



Electronic Visit Verification

January 28, 2021

Agenda

- Welcome/ Introductions
- Federal Regulation and AHCCCS Program Overview
- EVV Services
- General Updates
- Answers to Questions Posed During the 01/14/21 Meeting
 - AHCCCS Responses
 - DDD Responses
- Sandata Customer Care Support & Resources
- AHCCCS Support & Technical Assistance Resources
- Q & A

Introductions

AHCCCS

- Dara Johnson, Program Development Officer
- Danielle Ashlock, ALTCS Project Manager
- Doug Jones, EVV Project Manager

Sandata

- Ruth Sewell, Director of Program Management
- Paige Gibson, Customer Success Manager

DDD

- Nicolette Fidel, Deputy Assistant Director
- Laura Reith, MIS IT Administrator

What is EVV?

- A Federal Mandate per Section 1903 of the Social Security Act (42 U.S.C. 1396b) requires electronic verification of personal care and home health services that span across all lines of AHCCCS business (ACC, RBHA, ALTCS):
 - Type of service performed
 - Individual receiving and providing the service
 - Date and Time the service begins and ends
 - Location of the service

AHCCCS' Strategy for EVV

- Comply with the Cures Act Mandate
- Prevent, Detect, and Recover Improper Payments due to Fraud, Waste, and Abuse.
- Help to make sure that members get the services they need when they need them through the use of contingency planning and reporting.
- Support provider business choices and reduce provider administrative burden
 - Open-Vendor Model
 - Automate manual reporting
 - Simultaneous implementation of PCS & HHSC

Open-Vendor Model

- AHCCCS is employing the system as an Open Vendor Model with one statewide EVV contractor, Sandata.
- Providers will be able to continue to use existing EVV systems or choose an alternate EVV vendor that has been approved by AHCCCS to meet general and Arizona specific requirements for EVV.
- Providers using an alternate EVV Vendor will incur any and all related costs, including costs related to system requirements necessary to transmit data to the Sandata data aggregator.

EVV Services Introduction

- Service set informed and determined by internal analysis
 - CMS Guidance
 - State Plan and Waiver Authorities
 - Federal Regulations
 - Legal and Coding Analysis
- Services subject to EVV are determined by:
 - Provider Type
 - Service Codes
 - Place of Service Codes
- EVV span across all lines of managed care and fee for service business

Provider Types

Provider Description	Provider Type
Attendant Care Agency	PT 40
Behavioral Outpatient Clinic	PT 77
Community Service Agency	PT A3
Fiscal Intermediary	PT F1
Habilitation Provider	PT 39
Home Health Agency	PT 23
Integrated Clinic	PT IC
Non-Medicare Certified Home Health Agency	PT 95
Private Nurse	PT 46

EVV Services: Personal Care Services

Category	Service	HCPCS Code
Personal Care (Eff 01/01/2021)	Attendant Care*	S5125
	Companion Care	S5135
	Habilitation	T2017
	Personal Care	T1019
	Respite	S5150 and S5151
	Skills Training and Development	H2014
	Homemaker	S5130

*Includes Consumer Directed Model – Self Directed Attendant Care

EVV Services – Home Health Services

Category	Service	HCPCS Code
Home Health (Eff 01/01/2021)	Nursing	G0299 and G0300
	Home Health Aide	T1021
	Physical Therapy	G0151 and S9131
	Occupational Therapy	G0152 and S9129
	Respiratory Therapy	S5181
	Speech Therapy	G0153 and S9128
	Private Duty Nursing (continuous nursing services)	S9123 and S9124

Places of Service

Place of Service Description	Place of Service Code
Home	12
Assisted Living Facility	13
Other	99

General Updates

- EVV Mandatory Use Date: 1/01/21
 - 55% of providers are compliant
 - 41% of Sandata agency users have completed prerequisite training to receive system credentials (30% have received welcome kits)
 - 14% of ALT EVV providers are using a vendor that has completed testing
 - Just under 1,000 devices have been distributed
 - CMS confirmed AHCCCS' compliance

General Updates

- Resolution of Member load issue
- Finalization of EVV Policy
- Collaboration with MCOs to target outreach to non-compliant providers
- Consideration for extension of soft-edits claim period
- Release of updated ALT EVV technical specifications
- Change Requests
- Additional EVV Training Courses
- FAQs – *Coming*
 - Scheduling, Documentation, Contingency Planning, and Member Verification

01/14/21 DDD Meeting Q & A

- ***What do we do if families and providers refuse to use EVV?***
 - They are obligated to participate as part of the AHCCCS program. If there are specific issues of concern, you may share those with us so we can clarify what flexibilities might be available within the EVV program to address their concerns.
- ***Is Sandata submitting billing or how does a company submit their other services for billing?***
 - The provider's billing process does not change because of EVV. Providers can use their existing billing processes and clearinghouses to submit claims for payment as they do today. What is different with EVV is that the health plans get the data from Sandata to perform edit checks during the claims validation process. New edits related to EVV data have been added to that process to make sure that AHCCCS is compliant with the Cures Act requirements.

01/14/21 DDD Meeting Q & A, *continued*

- **Please clarify - one of the requirements from AHCCCS on EVV is that the visit/shift provided must capture the GPS location in order for the agency to bill and get reimbursed. At the times, employees need to do a manual entry (Edit to their times) due to a glitch or just an error. When a manual entry happens, it does not capture the location. How can we work around this?**
 - The requirement is that the location is to be captured. AHCCCS will provide more guidance on this scenario in the upcoming Documentation FAQ

01/14/21 DDD Meeting Q & A, *continued*

- **Are there any suggestions on alternatives for providers who do not feel comfortable using geolocation on their devices?**
 - Yes. The caregiver may use the Sandata phone which only pings the location when the caregiver logs in and out. Or there is also Telephony option. Please refer to the AHCCCS Provider Device FAQ.
- **What are the EVV EXEMPTIONS (i.e. Paper Timesheet Attestations) that will be accepted in addition to Lack of Internet ... Etc...Etc...?**
 - There are no exemptions for EVV, but we have offered some flexibilities such as the continued use of paper timesheets with a FOB device for those members that meet certain criteria including: (1) limited to no connectivity (2) use of device would cause adverse health effects/symptoms (3) moral or religious grounds (4) live-in caregivers and (5) witness or domestic violence protections.

01/14/21 DDD Meeting Q & A, *continued*

- ***Has AHCCCS decided on how we will handle guardians who are providers for their own children and approving their own time cards? the policy open for comment through 01/04 suggested that guardians have to pick someone else to approve time cards, it has even been suggested that a neighbor sign their time card and this will not work for many families.***
 - AHCCCS policy requires a second level of verification by the member, guardian or a designee. The person doing the verification cannot be the paid caregiver. The policy does accommodate scenarios whereby there is simply no one to verify through documentation on the Designee Attestation.

01/14/21 DDD Meeting Q & A, *continued*

- ***Are we still able to try a different EVV platform if we cannot implement Sandata efficiently? How long will it take for EVV to accept our alternate company?***
 - Providers can switch to a different EVV system at any time, but must maintain EVV operations during the transition. AHCCCS is working on some protocols and guidance for providers on considerations for this transition. The time that this transition takes is highly dependent on whether or not the Alternate Vendor has already passed testing or needs to do some development in order to meet the Arizona requirements for EVV.
- ***Our agency is not using Sandata for EVV. How/where do we obtain devices for those families who are eligible to use a different option to track their time?***
 - Providers need to talk with your vendor about how to request devices.

01/14/21 DDD Meeting Q & A, *continued*

- ***Why did DDD send a newsletter to families stating: Independent providers and members/ families who use them will get training in the spring and will begin using the system in the summer of 2021.***
 - The Independent Provider (IP) program requires the use of a Fiscal Intermediary. DDD has recently procured and awarded this contract to PCG, Public Partnership Ltd (PPL) This procurement occurred during the testing and readiness of the Alternative EVV systems with Sandata. AHCCCS, Sandata, DDD, and PPL are working together to ready the Alternative EVV System used by PPL. We expect configuration and training for IPs, members, and families to be completed by mid-summer. The IPs and members will begin to use the Alternative EVV system at that time.

01/14/21 DDD Meeting Q & A, *continued*

- ***When will Support Coordinators be trained on EVV? How are SC's being educated/trained about EVV requirements? What type of support can we ask DDD (specifically SCs) for in regard to EVV?***
 - DES DDD will continued to provide information about the EVV system though written communication, Town Halls and other technical documents. Support Coordinators should inform members that EVV is required to be used for EVV services. Support Coordinators do not have a specific role outlined in the EVV System and will be directing members and families to their Qualified Agency for support in using the EVV system implemented by the vendor and in using devices identified.

01/14/21 DDD Meeting Q & A, *continued*

- ***Our EVV does not work. We have a support ticket out but none of our clients are uploaded in the system. Does this mean we still do not have to Submit the GAP report going forward?***
 - DDD will respond to your support ticket. Qualified Vendors last Gap reporting was due 12/31/2020. All future reporting will occur in the EVV system.

01/14/21 DDD Meeting Q & A, *continued*

- ***Is DDD helping educate guardians/members during planning document meetings about EVV requirements?***
 - DDD will ensure that support coordinators have basic information about EVV requirements
 - Support Coordinators will direct members and families to their Qualified Vendor for information about the:
 - Particular EVV System (Sandata or Alternative EVV) the vendor is using
 - Available devices

01/14/21 DDD Meeting Q & A, *continued*

- ***We are not getting the renewals on time from the coordinators. The provider shows up to provide services but is unable to clock in because there is no authorizations on file. Unfortunately, this issue is not fixed within a matter of hours, it takes days for the coordinator to respond. This creates a GAP of service for the member and the provider is out of work.***
 - Support Coordinators should be entering authorization into the system within three (3) days of completing an assessment. If an authorization is not in place, contact the support coordinator, supervisor or the DES DDD Customer Service Center.

Sandata Resources

- Training
 - Live Recordings of Webinars
 - Short videos on how to use the system
 - Short videos on how to use the devices
 - <https://sandata.wistia.com/projects/6xq18t4y4o>
- Call Review Guides
 - Step by Step Process on how to use devices
 - English versions available on the AHCCCS webpage

Sandata Customer Care

- Sandata System Questions or Issues
 - 1- 855-928-1140
 - AZCustomerCare@Sandata.com
- Alternate Vendors Questions or Issues
 - 1-844-289-4246
 - AZALTEVV@Sandata.com

AHCCCS Technical Assistance

- Email: EVV@azahcccs.gov
- Website: www.azahcccs.gov/EVV
 - FAQs
 - ALT EVV technical specifications and business requirements
 - Sandata Resources
 - Device Policy
 - Call Reference Guides
 - Bulk Upload Instructions
 - Policy and Standard Forms

Questions & Answers