MQD EVV Provider EVV Update Meeting Presentation

7/7/2022

MQD EVV Website Updated

- MQD has revised the EVV Website: https://medquest.hawaii.gov/en/plans-providers/electronic-visit-verification.html
- Old information has been moved to Resources Tab.
- Added two sub tabs under Providers:
  - Agency Provider
  - Self-Direct Member/Provider
- Provider Agency tab includes all previous meeting presentations and documents.
- Training link has been added to the News and Providers tabs.

Upcoming Town Hall 7/19/2022

- EVV Member Town Hall information can be found on the EVV website.

- MQD is currently updating the Town Hall slide deck and will post to the EVV website after the meeting.

- Take a look at the last Town Hall Presentation (on the EVV website) and let us know if you have any suggestions to revise any of the slides.
  - Individuals Tab> Previous Town Halls> Second Bullet – Presentation

Manual Edits/Manual Entered

- MQD is in the process of drafting a memo to give clear guidance on Manual visits.
  - A **manually *edited*** visit is when an EVV visit is recorded from a mobile app (SMC/MVV), landline (TVV), or FOB (FVV) visit is changed by a person. The Med-QUEST requirement is to have no more than 15% manually edited visits by provider account by month. Manual edits also include manually entered visits.
  - A **manually *entered*** visit is when there is no electronic check-in or check-out and the visit information is typed in manually by the provider. Manually entered visits do not meet CMS requirements for an EVV visit and are not compliant.

Manual Edits Status

- Home Health Visits
  - MQD has recently reviewed all Home Health Agency Visits and the Manual Edits are on average below 15% - GOOD JOB!

- Home Care and DDD Visits
  - Once MQD publishes the memo, MQD or the Health Plan will contact Providers that are above 15% Manual Edits.

Sandata EVV Devices with No Usage

- An email went out to Agency EVV Admins inquiring about EVV Devices with no usage.

- Response has been positive.

- If Sandata EVV Devices are no longer needed, please send back to Sandata.
    - Request a return kit through eTRAC.

- Best practice – only order devices when needed, okay to have one back up device.

- FVV Devices – need to call Sandata to order and return.

ALT EVV Vendors

- Provider Agencies using an ALT EVV Vendor needs to be sure their vendor is sending visits to the correct Sandata accounts.

- Each Provider Agency has an account for each service by island. Therefore, the correct service and island account must be used.

- For example:
  - Provider Agency A has a Home Care Oahu Provider ID 123456. Therefore, all visits should be sent with the correct provider ID 123456 to Sandata.
  - Provider Agency A also has a Home Health Maui Provider ID 246800. And all visits should be sent with the corresponding provider ID 246800 to Sandata.

- A few ALT EVV Vendors are sending <u>all visits</u> to one account.

When to Contact…. (Updated)

Health Plan/DDD	Sandata	MQD
• Claims • Billing • Payments • Authorizations • Members	• Unable to access eTRAC • How to use the Portal • Admin Password Lockout • Questions about Sandata Reports • Sandata Devices • SMC App issues	• DOMO Screenshots • Received New EVV Provider ID • After escalating to Service Coordinator for two weeks and payer unresponsive • Changing EVV Admin

Auto Verification Reports - NEW

- Two Sandata Reports are coming soon – TBD

- Auto Verification Reports help Providers monitor their Manual Edit Status (instead of DOMO).

- Reports will be added to EVV Web portal.
  - Auto Verification Detail
  - Auto Verification Summary

- We will ask Sandata to do a demonstration on the reports when they become available.

Claim Denials Reminders

- Providers need to verify:
  - Visits are in the correct Sandata account that matches the Provider ID.
  - EVV visits in Sandata are being captured under the correct service.
  - Visit units in Sandata have a status of verified, approved or processed.
  - Billing matches authorization (if using Sandata for EVV).
  - Billing matches units in Sandata.

Password Resets Reminders

- Password resets were back at the top of the list for Sandata Customer Support calls this past week.

- "Sandata Password Reset Quick Tips" document with instructions are found:
  - Provider> Provider Agency >Provider Agency Documents (5th subheading).

- Most passwords can be reset by clicking on "Forgot Password".

Plan of Care – In Process (Not DDD)

- Sandata has requested POC file uploads be paused while they trouble shoot a problem.

- Providers may or may not see POC today.

- 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 July.

- Alt EVV Vendors will not have the Plan of Care automatically loaded.

DSW Worker Shortage

- Options for recruitment and retention.
- What percent of your visits have you not been able to staff?
  - Weekly
  - Monthly
- What are you doing to recruit new staff?
- What are your biggest challenges to recruit and retain?

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 8/4/2022:
    - 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