EVV Provider Forum

January 25, 2023

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

Updated Guidance for Providers

Steps for Providers Using Sandata for Visit Collection

Steps for Providers Using Alternate EVV Systems

Q & A

Project Updates

- EVV is live as of 12/30/2022
  - Providers using an alternate EVV should begin sending their visit data if they have not done so already
  - Providers using the Sandata solution for their visit collection should begin doing so
    - Please note that Sandata has no data from providers using the Sandata solution for visit collection.

Updated Guidance for Providers: Overnight Visits

- Visits that span overnight do not need to be broken up into two separate visits. For example, the worker's shift is from 9:00 pm to 6:00 am. The shift should be reflected as one visit.

- On the claim, break the overnight visit on two different dates of service on two different claim lines. For example, DSW arrives to provide T1019 Waiver Personal care at 9:00 pm and departs at 6:00 am. The claim should look as follows:

DATE	CODE	Units
1/4/2021	T1019	12 units
1/5/2021	T1019	24 units

Updated Guidance for Providers: Visits in Home and Community

- There are times when a member receives services both in the home and outside of the home during the same visit by the same DSW. Visit starts at home, and ends in community.
  - Visit starts at home, there is a community outing, visit ends at home.
  - Visit starts in community and ends at home.
- Enter these visits like any other visit for the purposes of EVV.
- Visits that take place entirely outside of the home are not subject to EVV and do not need to be captured via EVV. We would expect to see the CG modifier on the claim line indicating that although the procedure code is typically subject to EVV, per policy, EVV is not required. For additional information regarding exceptions to the EVV policy and the use of the CG modifier see question # 24 on the EVV FAQ document.

Updated Guidance for Providers: Overtime

- Self-directed respite and self-directed attendant care DSP's are paid overtime as appropriate.

- Overtime is not prior authorized.

- The payment of overtime is indicated with the inclusion of the TU modifier on the claim line. For purposes of EVV, the payment of overtime does not impact how visit data is collected. Providers will need to break out dates of service and indicate the payment of overtime with the TU modifier on separate claim lines.

Updated Guidance for Providers: Claims

- Providers submitting claims for EVV covered services must put each date of service on a separate claim line.
  - For example, if a provider conducted EVV covered visits daily from Monday to Friday, each visit must appear on a separate line. The five visits can be on the same claim, but each visit must be on a separate line. Providers may no longer bundle visits onto the same claims line.

Updated Guidance for Providers: Claims

- Example of span billing versus daily billing of visits on a claim
  - Individual received 2 hours of service a day (8 units) from 1/4/2023 to 1/8/2023
    - Span billing:

DATE	CODE	Units	COST
1/4/2023 to 1/8/2023	T1019	40	$150.00

    - Daily billing:

DATE	CODE	Units	COST
1/4/2023	T1019	8	$30.00
1/5/2023	T1019	8	$30.00
1/6/2023	T1019	8	$30.00
1/7/2023	T1019	8	$30.00
1/8/2023	T1019	8	$30.00

Updated Guidance for Providers: Claims

- Multiple visits in the same day can be included on the same claim line.
- For example, the individual receives 1 hour (4 units) of service 3x a day.
  - Daily billing (multiple visits a day):

DATE	CODE	Units	COST
1/4/2023	T1019	12	$45.00
1/5/2023	T1019	12	$45.00
1/6/2023	T1019	12	$45.00
1/7/2023	T1019	12	$45.00
1/8/2023	T1019	12	$45.00

Updated Guidance for Providers: Claims

- As previously noted, overtime (denoted with the TU modifier) should be broken out on its own claim line.

- For example, the individual receives 10 (40 units) hours (2 five hour visits) of service a day Monday-Friday.
  - Daily billing (multiple visits in same day with OT)

DATE	CODE	Units
1/4/2023	T1019	40
1/5/2023	T1019	40
1/6/2023	T1019	40
1/7/2023	T1019	40
1/8/2023	T1019 TU	40

Updated Guidance for Providers: Claims

- If a DSP goes into overtime during a shift, the daily claim line should be broken into two claim lines.

- For example, an individual receives 9 hours (36 units) of service (1 4-hour visit and 1 5-hour visit) every day. Due to a staff call off, the same DSP covers all of the shifts.

    - Daily billing (multiple visits in same day with OT)

DATE	CODE	Units
1/4/2023	T1019	36
1/5/2023	T1019	36
1/6/2023	T1019	36
1/7/2023	T1019	36
1/8/2023	T1019	16
1/8/2023	T1019 TU	20
1/9/2023	T1019 TU	36
1/10/2023	T1019 TU	36

Updated Guidance for Providers: Claim Edits

- Beginning July 1, 2023, DMMA will begin editing claims against visit data. This means that claims for services subject to EVV that cannot be matched with an EVV visit data will be denied.

Updated Guidance for Providers: Manual Visits

- At this time, the State has decided to not implement any standard related to manual entries. This will be revisited by the State in the future.

Steps for Providers Using Sandata for Visit Collection

Steps for Providers Using Sandata for Visit Collection

1. Register in the Sandata provider self service portal
   - [Sandata EVV Registration Portal](#)
   - Providers will use their MCDID to register
     - When registering, indicate if using Sandata EVV system or an alternate EVV system
     - Providers need to register all MCDIDs under which they provide services subject to EVV
       - Providers with multiple MCDIDs will have multiple Sandata log-ins (one for each MCDID)
   - Providers who have questions about their MCDID should contact Gainwell Technologies
     - Telephone: 1-800-999-3371, Option 0, then Option 4
     - Email delawarepret@gainwelltechnologies.com

Steps for Providers Using Sandata for Visit Collection

2. Once registered, Sandata will email you a link to the Sandata LMS site where you can register for training.

- Training-Log in to [Sandata Learn](#).
- Find the videos that align with your job duties.
- Watch the videos.

Please note that training modules are available for all applicable provider staff.

Steps for Providers Using Sandata for Visit Collection

Training Video	Description	Length
Overview	Covers the Sandata EVV agency portal modules, including how to log in and navigation basics.	75 minutes
Data Entry	Covers how to search for, create, edit, and inactivate client and/or employee records.	75 minutes
Visit Maintenance	Covers how to navigate the visit maintenance screens, understand the information on the screen for selected visits, and resolve exceptions that may be linked with a visit.	90 minutes
Visit Capture	Covers the process of calling in/calling out using the mobile visit verification and the telephone to capture visit information.	75 minutes
Scheduling	Covers how visits are scheduled and maintained within the Sandata EVV system.	75 minutes
Group Visits (Agency)	Covers how a caregiver starts and completes a group visit using mobile and telephony visit verification methods.	45 minutes
Group Visits (Caregiver)	Covers how a caregiver completes a group visit using mobile and telephony visit verification methods.	45 minutes

Steps for Providers Using Sandata for Visit Collection

3. Once you complete training, you will receive an email with instructions to download Welcome Kit containing their Prod creds from eTRACK.

4. Determine if you need state-issued devices
   - If yes, Log into eTRACK
   - Click the menu option for "Request Devices" and enter the information, including caregiver information and address for shipping (this can be the provider agency address or caregiver address if desired).
   - If no, DSPs can download the Sandata Mobile Connect app via the Apple or Android store.

Steps for Providers Using Sandata for Visit Collection

5. Set up workers in Sandata system
   - Providers using Sandata for visit collection are required to enter their DSPs
   - A unique identifier will be assigned to each DSP
   - Providers will need to enter for each DSP
     - The first three letters of the last name
     - Last 4 numbers of SSN
     - DSP e-mail address
   - Please note that the e-mail address is a new requirement and will be used to distinguish workers who have duplicate information

Steps for Providers Using Sandata for Visit Collection

6. Set up schedules in Sandata system (this is an optional feature)

7. Make sure all applicable staff have completed training

Steps for Providers Using Alternate EVV Systems

Steps for Providers Using Alternate EVV Systems

1. Use your MCDID to register in the [Sandata EVV Registration Portal](#)
   - Indicate who at the provider agency should receive the production credentials
   - Register all MCDIDs under which you provide services subject to EVV
     - This means that providers with multiple MCDIDs will have multiple Sandata log-ins one for each MCDID
     - Providers who have questions about their MCDID should contact Gainwell Technologies
       - Telephone: 1-800-999-3371, Option 0, then Option 4
       - Email delawarepret@gainwelltechnologies.com
   - Once Sandata receives your registration, they will email your test credentials or a message that your alternate vendor has already been certified. If your alternate vendor is already certified, you can skip to #6

Steps for Providers Using Alternate EVV Systems

2. Share the test credentials with your alternate EVV vendor

3. Alternate EVV vendor should begin testing with Sandata

4. Once the alternate EVV vendor has "passed" testing, the person at the provider agency identified to receive production credentials will receive an email from Sandata with:
   - Aggregator/production login credentials
   - Link to Aggregator Training
   - Information that needs to be sent to alternate EVV vendor

5. Send the aggregator/production credentials to your alternate EVV vendor as well as any other information

6. Complete training

7. Log into the Aggregator

Steps for Providers Using Alternate EVV Systems

8. Submit your alternate EVV attestation form to DMMA
   - All providers using an alternate EVV system must complete an attestation form
   - The form requires signatures from both the provider and the alternate EVV vendor
   - The form is available at https://dhss.delaware.gov/dhss/dmma/info_stats.html.
   - DMMA is tracking the submission of attestation forms and will follow up with providers individually for failure to submit

Q&A/Wrap Up

Additional Questions and Information

- Additional questions may be emailed to: DHSS_DMMA_EVV@delaware.gov

- DMMA will periodically post new information on our EVV webpage: https://dhss.delaware.gov/dmma/info_stats.html