EVV Provider Forum

September 28, 2023

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

Common Pitfalls

Schedule

Q & A

Project Updates

- **EVV Statistics as of 9/16**

  - A total of 39 providers using 51-distinct MCDIDs are submitting visits to Sandata

  - 132 discreet MCDIDS are registered with Sandata

  - 278,736 visits have been submitted to Sandata with 237,023 (85%) in a verified status
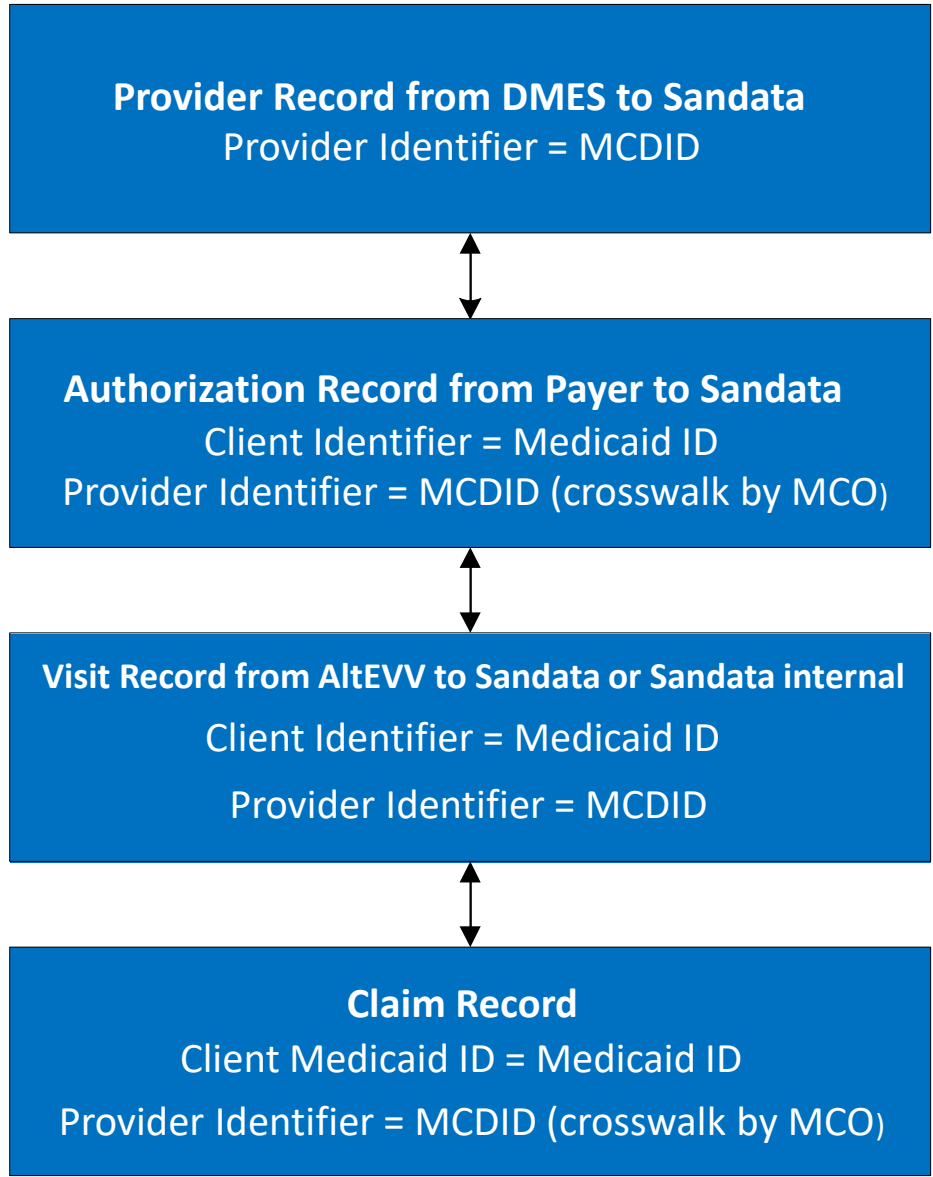
Project Updates

- Fewer than half of all registered providers are submitting visits
  - If you need help and plan to use Sandata, email decustomercare@sandata.com.
  - If you need help and use an alternate EVV system email DEaltevv@sandata.com and put "DE ALT EVV" in the subject line.

Common Pitfalls

- Providers have not registered the MCDID for which the MCOs are sending authorizations
  - All MCDIDs used for services applicable to EVV must be registered with Sandata
  - Many providers have more than one MCDID. DMMA, Mercer, Gainwell and the MCOs have been reaching out to providers to help align
  - All partners have encountered some level of issues while implementing required follow-up actions. This delayed progress; however, some issues have been or continue to be addressed

Common Pitfalls

- It is critical that the MCDIDs registered with Sandata are the same MCDIDs that the MCOs are using on prior authorizations
  - The MCOs send a PA file to Sandata and this is the mechanism to match members, providers and MCOs
  - In order for a provider to "see" a client in the Sandata aggregator the MCO must have submitted an authorization for that client's Medicaid ID under the MCDID that the provider registered
  - If using a 3rd party EVV solution, visits submitted for clients without authorizations or for clients with the wrong MCDID will receive an error message
- Providers using Alternate EVV vendors must make sure that the vendor is sending visits to the correct MCDID
- Sandata does not submit claims. You must continue sending claims to the appropriate payer

Provider Record from DMES to Sandata
Provider Identifier = MCDID

Providers only see clients that have authorizations submitted for the MCDID used to log in.

Authorization Record from Payer to Sandata
Client Identifier = Medicaid ID
Provider Identifier = MCDID (crosswalk by MCO)

The Payer must submit the authorizations under the same MCDID used to record the visit.

Visit Record from AltEVV to Sandata or Sandata internal
Client Identifier = Medicaid ID
Provider Identifier = MCDID

If using an Alt EVV vendor, the Alt EVV vendor must submit visits with the same MCDID as used on the authorization.

Claim Record
Client Medicaid ID = Medicaid ID
Provider Identifier = MCDID (crosswalk by MCO)

The claim must be submitted with the same using the same MCDID as the authorization and the visit.

Schedule

- ACDE and HHO will begin post-payment validation in the fall.
  - If there is any issue with matching a visit with a claim, the MCO will outreach the provider and provide education regarding the issue and how to avoid the issue in the future.

No claim will be denied for lack of visit verification until January 2025
  - The expectation is that issues will be identified and addressed, and all providers will be comfortable and adept at using EVV prior to the hard edit.

Schedule

- Delaware First Health (DEFH) will begin pre-payment validation in the fall (date TBD)
  - If there is any issue with matching a visit with a claim, DEFH will outreach providers and provide education regarding issues and remediation.
  - DEFH will not deny payment for lack of visit verification until January 2025

- Delaware EVV program is here! All providers should be registered with Sandata, collecting visit data, and, if using an alternate EVV vendor, submitting visit data.

Schedule

- Provider forums have been extended through the end of the year. DMMA will share updates and information as it is available; however, we intent to use this time for "Open Office Hours". All providers are invited to share barriers and concerns and seek solutions.

Q&A/Wrap Up

Additional Questions and Information

- **Sandata Customer Service**:

  - Sandata users: 1.833.542.2603 or decustomercare@sandata.com (include DE EVV in subject line).

  - Alternate EVV system users: DEaltevv@sandata.com

Additional Questions and Information

- **DMMA**: DHSS_DMMA_EVV@delaware.gov

- **ACDE**: EVV_Provider_Notification@amerihealthcaritasde.com

- **DEFH**: EVVProviderCommunication@delawarefirsthealth.com

- **HHO**: EVVProviderCommunication@highmark.com

Additional Questions and Information

- Additional questions may be emailed to: DHSS_DMMA_EVV@delaware.gov
  - When emailing DMMA, please include the Sandata service ticket number(s)
- DMMA will periodically post new information on our EVV webpage: https://dhss.delaware.gov/dmma/info_stats.html