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 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....

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:

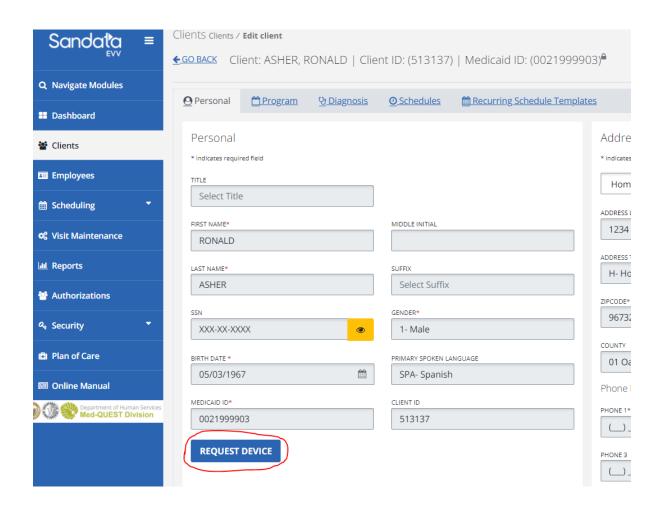
 Open a ticket with Sandata to let them know what is happening.

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



Ordering Devices

- FVV Devices (FOB) must be ordered directly from Sandata
- Replacements go through <u>hicustomercare@sandata.com</u>
- 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. <u>Does not meet CMS</u> 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	Sch	eduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	\$	Do Not Bill	Units #
	PAB 1:1	10/01/20	21						06:23 AM	09:23 AM	03:00	06:23 AM	09:23 AM		03:00	Verified	Ų.		12
	PAB 1:1	10/02/20	21						06:17 AM	08:17 AM	02:00	06:17 AM	08:17 AM		02:00	Verified	li l		8
ity	PAB 1:1	10/03/20	21						08:14 AM	10:29 AM	02:15	08:14 AM	10:29 AM		02:15	Verified	Ŋ		9
	PAB 1:1	10/04/20	21						06:21 AM	09:21 AM	03:00	06:21 AM	09:21 AM		03:00	Verified	h		12
	PAB 1:1	10/05/20	21						06:22 AM	07:39 AM	01:17	06:22 AM	07:39 AM		01:17	Verified			5
ity	PAB 1:1	10/05/20	21						08:59 AM	09:00 AM	00:01	08:59 AM	09:00 AM			Verified			
ity	PAB 1:1	10/06/20	21						07:56 AM	08:57 AM	01:01	07:56 AM	08:57 AM		01:01	Verified	Ñ		4

Visit Status Reversion

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

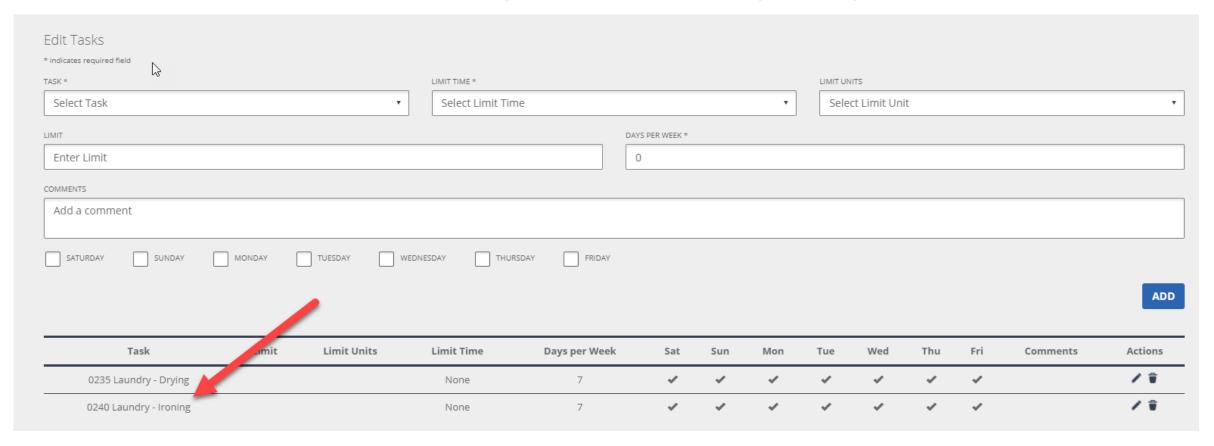
Call Hours different from Pay Hours

- 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)

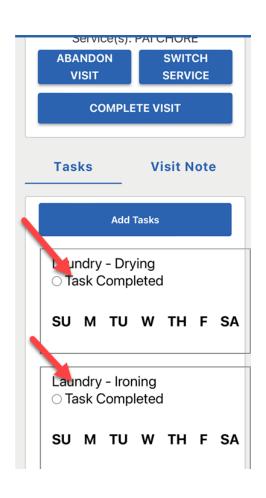
- Caregivers should start to see a short list of tasks on the mobile app for Ohana and HMSA.
- Tasks are populated by the Plan of Care which is linked to the authorization
- Each authorization has a set of default tasks associated with that authorized service.
- The populated tasks are not editable (delete 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

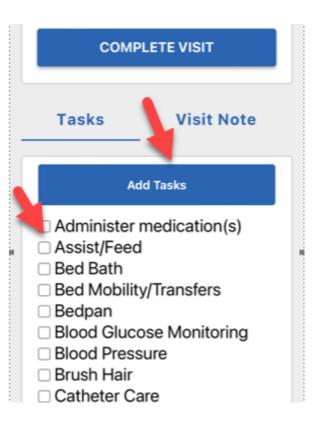


SMC VIEW OF PLAN OF CARE

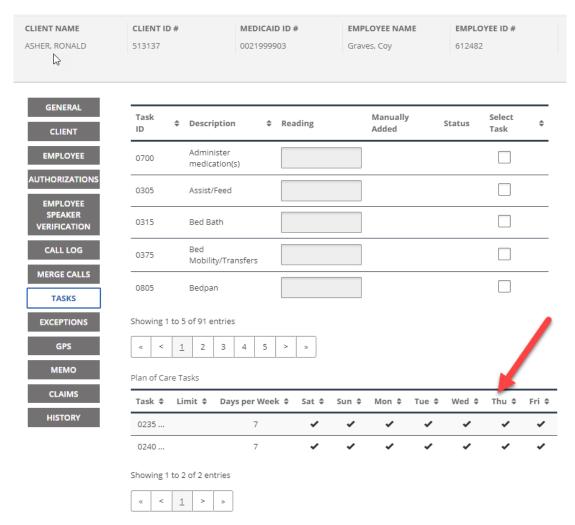
THE DEVICE
'FILTERS' THE
TASK LIST AND
PRESENTS THE
VALUES ON
THE POC FOR
EASY
SELECTION



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



VIEWING POC IN VISIT MAINTENANCE



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

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