

MQD EVV Provider EVV Update Meeting Presentation

4/7/2022



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/DDD

- 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

Health Plan **Authorization** Support

Health Plan	Primary Contact	Phone	email
AlohaCare	Customer Service	808-973-0712 #1	EVVauthorizations@alohacare.org
Kaiser - Home Care, Home Health and SD	Ana	808-432-3147	N/A
Kaiser - Home Care, Home Health and SD	Heide	808-432-3679	N/A
HMSA	See Email	N/A	MMEVVAUTHINQ@hmsa.com
Ohana - Home Care Providers and SD	Customer Support (have member's ID ready)	888-846-4262	Email your PR Rep (Provider Relations Representative)
Ohana - Home Health	Customer Support (have member's ID ready)	888-846-4262	Email your PR Rep (Provider Relations Representative)
United - Home Care Providers and SD	Chelsea Fernandez	808-535-1013	chelsea_fernandez@uhc.com
United - Home Health	Sarah Kincade	808-535-1028	sarah_kincade@optum.com
DoH DDD	Provider PA/Claims Hotline (Conduent)	808-952-5570	N/A

Health Plan **Claim** Support

Health Plan	Primary Contact	Secondary Contact	Phone 1	Phone 2	email
AlohaCare	Customer Service		808-973-0712 #1		Assigned Provider Services Rep
Kaiser	Customer Service		877-875-3805	808-432-3147 (Ana)	
Kaiser	Customer Service		877-875-3805	808-432-3679 (Heide)	
HMSA	Provider Services for the HMSA Plan for QUEST Integration Members		Oahu - (808) 948-6486	Neighbor Islands - 1 (800) 440-0640 toll-free	Please contact your HMSA provider field rep.
Ohana	Customer Service		888-846-4262		
United - Home Care Providers and Self Direct	Customer Service		888-980-8728		hi_hcbs_pr_team@uhc.com
United - Home Health	Customer Service		888-980-8728		hi_hcbs_pr_team@uhc.com
DoH DDD - Provider PA/Claims Hotline			808-952-5570		

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.

Ordering Devices

- FVV Devices (FOB) must be ordered directly from Sandata's portal.
- **Replacements** go through hicustomermercure@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 or call 855-928-1141.

Device Orders on Sandata Portal

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

The screenshot displays the Sandata EVV portal interface for editing a client. The left sidebar contains navigation options: Navigate Modules, Dashboard, Clients, Employees, Scheduling, Visit Maintenance, Reports, Authorizations, Security, Plan of Care, and Online Manual. The main content area shows the 'Personal' tab for client 'ASHER, RONALD' (Client ID: 513137, Medicaid ID: 0021999903). The form includes fields for 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 circled in red at the bottom of the form. The right sidebar shows address and phone information fields.

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 FVV Device

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.
- If you are still having this issue, please send to EVV mailbox.

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
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		00:01	Verified	<input type="checkbox"/>	1
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
- If you are still seeing this occurring, please send email to EVV mailbox with screenshots.

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 HMSA for any new authorizations. Ohana coming soon.
- 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 * LIMIT TIME * LIMIT UNITS

LIMIT DAYS PER WEEK *

COMMENTS

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): PATCHOURE

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="text"/>			<input type="checkbox"/>
0305	Assist/Feed	<input type="text"/>			<input type="checkbox"/>
0315	Bed Bath	<input type="text"/>			<input type="checkbox"/>
0375	Bed Mobility/Transfers	<input type="text"/>			<input type="checkbox"/>
0805	Bedpan	<input type="text"/>			<input type="checkbox"/>

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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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Quarterly EVV Public Town Hall Meetings

- MQD will be holding recurring EVV Town Hall Meetings.
- These meetings are informational meetings for QI members and DD Participants.
- They will occur on a quarterly basis on: April 19, 2022; July 19, 2022; October 19, 2022 and January 19, 2023 from 9-10 am on Zoom Webinar.
- The flyer and presentation are now posted on our EVV Website.
- Health Plans will send flyer out to their members and DDD will send flyer out to their participants.
- Please review the presentation and let us know of any future topics you would like to have us present.

Did you hear there's going to be another EVV Public Town Hall Meeting?

What is Electronic Visit Verification (EVV)?



I'll be there! Will you?

QI Member and DD Participant QUARTERLY EVV PUBLIC TOWN HALL MEETING

Dates	Times
April 19, 2022 (Tuesday)	9:00-10:00 am
July 19, 2022 (Tuesday)	9:00-10:00 am
October 19, 2022 (Wednesday)	9:00-10:00 am
January 19, 2023 (Thursday)	9:00-10:00 am

JOIN US BY:



COMPUTER

Please click the link below to join the webinar:

<https://medquest-hawaii.gov.zoom.us/j/86927763222>



PHONE

Call: 888-788-0099 (Toll Free)

Conference ID: 869 2776 3222

Visit www.medquest.hawaii.gov/evv for details or email evv-mqd@dhs.hawaii.gov



Quarterly EVV Public Townhall Meetings for QI Members and DD Participants

EVV Provider Meetings – Now Monthly

EVV Provider Meetings are 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.

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 5/5/2022:
 - 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

Mahalo

