EVV Provider Forum

December 14, 2022

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

Steps for Providers Using Sandata for Visit Collection

Steps for Providers Using Alternate EVV Vendors

Alternate EVV System Attestation

Provider Forums

Town Hall

Q & A

Project Updates

- Pilot began on November 16, 2022
  - Six providers are participating in the pilot, including provider using alternate EVV systems
  - Issues identified during pilot will be addressed immediately
  - Pilot period ends 12/30/2022
- Go Live 12/30/2022

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 Vendors

Steps for Providers Using Alternate EVV Vendors

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 Vendors

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 Vendors

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 and A

Q: What is the mandatory use date? What date is being used to determine if providers are in or out of EVV compliance?

A:

- Delaware EVV goes live on December 30, 2022. The State expects providers to begin collecting visit data through the Sandata solution and or sending visit data to the Sandata aggregator on this date.
- Providers will not be considered out of compliance until July 1, 2023.
- DMMA will closely monitor the uptake of EVV usage and will follow up with providers individually as needed.
- The State expects that all providers subject to EVV are taking all the necessary steps (complete MCDID registration process, register with Sandata, complete training, test with Sandata if using an alternate EVV vendor) to comply with EVV.
- Providers at a minimum must complete the Sandata provider registration process by March 1, 2023.

Q and A

Q: If you are using Alt EVV what happens if you submit a visit after the 7 days?

A: At this time, there is no negative consequence for providers if the alternate EVV vendor does not submit visits within 7 days; however, it will be advantageous to the provider for the vendor to develop a cadence of submission that meets this timeframe.

- Starting July 1, 2023, claims for EVV services that cannot be matched to a visit will not be paid.
- The timely presence of the visit data in the Sandata system is essential to timely claims payment.

Q and A

Q: We were told on the last stakeholder call that the threshold for manual entries or edits will be 10%.

- When does this 10% threshold start being monitored?
- What are the consequences for not being in that 10% range?
- When do those consequences start?

- A: The 10% threshold will begin being monitored on July 1, 2023.
  - At this time, DMMA has not proposed any sanctions related to compliance with the 10% threshold. This may be considered in the future.

Q and A

Q: Does that 10% include visits where the clinician is prompted for a variance reason when they attempt to close the visit?

A: The State is working on guidance that will include what is included in the 10% calculation.

Q and A

Q: What will happen with our claims once this goes live? Will they still process timely with or without EVV? Will they pend for a set time looking for EVV and then process?

A: At go live (12/30/22) there are no changes to claims processes.
- For the first six months of implementation visit and claims, data will be reviewed as part of a post-payment review process conducted by DMMA and the MCOs.
- Beginning July 1, 2023, visit data will be matched to claims data prior to claims payment.
- DMMA is currently working with all the relevant payer systems and Sandata regarding this process. Once the process is finalized, the State will share detailed information with providers.

Q and A

Q:Will there be an error message on the EOB's that providers can look for to indicate future claims impact?

A: DMMA is currently working with all the relevant payer systems and Sandata regarding claims processes for claims subject to EVV. Once the process is finalized, the State will share detailed information with providers.

Q and A

Q: How should visits that span overnight be treated.

A: Visits that span overnight should be broken up into two visits. For purposes of claim submission the claim should be broken into two claim lines.

Q: Can providers continue to submit claims in bundles?

A: No, claims for services subject to EVV should be broken down with a date of service on each claim line.

Provider Forums

- The provider forums have been scheduled throughout CY 23.
- The schedule along with the link for registration will be sent to the EVV list serve as well as posted on the DMMA EVV webpage.

Town Halls

- Final Town Hall scheduled from 12:00-1:30 on December 30, 2022

- Town Hall will focus on answering Vendor technical questions about the Alt EVV interface

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