

MQD EVV Provider EVV Update Meeting Presentation

8/4/2022



DSW/Caregiver Shortage Survey

- Yesterday MQD sent out a survey, by Survey Monkey, regarding worker shortages.
- There are 15 questions – the same questions that we tried to do a poll on at our last provider meeting (last month).
- Please take a few minutes to answer the questions.
- If you would like to send additional information, please send an email to the MQD Mailbox.
- We need the feedback so we can come up with ways to help increase DSW/Caregiver population.

EVV Town Halls

- Our last EVV Member Town Hall occurred on 7/19/2022.
 - Presentations can be found on the EVV website.
 - Individuals Tab> Previous Town Halls> Second Bullet – Presentation
- Next EVV Town Hall will be held on 10/19/2022 at 9am.
- If you have any suggestions or recommendations on anything we should add or change in the presentation, please let us know.

Manual Edits/Manual Entered

- MQD is still in the process of drafting a memo to give clear guidance on Manual visits. **Not ready yet.**
 - 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.

EVV Claim Denials – Recaps

- Use complete auth number
- Be sure to read the claim denial message codes.
- After initial claim denial and trying to resolve for two months with the payer (Health Plan or Conduent) securely send authorization and claim screenshots to EVV mailbox.
- When sending information to MQD, be sure send all of the information.
 - Screenshot of authorization fax.
 - Screenshot of claim submitted for payment.
 - Screenshot of the claim denial.
 - Any additional information.

Changing EVV Admin

- If your agency has a change in your EVV Admin, need to send email to MQD mailbox to update new information in our system.
- Every agency has one EVV Agency Admin on file that all correspondence will be sent to.
- Your agency will not be able to receive the information if you don't have the correct EVV Admin on file.

Sandata Provider Agency Names

- MQD is in the process of updating Provider Agency Names in Sandata to match their naming convention (some names have already been updated).
- Naming Convention for HH (PT 23)/HC (PT 24):
 - Provider Name-Provider Type_Location
- Naming Convention for DD (PT H1)/NU (PT 46):
 - Provider Name-DD
 - Provider Name-NU
- For example:
 - ADVENTIST CSTL-HH_OA
 - HIHOMECARE-HC_HL
 - MANAWA LEA-DD
 - CRADLES N' CRAYONS-NU

Plan of Care – In Process (Not DDD)

- **Same Status:** 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.

Reminders

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.

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 Thursday, 9/1/2022:
 - 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

