RONALD | Client ID: (513137) | Medicaid ID: (0021999903)

**Personal** | Program | Diagnosis | Schedules | Recurring Schedule Templates

**Personal**

\* indicates required field

TITLE  
Select Title

FIRST NAME\*  
RONALD

MIDDLE INITIAL

LAST NAME\*  
ASHER

SUFFIX  
Select Suffix

SSN  
XXX-XX-XXXX

GENDER\*  
1- Male

BIRTH DATE \*  
05/03/1967

PRIMARY SPOKEN LANGUAGE  
SPA- Spanish

MEDICAID ID\*  
0021999903

CLIENT ID  
513137

**REQUEST DEVICE**

**Address**

\* indicates

Home  
ADDRESS 1  
1234  
ADDRESS 2  
H- Ho  
ZIPCODE\*  
9673  
COUNTY  
01 Oe  
Phone 1  
PHONE 1\*  
PHONE 3

# Ordering Devices

- FVV Devices (FOB) must be ordered directly from Sandata
- ***Replacements*** go through [hicustomercare@sandata.com](mailto:hicustomercare@sandata.com)
- ***Reorders (device never arrived)*** add “**Ship via FedEx with Signature Required**”. PO Box not allowed with FedEx.
- **Returning Mobile Devices** – completed through eTRAC
- If you're having trouble accessing eTRAC, contact Sandata support at [HCustomerCare@sandata.com](mailto:HCustomerCare@sandata.com) or call 855-928-1141.

# Outreach for Devices not being used

- Sandata will be sending outreach emails for devices that have not been used in the last 30 days.
- Devices not being used should be returned to Sandata by requesting a return kit in eTRAC.
- Emails will be sent to all email addresses on file in eTRAC.

# FVV (FOB) Devices

- New Document “Fast Facts on the FVV Device”
  - What is FVV Device?
  - When do I order and FVV device?
  - Fast facts on the EVV Device

# MQD Memo for Manual Visits

- MQD will be drafting a memo around manually entered and edited visits.
- The goal is to be at 85% or more non-manual visits.
- Rules and sanctions around 85% - and what the results of doing that will be.
- Definition for **manually edited** - changing an electronically recorded visit from a mobile app or land line. This also includes FVV visits.
- Definition for **manually entered** - no electronic check in or check out. Visit information is typed in. Does not meet CMS requirements of an EVV visit = out of compliance.
- Some agencies are still typing in visits from scratch.

# Claim Denial - “Blank Units”

- Sandata had an update on 2/23 where blank units would be bypassed allowing claims to still be processed.
- Sandata still needs to validate update.

	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Units	A
	PAB 1:1	10/01/2021				06:23 AM	09:23 AM	03:00	06:23 AM	09:23 AM		03:00	Verified	<input type="checkbox"/>	12	
	PAB 1:1	10/02/2021				06:17 AM	08:17 AM	02:00	06:17 AM	08:17 AM		02:00	Verified	<input type="checkbox"/>	8	
ity	PAB 1:1	10/03/2021				08:14 AM	10:29 AM	02:15	08:14 AM	10:29 AM		02:15	Verified	<input type="checkbox"/>	9	
	PAB 1:1	10/04/2021				06:21 AM	09:21 AM	03:00	06:21 AM	09:21 AM		03:00	Verified	<input type="checkbox"/>	12	
	PAB 1:1	10/05/2021				06:22 AM	07:39 AM	01:17	06:22 AM	07:39 AM		01:17	Verified	<input type="checkbox"/>	5	
ity	PAB 1:1	10/05/2021				08:59 AM	09:00 AM	00:01	08:59 AM	09:00 AM			Verified	<input type="checkbox"/>		
ity	PAB 1:1	10/06/2021				07:56 AM	08:57 AM	01:01	07:56 AM	08:57 AM		01:01	Verified	<input type="checkbox"/>	4	



# Visit Status Reversion

- Visits changing from “Verified” to “Incomplete”
- 3/23 is the targeted Sandata release to address this issue

# Call Hours different from Pay Hours

- This issue occurs when a member has two visits on same day AND the employee completes call in and out via TVV (these are not visits using switch services and likely occur with a gap of time between the two visits).
- Research shows that the Call Hours calculate on actual call times, but Pay Hours do not and there is a difference in the hours in EVV.
- 4/20 is the targeted Sandata release to address this issue

# Sandata Plan of Care (not for DDD)

- Caregivers should start to see a short list of tasks on the mobile app for Ohana and HMSA.
- Tasks are populated by the Plan of Care which is linked to the authorization
- Each authorization has a set of default tasks associated with that authorized service.
- The populated tasks are not editable (delete able) by the agency
- But caregivers can add tasks from the mobile app and providers will be able to add in Sandata EVV
- Please refer to **"HI Plan of Care and Sandata" Document** for more detailed information

# EVV VIEW OF PLAN OF CARE

## Edit Tasks

\* indicates required field

TASK \*  
Select Task ▼

LIMIT TIME \*  
Select Limit Time ▼

LIMIT UNITS  
Select Limit Unit ▼





LIMIT  
Enter Limit

DAYS PER WEEK \*  
0

COMMENTS  
Add a comment

☐ SATURDAY ☐ SUNDAY ☐ MONDAY ☐ TUESDAY ☐ WEDNESDAY ☐ THURSDAY ☐ FRIDAY

ADD

Task	Limit	Limit Units	Limit Time	Days per Week	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Comments	Actions
0235 Laundry - Drying			None	7	✓	✓	✓	✓	✓	✓	✓		 
0240 Laundry - Ironing			None	7	✓	✓	✓	✓	✓	✓	✓		 

# SMC VIEW OF PLAN OF CARE

THE DEVICE  
'FILTERS' THE  
TASK LIST AND  
PRESENTS THE  
VALUES ON  
THE POC FOR  
EASY  
SELECTION

Service(s): PATCHORE

ABANDON VISIT SWITCH SERVICE

COMPLETE VISIT

Tasks Visit Note

Add Tasks

Laundry - Drying  
☐ Task Completed

SU M TU W TH F SA

Laundry - Ironing  
☐ Task Completed

SU M TU W TH F SA

HOWEVER, THE  
USER CAN  
CLICK THE 'ADD  
TASKS' BUTTON  
TO SEE (AND  
ADD) THE FULL  
LIST OF TASKS

COMPLETE VISIT

Tasks Visit Note

Add Tasks

- ☐ Administer medication(s)
- ☐ Assist/Feed
- ☐ Bed Bath
- ☐ Bed Mobility/Transfers
- ☐ Bedpan
- ☐ Blood Glucose Monitoring
- ☐ Blood Pressure
- ☐ Brush Hair
- ☐ Catheter Care

# VIEWING POC IN VISIT MAINTENANCE

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
ASHER, RONALD	513137	0021999903	Graves, Coy	612482

- GENERAL
- CLIENT
- EMPLOYEE
- AUTHORIZATIONS
- EMPLOYEE SPEAKER VERIFICATION
- CALL LOG
- MERGE CALLS
- TASKS
- EXCEPTIONS
- GPS
- MEMO
- CLAIMS
- HISTORY

Task ID	Description	Reading	Manually Added	Status	Select Task
0700	Administer medication(s)				<input type="checkbox"/>
0305	Assist/Feed				<input type="checkbox"/>
0315	Bed Bath				<input type="checkbox"/>
0375	Bed Mobility/Transfers				<input type="checkbox"/>
0805	Bedpan				<input type="checkbox"/>

Showing 1 to 5 of 91 entries

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Plan of Care Tasks

Task	Limit	Days per Week	Sat	Sun	Mon	Tue	Wed	Thu	Fri
0235 ...	7		✓	✓	✓	✓	✓	✓	✓
0240 ...	7		✓	✓	✓	✓	✓	✓	✓

Showing 1 to 2 of 2 entries

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# 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 4/7/2022:
  - 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

**Mahalo**

