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

New EVV Provider ID's

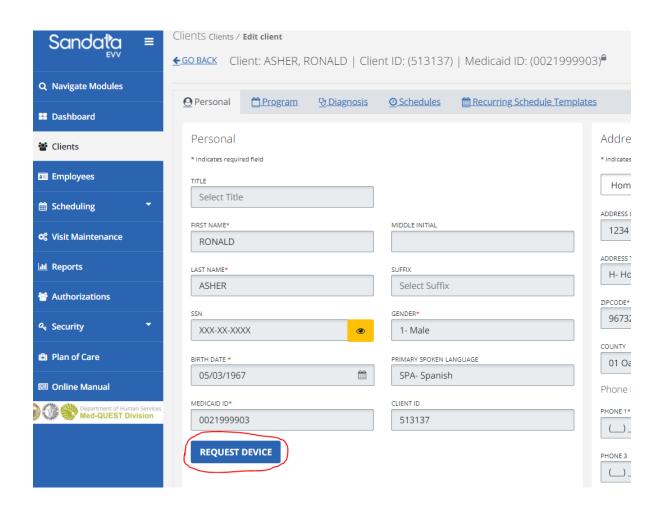
- Provider agencies need to send a notification email to the EVV mailbox once Medicaid enrollment approval letter has been received.
- Med-QUEST will then add your new provider ID to the list of approved EVV vendors.
- Once added your Sandata account will appear the following day and a confirmation email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

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



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 A
	PAB 1:1	10/01/2021				06:23 AM	09:23 AM	03:00	06:23 AM	09:23 AM		03:00	Verified		12
	PAB 1:1	10/02/2021				06:17 AM	08:17 AM	02:00	06:17 AM	08:17 AM		02:00	Verified		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		9
	PAB 1:1	10/04/2021				06:21 AM	09:21 AM	03:00	06:21 AM	09:21 AM		03:00	Verified		12
	PAB 1:1	10/05/2021				06:22 AM	07:39 AM	01:17	06:22 AM	07:39 AM		01:17	Verified		5
ity	PAB 1:1	10/05/2021				08:59 AM	09:00 AM	00:01	08:59 AM	09:00 AM			Verified		
ity	PAB 1:1	10/06/2021				07:56 AM	08:57 AM	01:01	07:56 AM	08:57 AM		01:01	Verified		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.

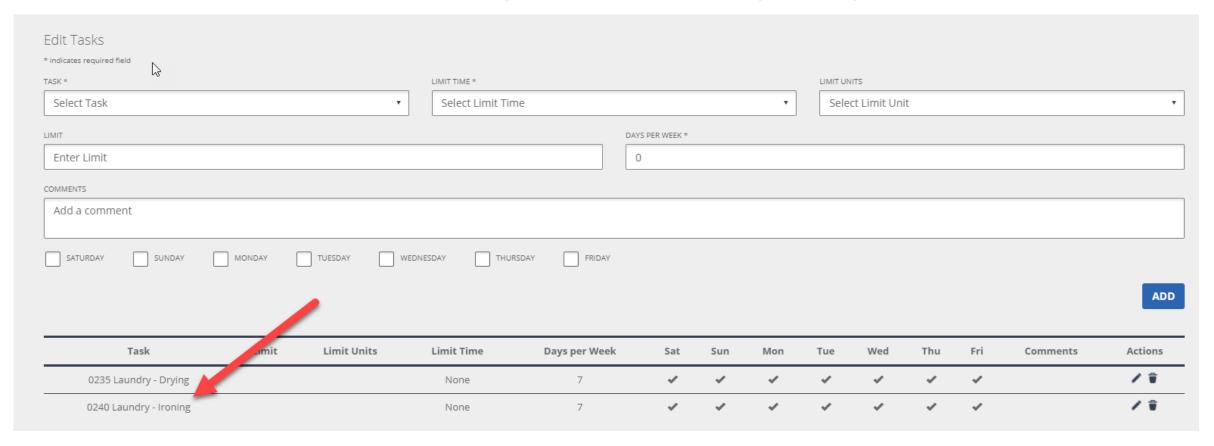
Call Hours different from Pay Hours

- 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)

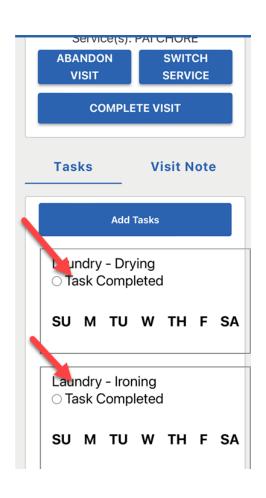
- Caregivers should start to see a short list of tasks on the mobile app for HMSA for any new authorizations. Ohana coming soon.
- Tasks are populated by the Plan of Care which is linked to the authorization
- Each authorization has a set of default tasks associated with that authorized service.
- The 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

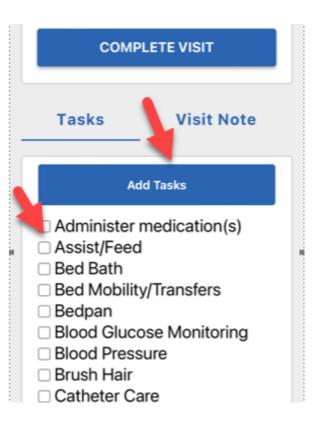


SMC VIEW OF PLAN OF CARE

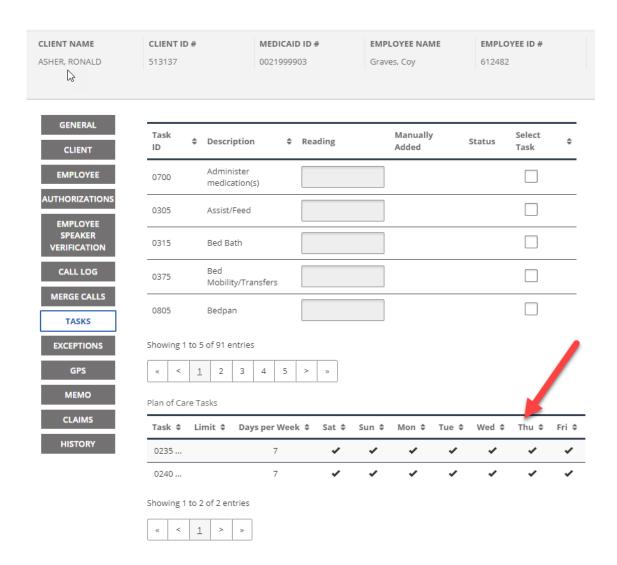
THE DEVICE
'FILTERS' THE
TASK LIST AND
PRESENTS THE
VALUES ON
THE POC FOR
EASY
SELECTION



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



VIEWING POC IN VISIT MAINTENANCE



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 <u>www.medquest.hawaii.gov/evv</u> for details or email <u>evv-mqd@dhs.hawaii.gov</u>



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

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