



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

AHCCCS ELECTRONIC VISIT VERIFICATION (EVV) UPDATES

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/23/2021

AHCCCS and Sandata are aware of system issues impacting the ability of some providers to fully onboard and operationalize EVV. AHCCCS, Sandata and the MCOs continue to work in partnership to track providers impacted and resolve identified issues.

The following is an updated list of progress being made on issues/enhancements that have been identified and resolution plans being implemented since the September 2021 communication. Note: It is very important to read the Sandata release notes distributed via email for up-to-date information on system issue resolutions.

Topic	Issue/Enhancement Topic	Estimated Resolution Date
Historical Authorizations	Some agencies received authorizations for historical dates of service for members they currently serviced or previously served.	January 26, 2022
Members and Authorizations	Some agencies are not receiving member loads and/or authorization loads.	December 16, 2021
Visit Exceptions	Some agencies had limited functionality to clear a multitude of exceptions in visit maintenance.	October 6, 2021
Visit Maintenance	Streamline visit maintenance with new resolution and visit note requirements.	December 15, 2021

Missing Members and Prior Authorizations for Sandata Users

Sandata and AHCCCS have identified multiple issues that limited the ability of members and prior authorizations from loading into agency accounts. Reported missing members or authorizations were likely caused by one of these issues that are now resolved or are planned for resolution in the chart above. Members will show up in the agency’s Sandata EVV system when they are tied to an authorization that indicates they are the provider. Sandata will be closing all historical tickets related to missing members/authorizations if your agency had previously reported this issue.

As Sandata closes the ticket, the agency will receive an initial notification along with two reminders advising the ticket will be closed. During this timeframe, please check the agency accounts to review if the fixes applied for missing members/authorizations have resulted in resolution. Once confirmed as resolved, there is no need to inform or follow up with Sandata or AHCCCS. Qualified Vendor agencies still experiencing issues, should respond to the notification and a member of the support team will reach out.

Missing Members and the AHCCCS Service Confirmation Portal

There is a known issue caused by the use of service code modifiers on service confirmations. AHCCCS has a short-term and long-term solution.

- Short-Term - Providers should no longer enter modifiers in the optional field when submitting service confirmations.
- Long-Term - Remove the modifier field entirely from the service confirmation portal by December 16, 2021.

Note: For Arizona Complete Health members, please begin re-entering Service Confirmations without the modifiers for dates of service on or after November 15, 2021. As of November 15th, Arizona Complete Health has begun forwarding Service Confirmations to Sandata.

The modifier field will be removed from the Service Confirmation portal on December 16, 2021. Until that time, do not enter modifiers into the Service Confirmation portal.

Technical Assistance

There may still be isolated issues remaining or issues that won't be fixed until December as noted in the chart above.

Qualified Vendor agencies still missing members/authorizations/members, should review the Missing Authorization and Member Checklist available on the AHCCCS website at www.azahcccs.gov/evv for additional technical assistance on direction for next steps to resolve any outstanding or new issues that arise. The checklist also provides information for Sandata users on how to record (and reconcile a visit after the fact) if the member or current authorization is not loaded into the system.