



EVV Provider Forum

October 26, 2022

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Provider Reminders

Project Updates

Alternate EVV System Attestation

Training

Town Halls

Alternate EVV Vendor Registration

Q & A

Provider Reminders

- Please complete your survey ASAP if you have not done so already.
- All providers who provide services subject to EVV must respond.
- Only 1 response per agency please, unless you have more than 1 EVV vendor in which case please complete a survey for each vendor.
- Survey can be found @ [DE DHSS Provider Electronic Visit Verification \(EVV\) Survey](#)
- Link emailed to the EVV list serve and is also on DMMA EVV web page

Provider Reminders

- 21st Century Cures Act
 - Providers should have received a letter regarding the need for providers who wish to participate with a Delaware Medicaid Managed Care Organization to enroll with DMAP.
 - This requirement went into effect March 1, 2022
 - If you have not responded to the letter, please do so as soon as possible
 - Completing this process will help support EVV implementation
 - Assures all providers have an MCDID
 - Cleans up extemporaneous MCDIDs
 - The MCDID is the provider identifier that will be used in the Sandata system

Project Updates

- SIT is complete
- We are currently completing UAT
 - 4 providers are helping to test the system
 - Providers selected based on their use of the Sandata system for visit collection
- Pilot to begin November 16, 2022
 - A total of 7 providers/alt EVV providers will participate in the pilot
- Go Live 12/30/2022

Alternate EVV System Attestation

- All providers using an alternate EVV system must complete an attestation form.
- The form sets forth certain requirements for alternate EVV systems including:
 - Collection of Cures Act required data elements
 - Methods by which visit data may be collected (IVR, mobile application, alternate device)
- The form requires signatures from both the provider and the alternate EVV vendor.

Alternate EVV System Attestation

The form sets forth certain requirements for alternate EVV systems including:

- Alternate system must offer an alternative form for recording data in the event of system failure or natural disaster
 - This could include manual entry
 - Manual entry of visits cannot exceed 10% of all EVV visits
- Alternate EVV Data Collection Systems are responsible for providing latitude and longitude on all client addresses
 - Latitude and longitude must be provided for both the visit start and visit end time.

Alternate EVV System Attestation

The form sets forth certain requirements for alternate EVV systems including:

- Visit data must be sent to the Sandata aggregator in the prescribed format within 7 days from the date of service
 - Visit data that is not accepted as part of upload must be corrected within Sandata.
- Must be Health Insurance Portability and Accountability Act (HIPAA) compliant and provide appropriate security and privacy controls to protect personally identifiable information (PII) and protected health information (PHI) data.
 - All PHI is encrypted at all times in transit and at rest.

Alternate EVV System Attestation

The form sets forth certain requirements for alternate EVV systems including:

- Must utilize unique sign-in credentials for each user who accesses the system and retain information about any changes to electronically captured visit information:
 - Only allow access to the system by properly credentialed users;
 - Only provider agency administrators will be allowed to manually edit visit data system of record/electronic log; and
 - Track all edits to data completed by administrators, recording user name and date/time stamp in an audit log.

Alternate EVV System Attestation

The form sets forth certain requirements for alternate EVV systems including:

- A requirement that the system and its data be available to any state or federal agency upon request for audit purposes.
 - The provider is required to submit reports upon request to the state or federal agency.
- Must support expansion of the DMMA EVV Program by allowing:
 - Addition of potential future services;
 - Addition of participants; and
 - Addition of any requirements based on any applicable state or federal laws.

Alternate EVV System Attestation

The form sets forth certain requirements for alternate EVV systems including:

- Following DMMA EVV requirements unless specifically indicated otherwise; and
- Notify DMMA, Sandata and DMMA MCOs, as appropriate, of a change in alternate EVV vendors at least 45 days in advance of the change via the DMMA Alternate EVV Vendor Change Form available at https://dhss.delaware.gov/dhss/dmma/info_stats.html. (This includes providers seeking to change from an alternate system to Sandata.)

Alternate EVV System Attestation

- The form requires signatures from both the provider and the alternate EVV vendor.
- Failure to submit form timely could result in delays in the provider receiving production credentials.

Training

- 10/24: LMS Open/Training Registration Letter sent to pilot providers
- 11/4 and 11/7: Pilot provider training
- 11/8: Training Registration Letter sent to non-pilot providers
- 11/28 – 12/02: Non-pilot provider training

Town Halls

- EVV Town Halls
 - As we move closer to implementation, a series of Town Halls are scheduled.
 - Sandata sent information to point of contacts identified in the Provider EVV Survey
 - Providers are welcome to send the invite to their alternate EVV vendors
 - Town Halls will focus on:
 - Provider Self-Registration Portal
 - Alternate Vendor Specifications
 - Alternate Vendor Testing
 - Scheduled for:
 - 11/16: 12:00-1:30
 - 12/30: 12:00-1:30

Alt EVV Vendor Registration

- Providers/Alt EVV Vendors participating in Pilot
 - Providers may register their vendors beginning 10/04
 - Testing will be open from 10/4 through 11/16
 - Once vendors have completed testing successfully, production credentials will be issued
- Providers/Alt EVV Vendors not participating in the Pilot
 - Providers may register their vendors beginning 11/03
 - Testing will be open from 11/03 and will be on-going
 - Once vendors have completed testing successfully, production credentials will be issued

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