



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

SANDATA EVV SYSTEM USERS – PREPARATION FOR THE WELCOME KIT RELEASE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/07/2020

AHCCCS is preparing to release Sandata EVV System Welcome Kit and credentials. In order for your agency to gain access to the Sandata EVV system, your primary Point of Contact/Agency Administrator must complete the required prerequisite training. **If the EVV Point of Contact/Agency Administrator has not completed the required prerequisite training, your agency will not be granted access to the Sandata EVV system.** A notice has been sent directly to them to encourage completion as soon as possible to ensure your agency is positioned to receive the Welcome Kit and system credentials.

If you **do not know** who has been designated as your agency's EVV Point of Contact/Agency Administrator, please email **all of** your agency AHCCCS provider IDs to evv@azahcccs.gov to confirm.

If you need to **change** your agency's designated EVV Point of Contact/Agency Administrator, please call Sandata Customer Care at 855-928-1140 for assistance.

General Compliance Timeline and Reminders for ALL EVV Providers

January 01, 2021

- All providers are required to begin using EVV.

January 01, 2021 – March 31, 2021 (Grace Period)

- **Payment for EVV Services** - AHCCCS is allowing a soft-claim edit period for claims with dates of service beginning January 01, 2021 through March 31, 2021. **This means that providers can still receive reimbursement for services if there is no EVV visit to match to a claim or the EVV visit data is incomplete.** Providers will be given information on issues with claims for EVV services in an effort to provide technical assistance and insight into EVV program implementation challenges. AHCCCS will be monitoring these issues to identify trends to help inform additional provider engagement and outreach.
- **EVV Policy Compliance** – AHCCCS is allowing providers to use the grace period to comply with the new AHCCCS EVV policy, which includes time for conversations with members as well as completing forms required (as listed in the bullet points below) as allowable/required under the policy. **The draft forms available on the EVV webpage may be used for reference and training purposes only. They should not be used by providers until AHCCCS has sent notification that the final versions of the forms are available for use following the policy public comment period which ends January 4, 2021.** It is incumbent upon providers to maintain documentation standards that validate the provision of services as they transition to EVV and comply with EVV policy standards for documentation.
- Designee Attestation
- Contingency Plan

- Paper Timesheet Attestation

Beginning April 1, 2021

- **Payment for EVV Services** – The hard claims edits will begin for EVV service claims for dates of service beginning April 1, 2021. **Providers will not receive payment unless all the required EVV visit data is present.**
- **EVV Policy Compliance** – The new EVV compliance standards will begin to be incorporated into the quality monitoring audits performed by the MCOs.

EVV Policy – Open for Public Comment

The AHCCCS Medical Policy Manual (AMPM) Electronic Visit Verification policy (540) is now available for public comment. The comment deadline is **January 4, 2021**. You must follow the instructions on the public comment web page when submitting your comments. Please do not send them to the EVV@azahcccs.gov email address. It is important to follow the standard process when submitting your comments to ensure they are all in one central location to be considered for possible revisions to the policy. In addition to your comments, we welcome your suggestions or proposals for policy revisions. **It is important to note that AHCCCS does not respond to the public comments, but rather uses them to inform a final version of the policy.** The public comments will also be used to help inform additional guidance from AHCCCS on EVV.

You can find the link to the policy here along with the instructions for how to submit public comments.

If you have questions about the policy you need answered in order to support your plans to operationalize and onboard EVV, please submit them directly to EVV@azahcccs.gov for policy clarification and guidance.

Providers who will use their own alternate EVV System:

If the Alternate EVV Vendor's system has not passed the required testing, AHCCCS and Sandata are monitoring Alternate EVV vendor progress and conducting provider specific outreach to ensure providers are ready to comply with EVV on January 1, 2021. If the vendor's EVV system was not approved prior to **November 30, 2020**, AHCCCS will notify the provider so they can complete the required training offered by Sandata to prepare them to use the Sandata EVV system until such time the alternate system is in compliance.

If you have questions about using an alternate EVV system or are waiting for testing information, please contact support at 844-289-4246 or AZAltEVV@sandata.com.