

Aloha

Welcome to the Med-QUEST Electronic Visit Verification Program! On 01/01/21, Med-QUEST required Medicaid providers of many home and community-based services to use Electronic Visit Verification (EVV). Med-QUEST required the following in home service providers to use the EVV system: PT 23 - Home Health, PT 24 - Home Care (chore, companion and personal assistance), PT 46 - Private Duty Nursing and PT H1 – DDD (PAB, Respite and Chore).

EVV is an electronic-based system that verifies when provider visits occur and documents the precise time services begin and end. It ensures that members receive their authorized services.

Using the state supplied EVV vendor Sandata is free for your agency, you may also contract separately with Sandata for additional features (claims) and to capture visit information for other non-EVV services (case management, training etc.). Contact Sandata Sales at SSparacino@sandata.com for more information.

If you are already using an EVV system and would like to continue doing so, the first step is to contact Sandata to let them know your intention to use an Alternate EVV system. They will share Requirements and Specification information with you. Sandata Support can be reached at hialtevv@sandata.com.

If you do not have an EVV system today, the first step is Administrative training. If you received this email, you are identified as the Agency Administrator in our records. If you are not the Agency Administrator, please contact EVV-MQD@dhs.hawaii.gov to update our records before continuing. Administrators must complete Pre-Requisite training to receive access to your Sandata system.

Follow these steps to get Started with Sandata EVV:

Please note: these steps should be followed once your agency completes the contracting process with at least one QI Managed Care Plan.

Also please note: if you are using an alternate EVV vendor you only need to complete step 1 and contact hialtevv@sandata.com for login credentials.

EVV Provider Agency Administrator

1) Review the 1-hour EVV System Overview and Security training videos.

- a. You will need the following information to complete Administrator training:
 - i. EVV Administrator Name and Email address given to the State's EVV Project Manager
 - ii. Create a Password
 - iii. Phone Number (Optional)
 - iv. Agency Name
 - v. Provider Medicaid ID - Use your Med-QUEST 6-digit Provider ID– enter all applicable Provider IDs. If you are the EVV Contact for multiple agencies, please enter Med-QUEST Provider ID separated by a comma, ex: 123456,234567, etc. This

will ensure that Welcome Kits for *each* of your agencies are released to you and ensures that you have access to the EVV system for all of your agencies.

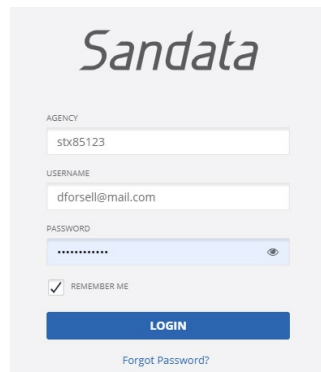
- b. Follow this link to complete your EVV Agency Administrator training:
<https://www.sandatalearn.com/?KeyName=Hlagency>

2) Sign-on/register with eTRAC

- a. After training, a confirmation email will be sent to you with instructions on accessing your Welcome Kit in eTRAC.
- b. The Welcome Kit includes links to, access to your system, and Call Reference Guides to assist telephony users in logging visits
- c. Once signed in to eTRAC, click on the “Welcome Kit” menu. Open the “Welcome Kit” document, it has your temporary password to log into the Sandata EVV portal
- d. Follow this link to access eTRAC: <https://hi.etraonline.net/login>

3) Sign-on to the Sandata EVV Portal

- a. Find the *5-digit* Sandata Company ID in the Welcome Kit e.g. 85123
(*this is NOT your 6-digit Medicaid Provider ID from the State*)
- b. Go to the Sandata <http://evv.sandata.com/> and put “stx” in front of the Agency ID so it appears as follows “stx85123”



The image shows a screenshot of the Sandata login page. At the top, the Sandata logo is displayed. Below the logo, there are four input fields: 'AGENCY' with the value 'stx85123', 'USERNAME' with the value 'dforsell@mail.com', and 'PASSWORD' with a masked password. There is a 'REMEMBER ME' checkbox which is checked. Below the input fields is a blue 'LOGIN' button. At the bottom of the form, there is a link that says 'Forgot Password?'.

4) Add caregivers

- a. Click “Employee” in the left menu.
- b. Add all required fields + email address + check the “Mobile User” checkbox

5) Agencies cannot add members/clients to Sandata

- a. All members are already loaded in Sandata. It is the authorization that allows the Provider Agency to “see” the member.

6) Agencies cannot add authorizations to Sandata

- a. All authorizations in Sandata come from the Health Plan or the Dept. of Health

- b. If you do not see an authorization in Sandata, contact the Service Coordinator or Case Manager to confirm one exists from the QI managed care plan(s) that you are contracted with. **Ask for the Authorization Reference Number.**

7) Schedule visits

- a. Before setting up a reoccurring schedule (M, W, F 8:00 – 9:00), you will need to **change the Client to “Active”**
- b. Click on *Clients* in the left menu.
- c. Search and open the Client record
- d. Click on the second tab at the top “Program”
- e. Click on the Status drop down and make “Active” if not already

8) Staff Training

- a. Your Course Completion email will also provide you with links to additional training for yourself and your staff. Share the links with staff who need to complete some or all of the training based upon their roles and responsibilities.
- b. The training content is modular, which allows staff to be assigned and to take training that is needed based on their role within the agency. For example, certain topics, such as Visit Capture, can be attended/viewed by caregivers. While other sessions may be attended or viewed by office staff such as the scheduling module
- c. E-learning (recordings of live instructor-led webinars and videos) is accessible 24/7 and throughout the life of the EVV program via the Video Library. These can be viewed as many times as necessary by an unlimited number of staff.
- d. All training videos (Recorded Hawaii Webinars/Training, System Overview, eTRAC, Generic Training, etc.) are found here: <https://sandata.wistia.com/projects/39hu84ouhv>

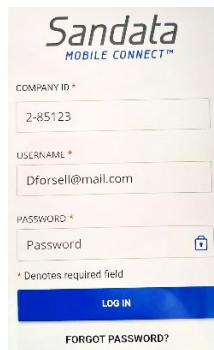
9) Support

- a. Find the **5-digit Sandata Company ID** in the Welcome Kit e.g. 85101
(*this is NOT your 6-digit Medicaid Provider ID from the State*)
- b. Call Sandata **8:00 AM to 5:00 PM** HST at 855-928-1141 or email Sandata at hicustomer@sandata.com

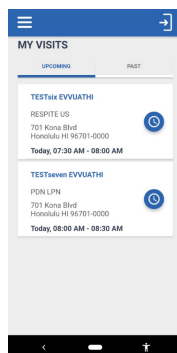
EVV Caregiver/DSW/Employee

1) Sign-on to Sandata EVV

- a. Once your EVV Administrator / Health Plan for Self-Direction program / Self-Directed Employer adds you as a caregiver within Sandata, you will receive an automated email with your:
 - i. temporary password
 - ii. 5-digit Sandata Company ID e.g. 85123
(this is NOT your 6-digit Medicaid Provider ID from the State)
- b. Download the free “Sandata Mobile Connect” app from Apple App Store or Android Play Store.
- c. After launching the app, put a “2” in front of the Company ID, it will automatically add the dash and appear as “2-85123”



- d. Scheduled visits will automatically appear on the first screen. The Clock icon means those visits are scheduled for today. The visit can be started early or late, does not matter. It records the visit time like a stopwatch. Just tap to start the visit.



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Tips

Employees

- Email address is required for the employee to use the mobile app.
- Be sure “Active” is checked.
- Be sure “Mobile User” is checked.

Authorizations

- Authorizations are automatically sent over to Sandata by the Health Plan and DDD.
- If the authorization is changed the updates are sent nightly to Sandata.
- If your agency provides multiple EVV services that requires more than one 6-digit Medicaid Provider ID you need to verify the authorization is in the correct 5-digit Sandata account.
- When in the authorization search screen, the from and to dates are the active search window. The default search will only show active authorizations.
- If you want to look for expired authorizations, you will need to click on the drop down list in the INCLUDE box.

Members

- Members will only appear in the Sandata accounts when at least one authorization is assigned to that provider agency ID.

Scheduling

Schedules can be created without an authorization by clicking the override checkbox at the time of schedule creation.

- Select create schedule top right-hand side
- Enter the first three letters of the member’s last name. A list of clients will appear. Select the correct client.
- Select the service from the drop-down
- Select by weekday check box to set up reoccurring scheduling
- Set from and to dates to authorization begin and end dates.
- Enter start and end times
- Select days of the week that the service will occur
- Select the place of service

- Event code should automatically match the authorization modifiers. If it doesn't select the correct event code from the drop down.
- Enter the first three letters of the employee's name
- Select create preview. If there are scheduling conflicts with either the member or employee they will be shown in the preview.
- Select save, click override and save schedules.

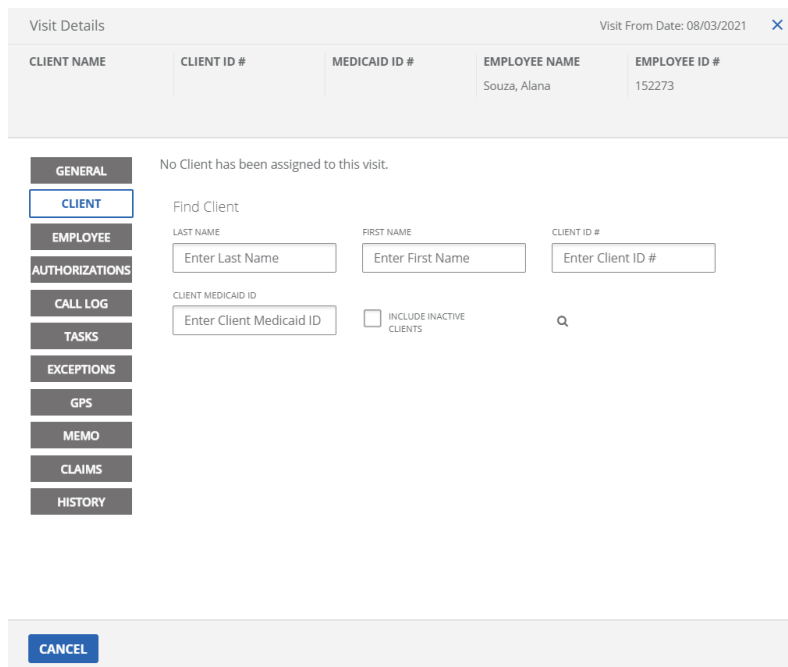
Visit Maintenance

Start Unknown visit: If authorization is not in the account Employee is able to start an unknown visit to record start and end times and visit can be linked to authorization once it is in the account.

All exceptions (red or yellow dots) will need to be acknowledged. Hover over the dot to see the exception message. Click on the dot to fix the exceptions.

To link client/member to an unknown visit:

- select client tab in visit details
- enter client/member last name
- select magnifying glass to find member
- select the client
- click save



Visit Details Visit From Date: 08/03/2021 X

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
			Souza, Alana	152273

GENERAL No Client has been assigned to this visit.

CLIENT Find Client

LAST NAME FIRST NAME CLIENT ID #

CLIENT MEDICAID ID INCLUDE INACTIVE CLIENTS

EMPLOYEE

AUTHORIZATIONS

CALL LOG

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

Create Call

Worst case scenario, if an employee forgets to record an EVV visit a manual visit can be entered.

- **You will need an authorization before entering the manual visit.**
- Select visit maintenance
- Select “Create Call” top right-hand side
- Search for the client
- Select client
- Search for employee
- Select employee
- Enter date, time, and service.
- Select finish and confirm.

Plan of Care

The plan of care contains scheduling and task information for the client/members services.

- If the Health Plan or DDD sends over the electronic plan of care, it will automatically appear in Sandata.
- If no plan of care appears one can be entered manually.

FAQ's

Multiple questions and answers can be found on our EVV website:

<https://medquest.hawaii.gov/en/plans-providers/electronic-visit-verification/EVV-FAQs.html>