MQD EVV Provider
EVV Update Meeting Presentation

3/10/2022
Aloha
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!
Starting next month, EVV Provider Meetings will be held on the 1st 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....

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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
Ordering Devices

• FVV Devices (FOB) must be ordered directly from Sandata
• Replacements go through 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 HIcustomerCare@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.
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

- **Task:**
  - 0235 Laundry - Drying
  - 0240 Laundry - Ironing

- **Limit Units:**
  - None

- **Limit Time:**
  - 7

- **Days per Week:**
  - Sat: ✔
  - Sun: ✔
  - Mon: ✔
  - Tue: ✔
  - Wed: ✔
  - Thu: ✔
  - Fri: ✔

- **Comments:**

#### Limit

- **Enter Limit:**
  - 0

### Comments

Add a comment.
SMC VIEW OF PLAN OF CARE

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

HOWEVER, THE USER CAN CLICK THE ‘ADD TASKS’ BUTTON TO SEE (AND ADD) THE FULL LIST OF TASKS
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/DDD Providers at 9:00 – 9:55 am
  • Home Care Providers at 10:00 – 10:55am
  • Home Health Providers at 11:00 – 11:55am