MQD EVV Provider
EVV Update Meeting
Presentation

4/7/2022
Aloha
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.....

<table>
<thead>
<tr>
<th>Health Plan/DDD</th>
<th>Sandata</th>
<th>MQD</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Claims</td>
<td>• Unable to access eTRAC</td>
<td>• DOMO Screenshots</td>
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<td>• Billing</td>
<td>• How to use the Portal</td>
<td>• Received New EVV Provider ID</td>
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<td>• Payments</td>
<td>• Admin Password Lockout</td>
<td>• After escalating to Service Coordinator</td>
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<td>• Authorizations</td>
<td>• Questions about Sandata Reports</td>
<td>for two weeks and payer unresponsive</td>
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<tr>
<td>• Members</td>
<td>• Sandata Devices</td>
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<tr>
<td></td>
<td>• SMC App issues</td>
<td></td>
</tr>
</tbody>
</table>
# Health Plan Authorization Support

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Primary Contact</th>
<th>Phone</th>
<th>email</th>
</tr>
</thead>
<tbody>
<tr>
<td>AlohaCare</td>
<td>Customer Service</td>
<td>808-973-0712 #1</td>
<td><a href="mailto:EVVauthorizations@alohacare.org">EVVauthorizations@alohacare.org</a></td>
</tr>
<tr>
<td>Kaiser - Home Care, Home Health and SD</td>
<td>Ana</td>
<td>808-432-3147</td>
<td>N/A</td>
</tr>
<tr>
<td>Kaiser - Home Care, Home Health and SD</td>
<td>Heide</td>
<td>808-432-3679</td>
<td>N/A</td>
</tr>
<tr>
<td>HMSA</td>
<td>See Email</td>
<td>N/A</td>
<td><a href="mailto:MMEVVAUTHQINQ@hmsa.com">MMEVVAUTHQINQ@hmsa.com</a></td>
</tr>
<tr>
<td>Ohana - Home Care Providers and SD</td>
<td>Customer Support (have member's ID ready)</td>
<td>888-846-4262</td>
<td>Email your PR Rep (Provider Relations Representative)</td>
</tr>
<tr>
<td>Ohana - Home Health</td>
<td>Customer Support (have member's ID ready)</td>
<td>888-846-4262</td>
<td>Email your PR Rep (Provider Relations Representative)</td>
</tr>
<tr>
<td>United - Home Care Providers and SD</td>
<td>Chelsea Fernandez</td>
<td>808-535-1013</td>
<td><a href="mailto:chelsea_fernandez@uhc.com">chelsea_fernandez@uhc.com</a></td>
</tr>
<tr>
<td>United - Home Health</td>
<td>Sarah Kincade</td>
<td>808-535-1028</td>
<td><a href="mailto:sarah_kincade@optum.com">sarah_kincade@optum.com</a></td>
</tr>
<tr>
<td>DoH DDD</td>
<td>Provider PA/Claims Hotline (Conduent)</td>
<td>808-952-5570</td>
<td>N/A</td>
</tr>
<tr>
<td>Health Plan</td>
<td>Primary Contact</td>
<td>Secondary Contact</td>
<td>Phone 1</td>
</tr>
<tr>
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<td>------------------</td>
</tr>
<tr>
<td>AlohaCare</td>
<td>Customer Service</td>
<td></td>
<td>808-973-0712 #1</td>
</tr>
<tr>
<td>Kaiser</td>
<td>Customer Service</td>
<td></td>
<td>877-875-3805</td>
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<tr>
<td>Kaiser</td>
<td>Customer Service</td>
<td></td>
<td>877-875-3805</td>
</tr>
<tr>
<td>HMSA</td>
<td>Provider Services for the HMSA Plan for QUEST Integration Members</td>
<td></td>
<td>Oahu - (808) 948-6486</td>
</tr>
<tr>
<td>Ohana</td>
<td>Customer Service</td>
<td></td>
<td>888-846-4262</td>
</tr>
<tr>
<td>United - Home Care Providers and Self Direct</td>
<td>Customer Service</td>
<td></td>
<td>888-980-8728</td>
</tr>
<tr>
<td>United - Home Health</td>
<td>Customer Service</td>
<td></td>
<td>888-980-8728</td>
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<td>808-952-5570</td>
</tr>
</tbody>
</table>
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 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.
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.
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

- **Task**: Select Task
- **Limit Time**: Select Limit Time
- **Limit Units**: Select Limit Unit

#### LIMIT

- **Enter Limit**

#### COMMENTS

- **Add a comment**

#### DAYS PER WEEK

- **SATURDAY**
- **SUNDAY**
- **MONDAY**
- **TUESDAY**
- **WEDNESDAY**
- **THURSDAY**
- **FRIDAY**

#### Task Details

<table>
<thead>
<tr>
<th>Task</th>
<th>Limit</th>
<th>Limit Units</th>
<th>Limit Time</th>
<th>Days per Week</th>
<th>Sat</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Comments</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>0235 Laundry - Drying</td>
<td>None</td>
<td>None</td>
<td>7</td>
<td>✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️</td>
<td>✔️</td>
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<td>✔️</td>
<td>✔️</td>
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<td>✔️</td>
<td>✔️</td>
<td></td>
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</tr>
<tr>
<td>0240 Laundry - Ironing</td>
<td>None</td>
<td>None</td>
<td>7</td>
<td>✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️ ✔️</td>
<td>✔️</td>
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<td></td>
</tr>
</tbody>
</table>
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

**Client Information**

- **Client Name:** ASHER, RONALD
- **Client ID #:** 5131377
- **Medicaid ID #:** 0021999903
- **Employee Name:** Graves, Coy
- **Employee ID #:** 612482

#### Tasks

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>0700</td>
<td>Administer medications</td>
<td></td>
</tr>
<tr>
<td>0305</td>
<td>Assist/Feed</td>
<td></td>
</tr>
<tr>
<td>0215</td>
<td>Bed Bath</td>
<td></td>
</tr>
<tr>
<td>0375</td>
<td>Bed Mobility/Transfers</td>
<td></td>
</tr>
<tr>
<td>0805</td>
<td>Bedpan</td>
<td></td>
</tr>
</tbody>
</table>

#### Plan of Care Tasks

- **Task ID:** 0235...
  - **Limit:** 7
  - **Days per Week:** Mon - Fri: ✔️

- **Task ID:** 0240...
  - **Limit:** 7
  - **Days per Week:** Mon - Fri: ✔️
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.
Quarterly EVV Public Townhall Meetings for QI Members and DD Participants

<table>
<thead>
<tr>
<th>Dates</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 19, 2022 (Tuesday)</td>
<td>9:00-10:00 am</td>
</tr>
<tr>
<td>July 19, 2022 (Tuesday)</td>
<td>9:00-10:00 am</td>
</tr>
<tr>
<td>October 19, 2022 (Wednesday)</td>
<td>9:00-10:00 am</td>
</tr>
<tr>
<td>January 19, 2023 (Thursday)</td>
<td>9:00-10:00 am</td>
</tr>
</tbody>
</table>

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-mdq@dhs.hawaii.gov
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