

# MQD EVV Provider EVV Update Meeting Presentation

5/5/2022



# MQD EVV Website Updates

- We will post our EVV Meeting Presentation Slides and attachments from our previous EVV Provider Meetings on our Hawaii MQD EVV Website.
- We will also post the recording of our last EVV Townhall Meeting for QI members and DD participants.

# Sandata Devices

Issue: A few Sandata devices have been reported to not start correctly. Instead of the seeing the Sandata mobile app after turning on the device it will show a “Hi there” blue screen.

Solution: Instructions are being sent out to help providers resolve this issue. If unable to resolve the issue order a new device and return the existing one.

# Payer Relationship Incorrect (Not for DDD)

Issue: When a member transfers MCO's the old payer is still the default.

## Solution:

1. Provider agencies need to contact Sandata Support to open a ticket. Sandata is able to run a script to fix the account.
2. Provider agencies may manually update each visit.

# Claims Failing EVV Validation

Issue: Visit showing approved, but validation is failing.

Solution: still needs to be validated by Sandata.

# Member Record Overwrite

Issue: Members information (phone number, address, email etc.) being deleted from the system.

Solution: Awaiting fix date from Sandata - TBD

# Sandata Plan of Care (not for DDD)

- Caregivers should start to see a short list of tasks on the mobile app for new authorizations.
  - AC - In process
  - HMSA – Live
  - Kaiser - In process
  - Ohana – In process
  - UHC – In process (target next Wednesday, 5/11)
- Refer to "**HI Plan of Care and Sandata**" document for more detailed information.



# Missing Authorizations

- There are no more authorizations in staging.
- Contact your payer if you are missing authorizations.
- DO NOT call Sandata for missing authorizations.

# 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	<a href="mailto:EVVauthorizations@alohacare.org">EVVauthorizations@alohacare.org</a>
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	<a href="mailto:MMEVVAUTHINQ@hmsa.com">MMEVVAUTHINQ@hmsa.com</a>
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 <b>Care</b> Providers and SD	Chelsea Fernandez	808-535-1013	<a href="mailto:chelsea_fernandez@uhc.com">chelsea_fernandez@uhc.com</a>
United - Home <b>Health</b>	Sarah Kincade	808-535-1028	<a href="mailto:sarah_kincade@optum.com">sarah_kincade@optum.com</a>
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 <b>Care</b> Providers and Self Direct	Customer Service		888-980-8728		<a href="mailto:hi_hcbs_pr_team@uhc.com">hi_hcbs_pr_team@uhc.com</a>
United - Home <b>Health</b>	Customer Service		888-980-8728		<a href="mailto:hi_hcbs_pr_team@uhc.com">hi_hcbs_pr_team@uhc.com</a>
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.

# 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 6/2/2022:
  - 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**

