

MQD EVV Provider EVV Update Meeting Presentation

6/2/2022



Location Services

- Caregivers using non-Sandata devices must turn on Location Services while running the mobile app.
- Location capture is a CMS requirement.

Authorization End Dates

- All members should have only **one** active authorization per Service Code/Modifier.
- Authorizations must have a start and end date.
- When issued a new authorization the last authorization should be end dated and the new one starts the next day.
- If revising a current authorization to add or decrease units, the same authorization can be used. However, it is best to end the existing authorization and create a new one.

Payment Issues

- If your agency is having billing, payment or claims issues please reach out your payer first.
- If not resolved in 2 weeks, please contact EVV Mailbox for assistance.

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

Merge Calls

- Sandata will do a presentation on Merge Calls.

MQD EVV Website Updates – Coming

- We are posting our EVV Meeting Presentation Slides and attachments from previous EVV Provider Meetings under the “Provider” tab.
- We are also posting the presentation and recording of the last EVV Townhall Meeting for QI members and DD participants under the “Individuals” tab.
- Documents from previous EVV Provider Meetings will also be posted on the website under the “Resources” tab.

Plan of Care – In Process (Not DDD)

- United, Ohana and HMSA have recently added Plan of Care information to Sandata.
- Kaiser and Aloha Care are targeting for the Plan of Care to be released in late June.
- Alt EVV Vendors will not have the Plan of Care automatically loaded.

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 7/7/2022:
 - 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

Mahalo

