



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

RELEASE OF ALTERNATE EVV SYSTEM REQUIREMENTS AND SPECIFICATIONS AND VISIT MAINTENANCE AND AUDIT DOCUMENTATION FAQ

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/07/2022

AHCCCS continues to track various provider readiness milestones representing a continuum of compliance. MCOs are using that data to inform provider engagement and outreach plans to ensure providers have the support they need to fully implement EVV. If providers are contacted by their contracted MCO(s), they are strongly encouraged to promptly respond to ensure their readiness for the hard claim edits.

It is incumbent upon providers to maintain thorough and reliable documentation standards that validate the provision of services as they transition to EVV and the standard requirements outlined in their Provider Participation Agreement.

REMINDER: Payment for EVV Services

During the soft claim edit period (through 12/31/22), providers can still receive reimbursement for services even if there is no EVV visit to match to a claim or the EVV visit data is incomplete. Providers should use this period to incorporate EVV into day-to-day business practices, including developing operational procedures, training administrative personnel, onboarding members and caregivers, and logging visits. More importantly, this is an opportunity for providers to self-monitor agency compliance in order to avoid billing challenges when the hard claim edit period begins on January 1, 2023. Once the hard claim edits begin, providers will not receive payment unless all the required EVV visit data is present.

It is critical that Providers familiarize themselves and practice the steps outlined in the [EVV Billing Checklist](#) to ensure readiness for the claims enforcement period beginning January 1, 2023.

EVV Compliance

As the claims enforcement day approaches, AHCCCS is again reiterating that EVV compliance impacts every layer of the system, which means each of the following stakeholders (in addition to AHCCCS) must participate in and comply with the EVV program.

- Health Plans
- Provider agencies
- Individuals getting paid to provide a service (i.e., provider agency staff, caregivers, family members, etc.)
- Individuals receiving the service

EVV compliance is a condition of continued participation in the AHCCCS program for all of the stakeholders listed above. However, AHCCCS has created some flexibilities with EVV compliance to support members with live-in caregivers. Therefore, we encourage members, their families, and live-in caregivers to talk with their provider agency to clarify the hours that need to be recorded with EVV and to discuss device options that might be the most flexible to support their lifestyle and the way in which services are provided.

Resource Highlights

The Visit Maintenance and Audit Documentation FAQ has been posted to the EVV web page (under General Resources and Frequently Asked Questions). This FAQ will address questions related to how to document missing/incomplete information for billing and documentation purposes.

The following FAQs and updates are forthcoming and in response to common and recurring questions from providers as they operationalize EVV.

- New Contingency Plan FAQ
- New Designee FAQ
- New Case Management FAQ
- Service Confirmation Portal FAQ (updates)
- Scheduling FAQ (updates)

Information for Alternate EVV System Users

AHCCCS and Sandata have updated technical specifications/business requirements that both remove and add requirements. These changes are in response to stakeholder feedback, (including clarification to existing specifications), and in response to Sandata system changes to ensure alignment across all EVV systems. Updates to both documents are notated within each document. It is important that both Alternate EVV System users and their Alternate EVV Vendors (“vendor”) read and understand both documents linked below.

Business Requirements for Alternate EVV System Data Collection Components

Alternate EVV System Data Collection Systems Interface Technical Specifications

It is incumbent upon each provider using an Alternate EVV System to ensure the vendor’s compliance with AHCCCS business requirements and technical specifications. A practical way for providers to understand and monitor what information Sandata is receiving from the vendor, is to access the Sandata Aggregator. The Aggregator contains detailed information about the visit data Sandata, AHCCCS, and the Health Plans are receiving. More information on how to access the Aggregator using the [Sandata Aggregator Information](#) document is located on the EVV web page (www.azahcccs.gov/EVV) (under Alternate EVV System Requirements and Technical Specifications).

AHCCCS is not requiring development and testing to be completed prior to January 1, 2023. AHCCCS is preparing to host an Operational Review (OR) with each vendor to ensure compliance with business requirements on how the data is being collected and sent to Sandata, and documentation required for audit purposes. That timeline for development and testing will coincide with the ORs that will occur in early 2023. More details on the scope, how to prepare for the ORs, and deadline for development/testing is forthcoming.

Generally, the updates to the specifications do not impact claims enforcement with one exception. The specifications will add some new service codes and modifier combinations for a few services with very low utilization (i.e., Companion Care Per Diem and Home Health Aide services provided by a Licensed Health Aide). However, it is possible that the updated specifications may include some clarification (to the original specifications) requiring the Alternate EVV Vendors to make changes prior to the claims enforcement date.

AHCCCS and the Sandata technical team are hosting a webinar to answer questions about technical specifications and the associated business requirements. To help AHCCCS and Sandata prioritize discussion according to the information needs of the attendees, Alternate EVV System Vendors and their users are encouraged to submit questions ahead of time to EVV@azahcccs.gov.

Thursday, November 10, 2022 at 12:00 pm MST

[Click here to register](#)

Technical Support

For Sandata users, please contact the Sandata Customer Care at 855-928-1140 for any technical support for the system including, but not limited to:

- Accessing training,
- Finding your welcome kit,
- Changing your EVV Contact,
- Importing your employees, and
- All other technical issues experienced by users on devices or the EVV portal.

For technical issues related to the current alternate system technical specifications, please contact the Sandata Customer Support at AZAltEVV@sandata.com or 844-289-4246.