

EVV Stakeholder Advisory Group

October 21, 2020

Agenda

- Phase 3 System Changes
- Phase 3 Training
- Website Updates
- Alternate EVV System
- Compliance Plan
- Staff Updates

Phase 3 – System Changes

Phase 3 System Changes

EVV system changes for Phase 3 include:

- » Addition of Home Health Therapy Services
- » Addition of Participant-Directed Services
- » Messaging
- » Chat with Sandata Support
- » Multi-Service
 - Switching Services in Sandata Mobile Connect
 - Switching Services using Telephony
- » New Report
 - Visit Verification Activity Log Report

Phase 3 EVV system changes went into effect on September 4, 2020.

Addition of Home Health Therapy Services

- The following State Plan Home Health Therapies have been added to the EVV Program and EVV system:
 - » Physical Therapies (G0151)
 - » Occupational Therapies (G0152)
 - » Speech Language Pathology Therapies (G0153)

The screenshot shows a web form titled "Add/Edit Payer" with a close button (X) in the top right corner. The form is divided into several sections:

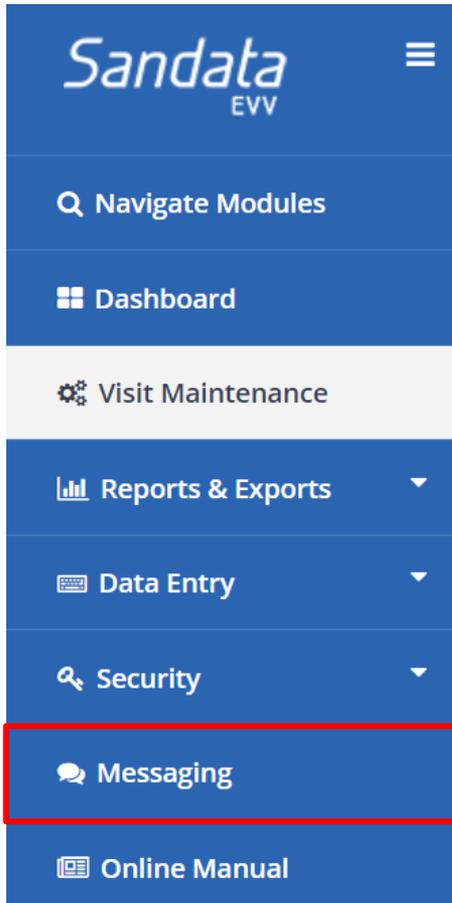
- CLIENT INFORMATION:** A table with four columns: CLIENT NAME, CLIENT ID #, MEDICAID ID #, and SUPERVISOR. All fields currently contain the value "None".
- PAYER *:** A dropdown menu with "Molina" selected.
- PROGRAM *:** A dropdown menu with "SP" selected. This field is highlighted with a red border.
- SERVICE *:** A dropdown menu with "Select Service" selected. A dropdown list is open, showing several options. The first three options are highlighted with red borders: "Occupational Therapies (G0152)", "Physical Therapies (G0151)", and "Speech Language Pathology Therapies (G0153)".
- CLIENT PAYER ID:** A text input field with the placeholder "Enter Client Payer Id".
- START DATE * MM/DD/YYYY:** A date picker field with the placeholder "Select Start Date" and a calendar icon.

Addition of Participant-Directed Services

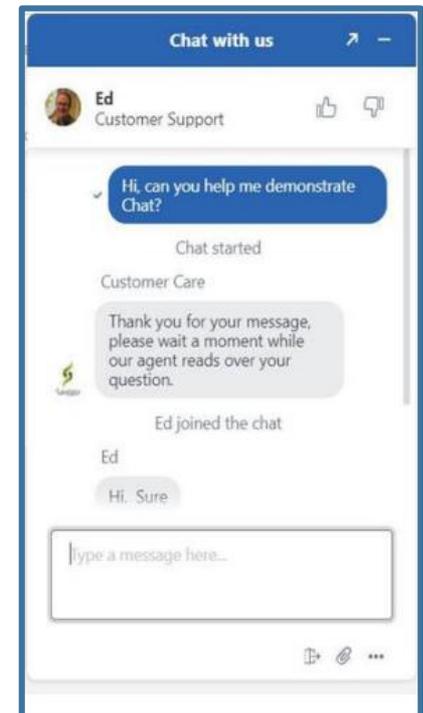
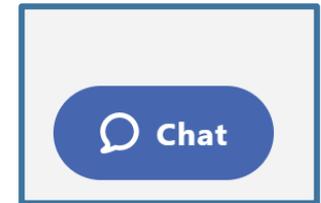
- The following Participant-Directed Programs and Services have been added:

Payer	Program	Services
Managed Care Plans	MyCare Participant-Direction (MyCPD)	<ul style="list-style-type: none"> Waiver Choices -Home Care Attendant Services (T2025) Waiver Consumer-Directed Personal Care Attendant (T1019)
DODD	Participant-Directed Homemaker Personal Care (PDHPC)	<ul style="list-style-type: none"> Participant-Directed Homemaker Personal Care (HPC)
ODA	Passport Participant Direction (PPPD)	<ul style="list-style-type: none"> Consumer Directed Personal Care (T1019) Waiver Choices Home Care Attendant Services (T2025)

Messaging and Chat



- **Messaging:** New Messaging option in the EVV menu bar
 - » Can view messages that have been sent from ODM
- **Chat:** There is an option in the Visit Maintenance page to Chat directly with a Sandata Support representative



Messaging From Provider Perspective

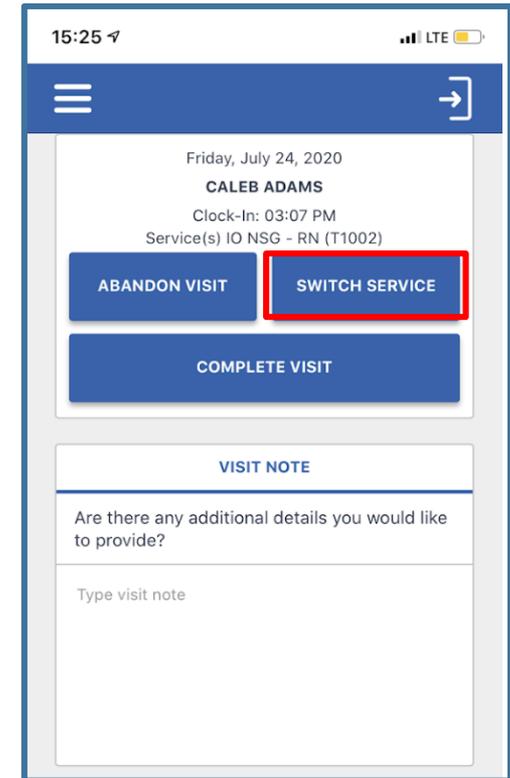
- Providers will immediately see any available messages by clicking on the Messaging section of the EVV Menu. The entire message will show to be read, right on the screen.

The screenshot displays the Sandata EVV Messaging interface. On the left is a navigation menu with options: Navigate Modules, Dashboard, Visit Maintenance, Reports & Exports, Data Entry, Security, Messaging, and Online Manual. The main content area is titled 'Messaging / Messages' and shows a list of messages. At the top right, it displays the account information 'Account: 10108 - ODMUATAgency@mail.com' and a search box labeled 'Enter agency'. A 'LOG OUT' button is also present. The messages are displayed in a table with columns for 'Message', 'Start Date', and 'End Date'. There are two messages listed: one from ODM and one test message. Navigation controls for the message list are visible at the top and bottom of the table area.

Message	Start Date	End Date
This is where ODM can communicate any message they'd like, from policy to general program updates, to either a group of selected providers or all providers.	09/14/2020	09/16/2020
This is an EVV test message.	08/25/2020	10/04/2020

Multi-Service Functionality

- The Multi-Service feature is also known as the Switch Service feature
- Feature allows providers who may provide multiple services to an individual to log an EVV visit for each service with less steps
- Can use the Call Out for the first visit in either Telephony or Sandata Mobile Connect application to start a visit for the next service



	Santrax will say: <i>“Would you like to continue the visit with a new service? Press 1 for yes, press 2 for no”.</i>
9	Press the 1 to continue the visit with a new service.
	Santrax will say: <i>“Please enter the service ID.”</i>

Switching Services in Sandata Mobile Connect

12:19 PM 77%

Sandata
MOBILE CONNECT™

COMPANY ID*

USERNAME*

PASSWORD*

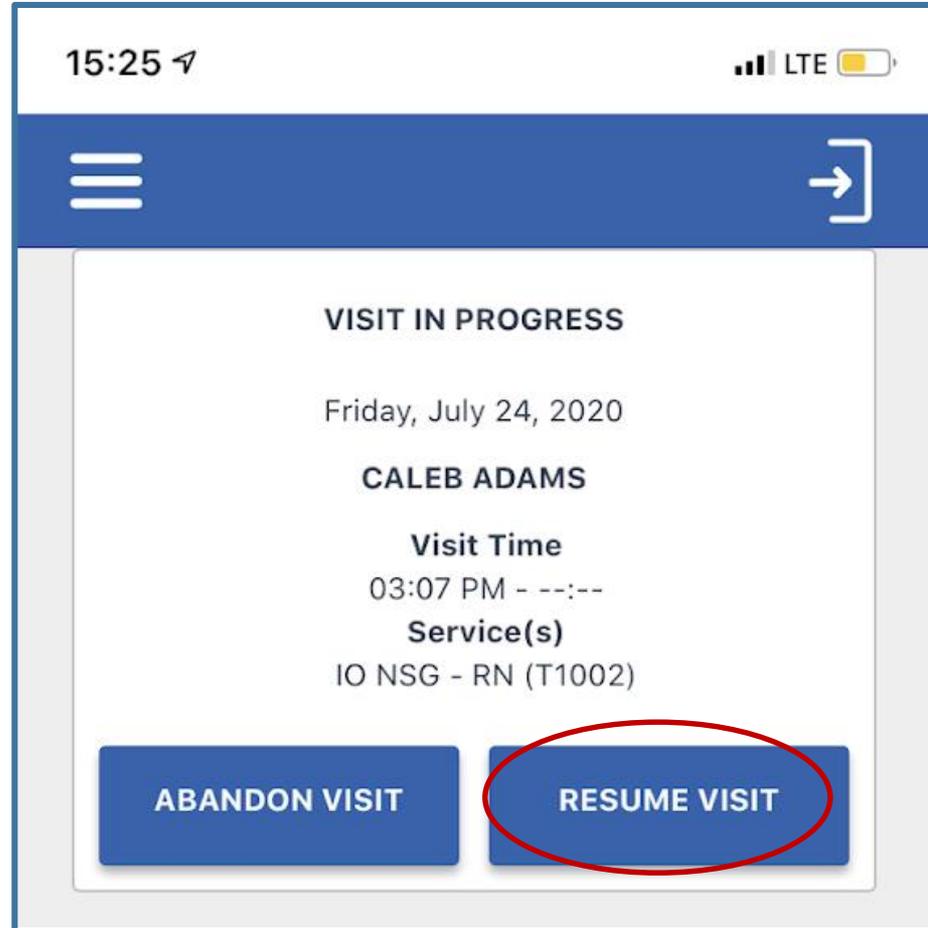
*denotes required field

LOG IN

FORGOT PASSWORD?

v1.0.123
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Switching Services in Sandata Mobile Connect



Switching Services in Sandata Mobile Connect

15:25 1 LTE

☰ →

Friday, July 24, 2020
CALEB ADAMS
Clock-In: 03:07 PM
Service(s) IO NSG - RN (T1002)

ABANDON VISIT **SWITCH SERVICE**

COMPLETE VISIT

VISIT NOTE

Are there any additional details you would like to provide?

Type visit note

Switching Services in Sandata Mobile Connect

15:25 📶 LTE 🔋

☰ ➔

Friday, July 24, 2020

CALEB ADAMS

Please select the service you are providing

IO NSG - RN (T1002)

Passport - Consumer Directed
Personal Care (T1019)

OHCW PCA (T1019)

IO NSG - LPN (T1003) ✓

Passport HCA (S5125)

Participant-Directed Homemaker-
Personal Care

HPC

START VISIT

Switching Services in Sandata Mobile Connect

15:25

Friday, July 24, 2020

CALEB ADAMS

Please select the service you are providing

IO NSG - RN (T1002)

START VISIT

Service: IO NSG - LPN (T1003)
Clock-In: 03:25 PM

Are you sure you want to start the visit?

Switching Services in Sandata Mobile Connect

The screenshot shows a mobile application interface for a healthcare provider. At the top, the status bar displays the time 15:25, LTE signal strength, and battery level. Below the status bar is a dark blue header with a white hamburger menu icon on the left and a white right-pointing arrow icon on the right. The main content area is white and contains the following information: the date "Friday, July 24, 2020", the patient name "CALEB ADAMS", the clock-in time "Clock-In: 03:25 PM", and the service "Service(s) IO NSG - LPN (T1003)". Below this information are three blue buttons: "ABANDON VISIT", "SWITCH SERVICE", and "COMPLETE VISIT". Below the buttons is a section titled "VISIT NOTE" with a question "Are there any additional details you would like to provide?" and a text input field with the placeholder "Type visit note".

15:25 📶 LTE 🔋

☰ ➔

Friday, July 24, 2020
CALEB ADAMS
Clock-In: 03:25 PM
Service(s) IO NSG - LPN (T1003)

ABANDON VISIT **SWITCH SERVICE**

COMPLETE VISIT

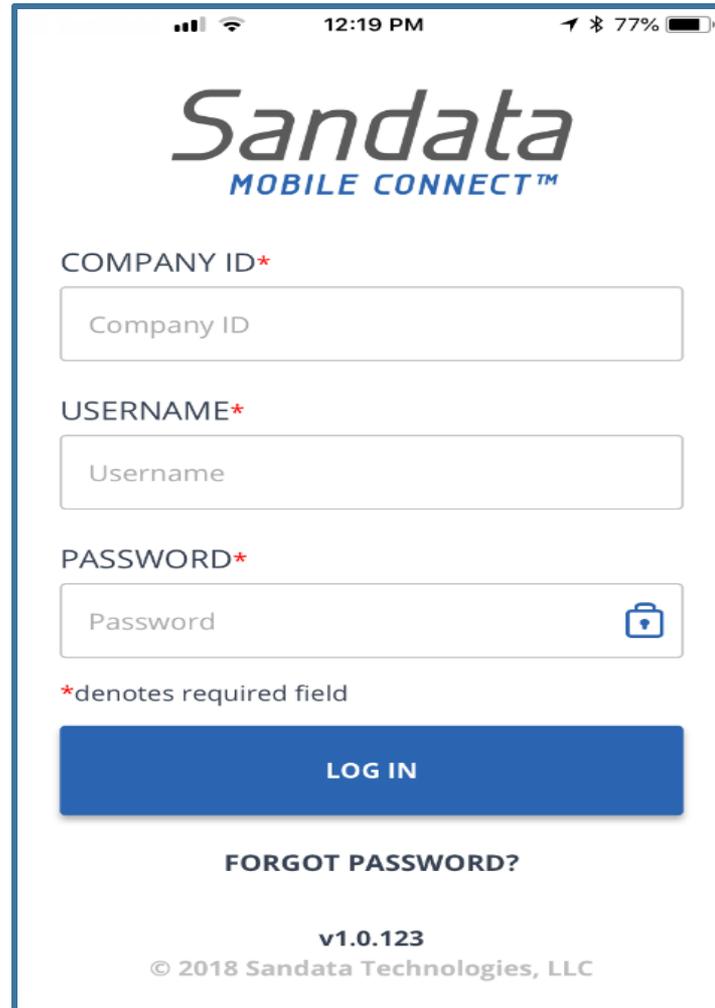
VISIT NOTE

Are there any additional details you would like to provide?

Type visit note

Multi-Service Final Call-out in Sandata Mobile Connect

Multi-Service Final Call-out in Sandata Mobile Connect



The screenshot shows the Sandata Mobile Connect login interface. At the top, the status bar displays signal strength, Wi-Fi, the time 12:19 PM, location services, Bluetooth, and a 77% battery level. The Sandata logo is centered, with 'MOBILE CONNECT™' in blue below it. There are three input fields: 'COMPANY ID*' with a placeholder 'Company ID', 'USERNAME*' with a placeholder 'Username', and 'PASSWORD*' with a placeholder 'Password' and a lock icon. A red asterisk indicates required fields. Below the fields is a blue 'LOG IN' button. At the bottom, there is a 'FORGOT PASSWORD?' link, the version 'v1.0.123', and the copyright '© 2018 Sandata Technologies, LLC'.

COMPANY ID*

USERNAME*

PASSWORD*

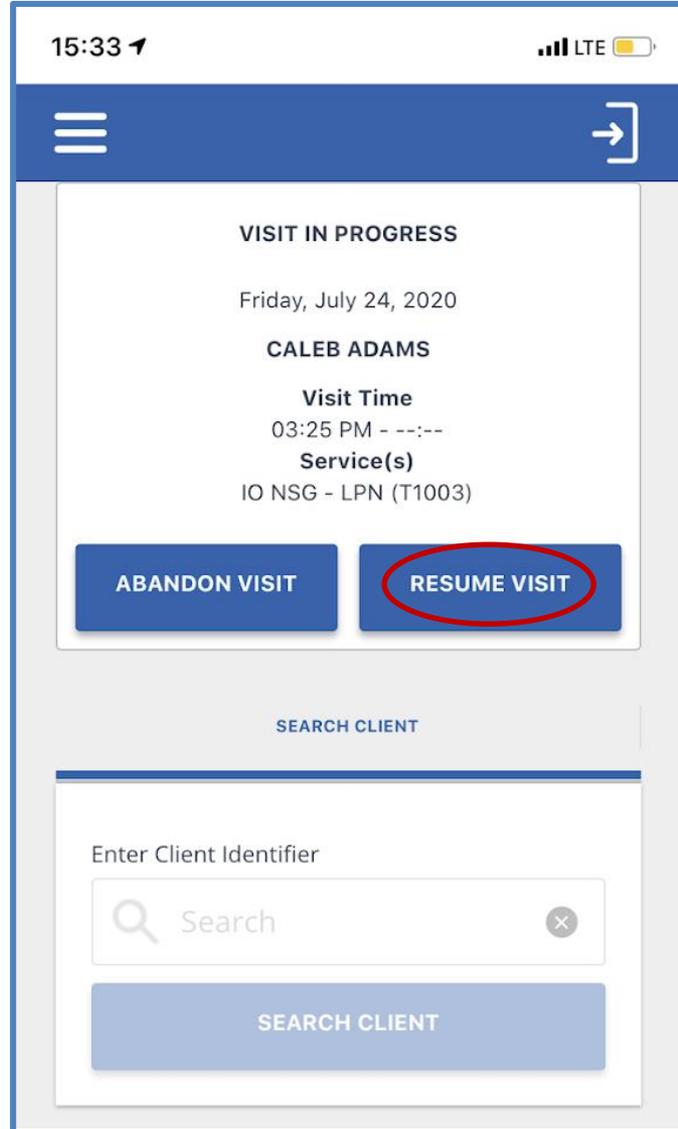
*denotes required field

LOG IN

FORGOT PASSWORD?

v1.0.123
© 2018 Sandata Technologies, LLC

Multi-Service Final Call-out in Sandata Mobile Connect



Multi-Service Final Call-out in Sandata Mobile Connect

15:33 LTE

Friday, July 24, 2020
CALEB ADAMS
Clock-In: 03:25 PM
Service(s) IO NSG - LPN (T1003)

ABANDON VISIT **SWITCH SERVICE**

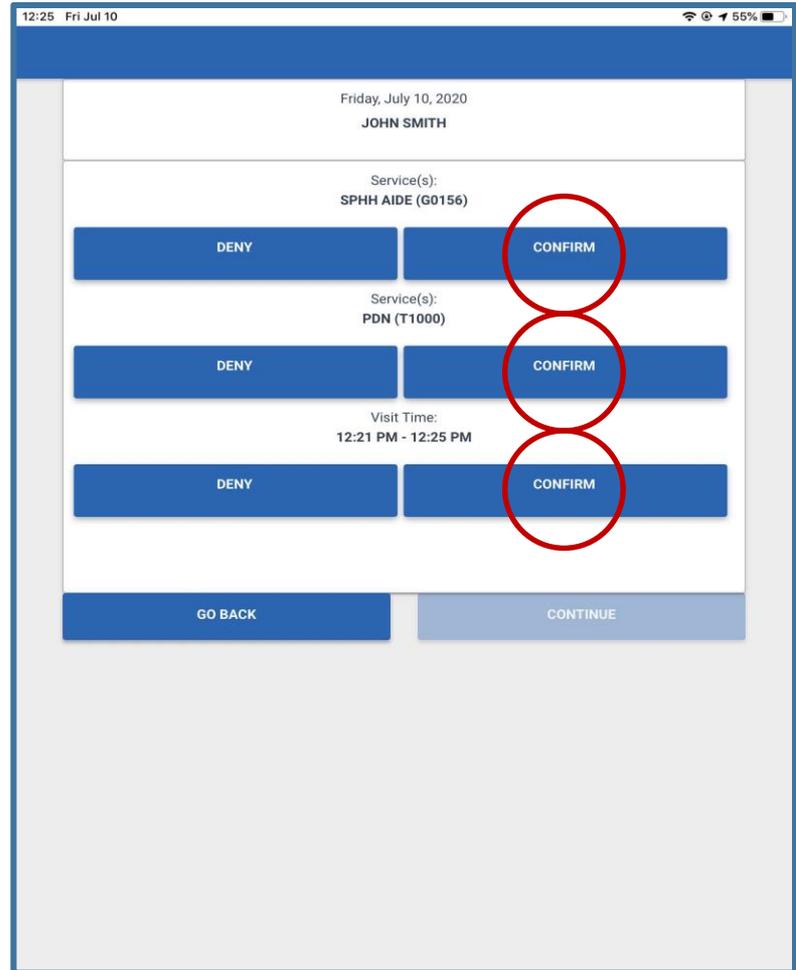
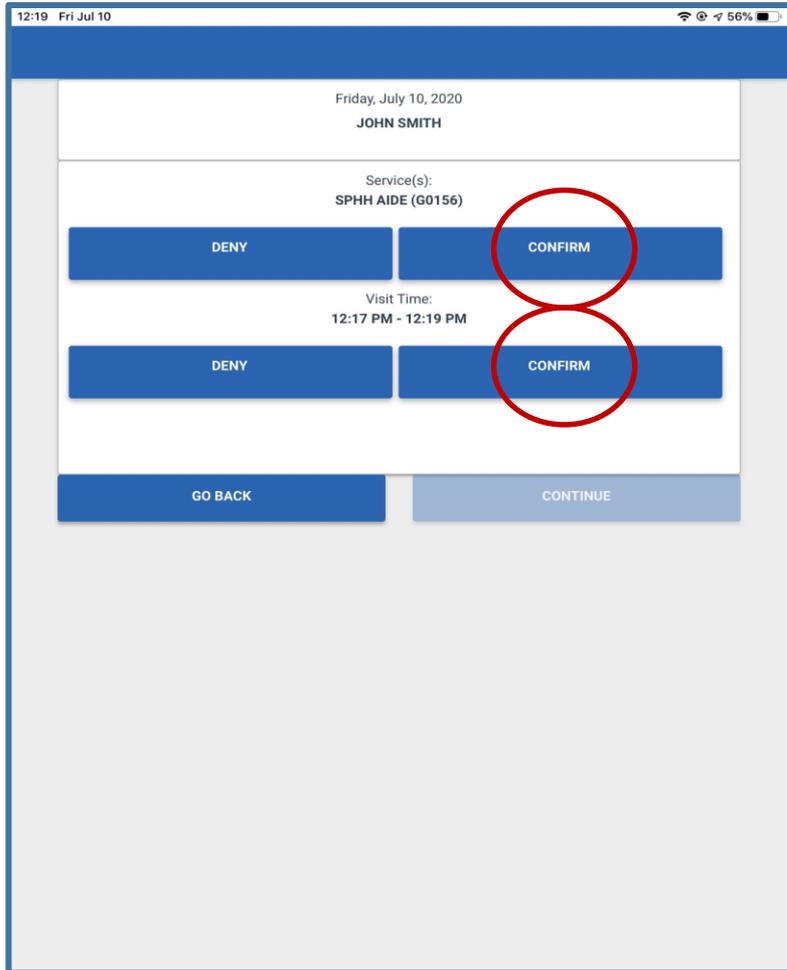
COMPLETE VISIT

VISIT NOTE

Are there any additional details you would like to provide?

Type visit note

Multi-Service Final Call-out in Sandata Mobile Connect



Switching Services using Telephony

Switching Services Using Telephony

- The switch service functionality has created a new prompt. This prompt appears after entering the SERVICE ID, and it is **ONLY** heard on a Telephony **Call Out**.
- After entering the SERVICE ID, you will be asked if you would like to
 - » (1) switch the client visit to a new service, or,
 - » (2) continue to call out, without adding a new service.
- If you are providing care to multiple clients, this is **NOT** the way you record a group visit.

Switching Services Using Telephony

	Santrax will say: <i>“Would you like to continue the visit with a new service? Press 1 for yes, press 2 for no”.</i>
9	Press the 1 to continue the visit with a new service.
	Santrax will say: <i>“Please enter the service ID.”</i>
10	Press the three-digit ID of the care performed. NOTE: This is ID for the NEW service being provided.
	Santrax will say: <i>“You entered [Service description]. Please press 1 to accept, 2 to retry.”</i>
11	Press 1 to accept. NOTE: From the point on, you will be calling out for the previous service.

Switching Services Using Telephony

12

Santrax will say: "To record the client's voice please press 1 and hand the phone to the client or press 2 if the client is unable to participate."

5. Press (1) to record client's voice (hand phone to client):
 - a) *Santrax will say: "Please say your first and last name and today's date."*
 - b) The client will say their name and the date.
 - c) *Santrax will say: "In call received at [Time]. Out call received at [Time]. Total visit length [number] minutes. Press 1 to confirm, 2 to deny, 3 to replay."*
 - d) Client will press appropriate choice.
 - e) *Santrax will say: "The service performed was [service description]. Press 1 to confirm, 2 to deny, 3 to replay."*
 - f) Client will press appropriate choice.
 - g) *Santrax will say: "Please enter second Client ID or hang up if done."*
 - h) Hang up.

- 2) Press (2) if the client is unable to participate.
 - a) *Santrax will say: "Please enter second Client ID or hang up if done."*
 - b) Hang up.

New Report: Visit Verification Activity Log

Details which user made changes to visits in Sandata EVV, and the change details, regardless of the date they occurred.

Select Report

REPORT TYPE: Date Range Reports

REPORT NAME: Visit Verification Activity Log

Select Timeframe

FROM DATE MM/DD/YYYY: 08/02/2020

TO DATE: 09/14/2020

Do you want to save this file?

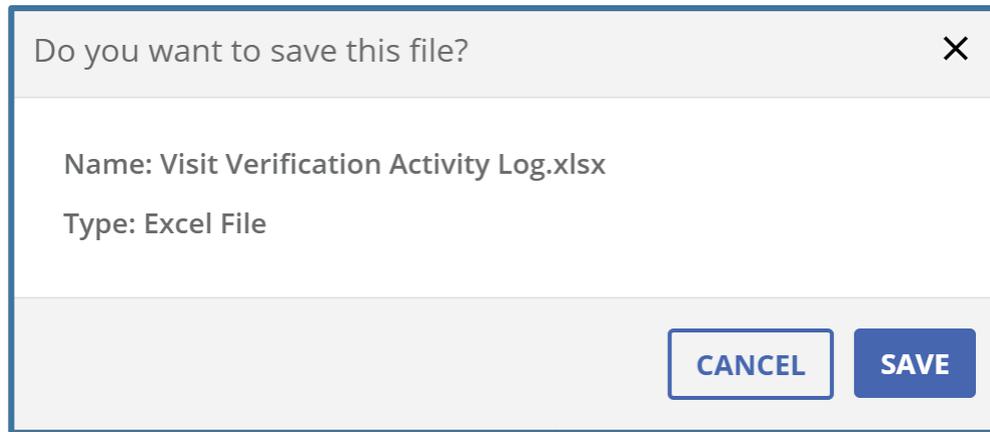
Name: Visit Verification Activity Log.xlsx

Type: Excel File

CANCEL SAVE

Visit Verification Activity Log

Details which user made changes to visits in Sandata EVV, and the change details, regardless of the date they occurred.



NOTE: When running this report, you will be prompted to **SAVE** as an excel file, rather than viewing within the EVV Reports browser window.

Visit Verification Activity Log

Details which user made changes to visits in Sandata EVV, and the change details, regardless of the date they occurred.

	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
1	CALL_IN_DATE	CALL_IN_TIME	CALL_OUT_DATE	CALL_OUT_TIME	ADJUSTED_IN_DATE	ADJUSTED_IN_TIME	ADJUSTED_OUT_DATE	ADJUSTED_OUT_TIME	BILL_TIME	PAY_TIME	GROUP_CODE	TASKS	MEMO
2	07/21/2020	01:17 PM			07/21/2020	01:17 PM	07/21/2020	01:21 PM	00:04	00:04			
3	07/21/2020	01:17 PM			07/21/2020	01:17 PM	07/21/2020	01:21 PM	00:04	00:04			
4	07/21/2020	01:17 PM			07/21/2020	01:17 PM	07/21/2020	01:21 PM	00:04	00:04			
5	07/21/2020	01:17 PM			07/21/2020	01:17 PM	07/21/2020	01:21 PM	00:04	00:04			
6	07/21/2020	01:38 PM			07/21/2020	01:38 PM	07/21/2020	01:48 PM	00:10	00:10			
7	07/21/2020	01:38 PM			07/21/2020	01:38 PM	07/21/2020	01:48 PM	00:10	00:10			
8	07/21/2020	01:38 PM			07/21/2020	01:38 PM	07/21/2020	01:48 PM	00:10	00:10			
9	07/21/2020	01:38 PM			07/21/2020	01:38 PM	07/21/2020	01:48 PM	00:10	00:10			
10	07/22/2020	09:00 AM			07/22/2020	09:00 AM	07/22/2020	12:00 PM	03:00	03:00			
11	07/22/2020	09:00 AM			07/22/2020	09:00 AM	07/22/2020	12:00 PM	03:00	03:00			
12	07/22/2020	09:00 AM			07/22/2020	09:00 AM	07/22/2020	12:00 PM	03:00	03:00			
13	07/22/2020	09:00 AM			07/22/2020	09:00 AM	07/22/2020	12:00 PM	03:00	03:00			
14			07/22/2020	10:47 AM	07/22/2020	10:42 AM	07/22/2020	10:47 AM	00:05	00:05			
15			07/22/2020	10:47 AM	07/22/2020	10:42 AM	07/22/2020	10:47 AM	00:05	00:05			
16			07/22/2020	10:47 AM	07/22/2020	10:42 AM	07/22/2020	10:47 AM	00:05	00:05			
17			07/22/2020	10:47 AM	07/22/2020	10:42 AM	07/22/2020	10:47 AM	00:05	00:05			
18	07/22/2020	10:47 AM			07/22/2020	10:47 AM	07/22/2020	10:53 AM	00:06	00:06			
19	07/22/2020	10:47 AM			07/22/2020	10:47 AM	07/22/2020	10:53 AM	00:06	00:06			
20	07/22/2020	10:47 AM			07/22/2020	10:47 AM	07/22/2020	10:53 AM	00:06	00:06			
21	07/22/2020	10:47 AM			07/22/2020	10:47 AM	07/22/2020	10:53 AM	00:06	00:06			

Visit Verification Activity Log

Details which user made changes to visits in Sandata EVV, and the change details, regardless of the date they occurred.

AG	AH	AI	AJ	AK
CHANGE_USER	CHANGE_DATE	CHANGE_TIME	CHANGE_PRIVILEGE	REASON_CODE
[REDACTED]	07/21/2020	05:29 PM	Acknowledge exception: Visit Verification Exception	30
[REDACTED]	07/21/2020	05:29 PM	Acknowledge exception: Client Signature Exception	30
[REDACTED]	07/21/2020	05:29 PM	Acknowledge exception: Service Verification Exception	30
[REDACTED]	07/21/2020	05:27 PM	Visit - Update Adjusted Hours	30
[REDACTED]	07/21/2020	05:50 PM	Acknowledge exception: Service Verification Exception	30
[REDACTED]	07/21/2020	05:50 PM	Acknowledge exception: Client Signature Exception	30
[REDACTED]	07/21/2020	05:50 PM	Acknowledge exception: Visit Verification Exception	30
[REDACTED]	07/21/2020	05:49 PM	Visit - Update Adjusted Hours	20
[REDACTED]	07/22/2020	04:30 PM	Acknowledge exception: Service Verification Exception	10
[REDACTED]	07/22/2020	04:29 PM	Acknowledge exception: Visit Verification Exception	30
[REDACTED]	07/22/2020	04:26 PM	Acknowledge exception: Client Signature Exception	30
[REDACTED]	07/22/2020	04:25 PM	Visit - Update Adjusted Hours	30
[REDACTED]	07/22/2020	03:02 PM	Acknowledge exception: Visit Verification Exception	40
[REDACTED]	07/22/2020	03:02 PM	Acknowledge exception: Service Verification Exception	40
[REDACTED]	07/22/2020	03:01 PM	Acknowledge exception: Client Signature Exception	40
[REDACTED]	07/22/2020	03:01 PM	Visit - Update Adjusted Hours	40
[REDACTED]	07/22/2020	02:59 PM	Acknowledge exception: Visit Verification Exception	30
[REDACTED]	07/22/2020	02:59 PM	Acknowledge exception: Service Verification Exception	30
[REDACTED]	07/22/2020	02:59 PM	Acknowledge exception: Client Signature Exception	40
[REDACTED]	07/22/2020	02:58 PM	Visit - Update Adjusted Hours	40

Phase 3 - Training

New Agency/NAP Training Process Overview



Contact in Medicaid Provider Agreement
(Agency Contact or NAP)



LMS Required Course



Welcome Kit



Role/functionality
based training

Training Quick Reference Guides

Sandata EVV Training Registration Agency Quick Reference

Welcome to Sandata EVV training! To start the training process, the agency EVV contact will follow the steps below.

1

- EVV contact signs up in Sandata's Learning Management System (LMS) and completes initial self-paced training requirement.
 - Go to: <https://www.sandatalearn.com?keyname=ODMEVVAgencyphase3>
 - Enter the required Sign Up information to create a profile
 - Click *My Courses > Program* folder
 - Click the online course "Overview" to begin
 - EVV contact completes all required courses (Overview and Security)

2

- Upon completing the online courses, the EVV contact receives an email containing information on how to:
 - Download a certificate of completion

Step 1: Provider Takes Initial, Required Training in LMS



1

- EVV contact signs up in Sandata's Learning Management System (LMS) and completes initial self-paced training requirement.
- Go to: <https://www.sandatalearn.com?keyname=ODMEVVAgencyphase3>
- Enter the required Sign Up information to create a profile
- Click *My Courses* > *Program* folder
- Click the online course "Overview" to begin
- EVV contact completes all required courses (Overview and Security)

- Agency : <https://www.sandatalearn.com?keyname=ODMEVVAgencyphase3>
- Non-Agency: <https://www.sandatalearn.com?keyname=ODMEVVnonagencyphase3>

Provider Signs Up for LMS Account



Login



Sign Up

To use the key ODMEWAgencyphase3, please sign up for a new account or login to an existing one.

First Name *Required*

Middle Name

Last Name *Required*

Email *Required*

Password *Required*

Re-enter Password *Required*

Agency Name: *Required*

Provider Medicaid ID # *Required*

Initial, Required Training in LMS



Ohio Department of Medicaid - Electronic Visit Verification (EVV) Phase 3 Agency...

Online Course



Course Content

Course Content



1 - Overview

1 Lesson(s)



Agency Overview

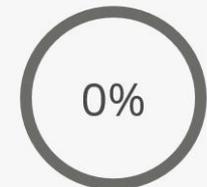
Start

Status: Not Started

This is an overview of the EVV system.

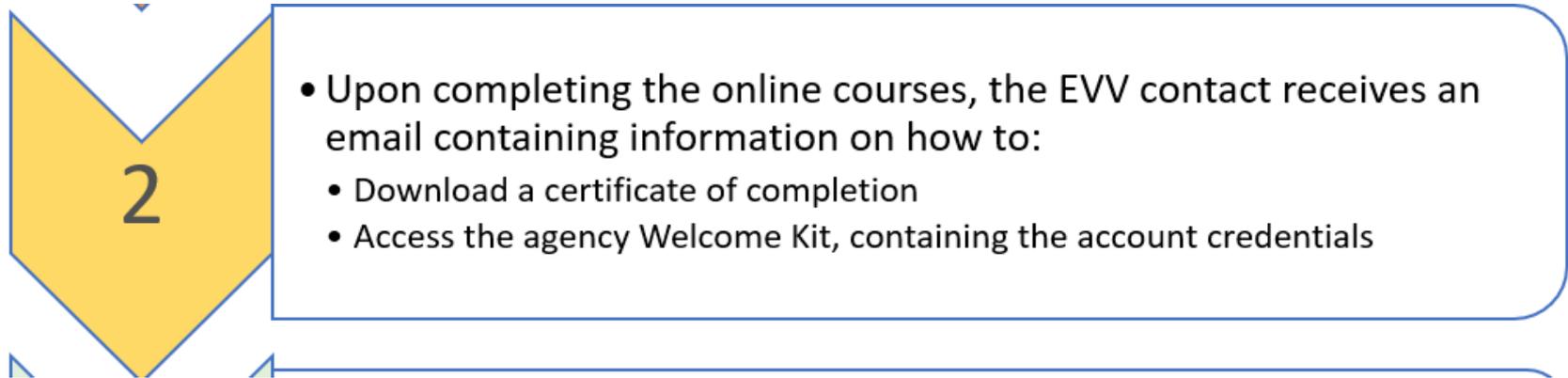
Not Started

0/17



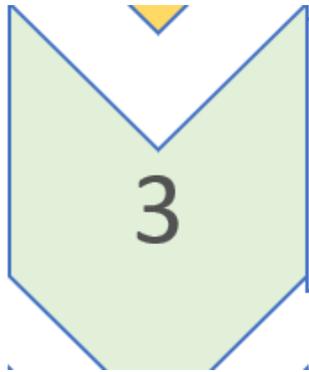
- Once a provider is signed up in LMS, they will see the appropriate training course under *My Courses*

Step 2: Provider Receives Welcome Kit and Weblinks



- After completing initially required training, provider receives information for how to:
 - » Access Welcome Kit
 - » Links to access:
 - The live webinar training calendar in OnceHub
 - The self-paced video library

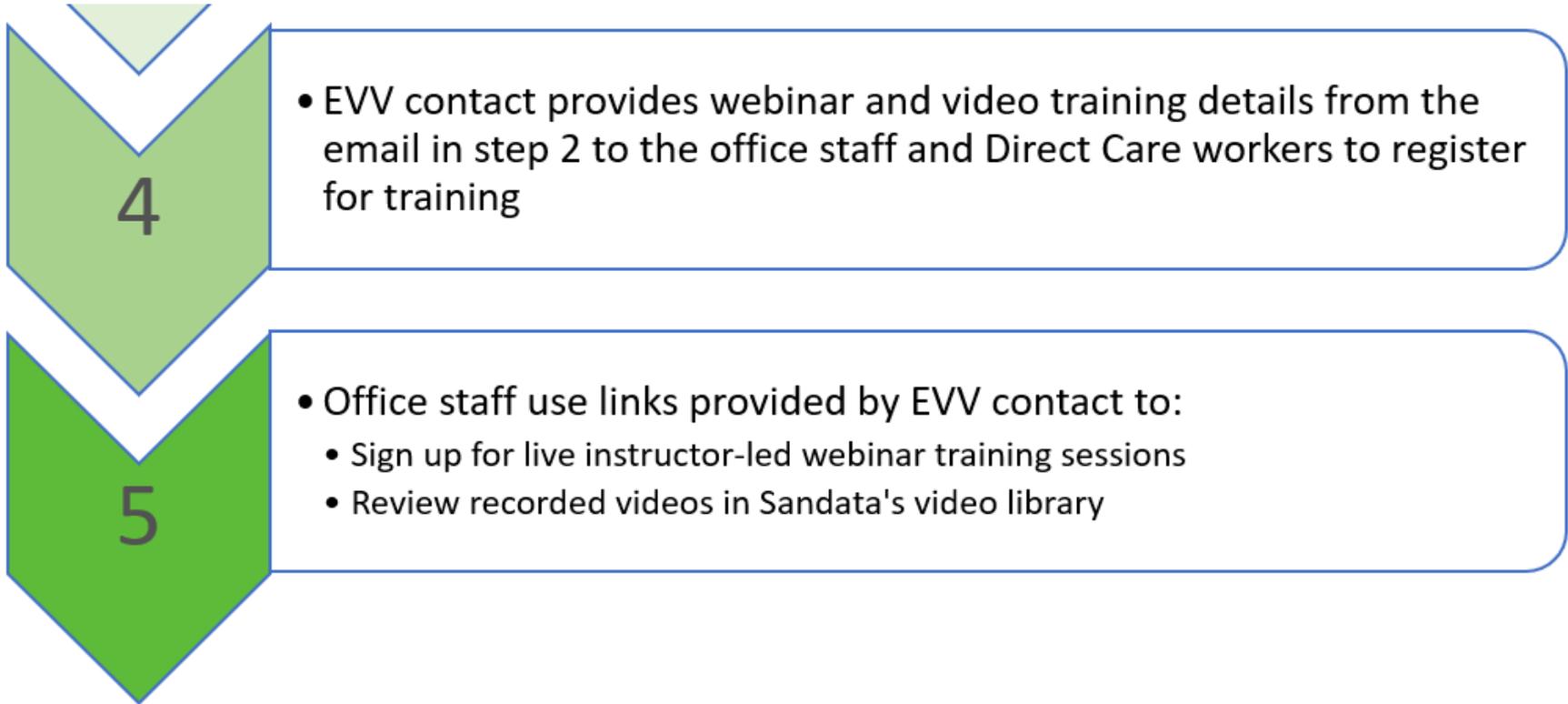
Step 3: Provider Accesses Welcome Kit



- EVV contact logs into Sandata EVV with the credentials provided in the Welcome Kit and:
 - Goes to the Security module to add office staff as system users

- The Welcome Kit contains:
 - » Account information and initial login credentials for EVV
 - » Call Reference Guides for Telephony
 - » Service ID list which is used when logging visits in Telephony
- Goal is for provider to download Welcome Kit and log into EVV, so that while they take the rest of training, they can be following along or get hands on immediately

Steps 4 and 5: Provider Finishes Training



- Provider can either take instructor-led webinars, watch self-paced videos, or use a combination of both to complete their training

Self-Paced Video Library

Push PLAY to play all of these videos in succession.

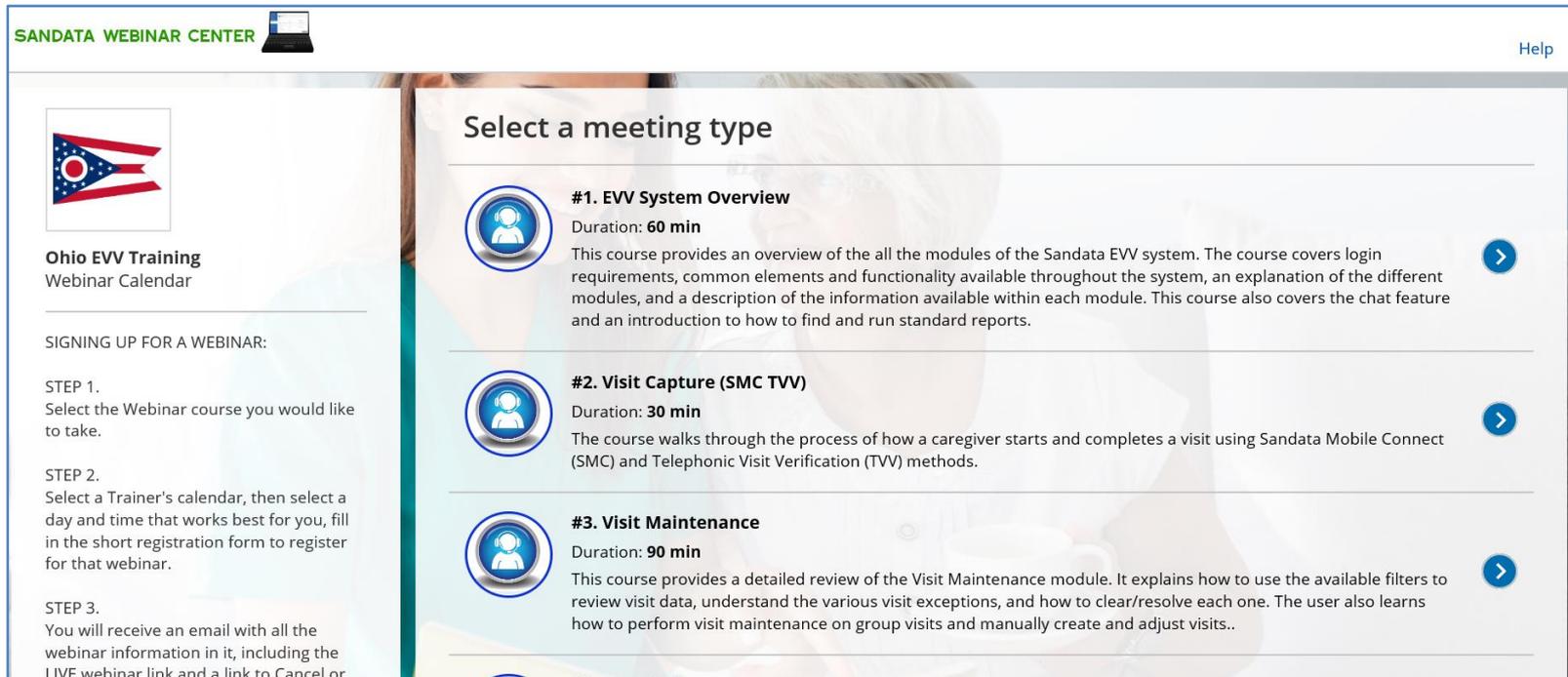
[▶ Play](#) [Subscribe for updates](#)

SYSTEM OVERVIEW

 <p>4 MIN</p>	 <p>6 MIN</p>	 <p>1 MIN</p>	 <p>4 MIN</p>
Initial Log In Process	Navigation	Messaging	Chat

- Accessed through either the Agency or Non-Agency video library link
- Comprised of shorter segments that can be play individually or as a longer instructional video

Instructor-Led Webinars



The screenshot displays the Sandata Webinar Center interface. On the left, there is a sidebar with the Ohio state flag icon and the text "Ohio EVV Training Webinar Calendar". Below this, it says "SIGNING UP FOR A WEBINAR:" followed by three steps: "STEP 1. Select the Webinar course you would like to take.", "STEP 2. Select a Trainer's calendar, then select a day and time that works best for you, fill in the short registration form to register for that webinar.", and "STEP 3. You will receive an email with all the webinar information in it, including the LIVE webinar link and a link to Cancel or".

The main content area is titled "Select a meeting type" and lists three webinar options, each with a duration and a description:

- #1. EVV System Overview**
Duration: 60 min
This course provides an overview of the all the modules of the Sandata EVV system. The course covers login requirements, common elements and functionality available throughout the system, an explanation of the different modules, and a description of the information available within each module. This course also covers the chat feature and an introduction to how to find and run standard reports.
- #2. Visit Capture (SMC TVV)**
Duration: 30 min
The course walks through the process of how a caregiver starts and completes a visit using Sandata Mobile Connect (SMC) and Telephonic Visit Verification (TVV) methods.
- #3. Visit Maintenance**
Duration: 90 min
This course provides a detailed review of the Visit Maintenance module. It explains how to use the available filters to review visit data, understand the various visit exceptions, and how to clear/resolve each one. The user also learns how to perform visit maintenance on group visits and manually create and adjust visits.

- Providers register for their webinar through the Sandata Webinar Center
- Once providers register for a webinar, they'll receive a confirmation email and information to attend the webinar in Zoom

Agency/Non-Agency Training Process Details



LMS send Non-Agency provider an email upon course completion



LMS sends Agency Administrator an email upon course completion



SANDATA WEBINAR CENTER



Webinar Calendar



Self-Paced Training

Agency Administrator forwards webinar calendar and Self-Paced Training weblink to office workers as needed



Non-Agency providers can take any webinars or watch any video as well



Phase 3 Expectations

- About 1,800 providers in Phase 3
 - » Providers of Participant-Directed or Home Health Services
- About 1,200 of these providers have not logged EVV visits this year
 - » If still providing EVV-eligible services for Phase 3, need to take training and start using the system
- All providers of Phase 3 services must be using EVV by **January 1, 2021**

Phase 3 Training Stats

- Providers who have taken initial, required training: 399
 - » Agency providers who completed required training: 105
 - » Non-Agency providers who completed required training: 294
- There are 100 seats available in each instructor-led webinar that's offered
 - » 13,600 seats offered across 136 classes so far
 - » 27 seats have been filled
 - Less than 1% of available instructor-led training is being used
 - Instructor-led training will continue through the first week of December
- Self-paced video libraries
 - » Do not have to register-> available to anyone who has the link to the library
 - » 62 Agency and 48 Non-Agency total videos exist
 - Each visit is a few minutes, and all videos together make up complete system training
 - » 376 Agency 359 Non-Agency total video views

Phase 3 – ODM Website Updates

Phase 3 Resources

For additional Phase 3 information and documents, navigate to <https://www.Medicaid.ohio.gov/EVV>, click the *Provider* tab:

The screenshot shows the Ohio Department of Medicaid website. At the top left is the logo and name. At the top right is a 'Text Size' control. Below is a dark navigation bar with links: HOME, MEDICAID 101, FOR OHIOANS, PROVIDERS, MANAGED CARE, INITIATIVES (highlighted), COVID, RESOURCES, CAREERS, CONTACT. Under 'INITIATIVES', a sub-menu is open with options: Individuals, Providers (selected), Newsletters, Alternate System, and Phases. The main content area shows text for the 'Providers' tab: 'As a provider for ODM, we want to ensure that you have the most up to date information available to you. The provider tab is designed to give you access to information and resources developed specifically for you.' Below this is a heading 'What does EVV mean for agency and non-agency providers?' followed by a bulleted list of three items.

Ohio | Department of Medicaid

Text Size:
+A -A

HOME MEDICAID 101 FOR OHIOANS PROVIDERS MANAGED CARE INITIATIVES COVID RESOURCES CAREERS CONTACT

Individuals

Providers

Newsletters

Alternate System

Phases

As a provider for ODM, we want to ensure that you have the most up to date information available to you. The provider tab is designed to give you access to information and resources developed specifically for you.

What does EVV mean for agency and non-agency providers?

- EVV requirements apply to both agency and non-agency providers.
- ODM is providing the Sandata EVV system at no cost to providers or individuals receiving services.
 - Non-agency providers must use the Sandata system.
 - Agency providers can choose to use the Sandata system or a certified alternative EVV system. Alternative EVV systems must comply with all technical specifications and business rules and complete a certification process with Sandata before going into production. Neither ODM nor Sandata are responsible for any costs related to the development, certification or use of an alternate EVV system.
- The claims submission process will not change due to the implementation of EVV.

Phase 3 Resources

Scroll down to the *Resources* section of the Provider tab. Here you will find:

- The most up-to-date TVV Call Reference Guides
- A full list of updated Telephony codes, and
- The Programs, Services, and Procedure Codes document that has been updated to include Phase 3 EVV programs and services

Resources

- Quick Reference Guides
- Programs, Services and Procedure Codes
- TVV Call Reference Guide
- TVV Call Reference Guide - Group Visit
- TVV Call Reference Guide - Non Group Visit
- Service ID List for Agency TVV
- Service ID List for Non-Agency TVV
- Getting Started Booklet
- Welcome Kit Letter for Agency
- Time/Units Conversion Table
- Notice to Managed Care Plans About EVV Edits
- Basic Billing Quick Reference
- Remittance Advice Guide

Other Website Updates

- Phase 3 Training Information
 - » Training Overviews
 - » Provider Training Road Map
 - » Training Quick Reference Guides
 - » Training Manuals
- Phase 3 Communications
 - » Phase 3 Overview
 - » Provider Introduction Letter
 - » Provider Training Roadmap
- Phase 3 Getting Started Booklet

Alternate EVV System Certification

Alternate EVV System Certification

- Total Outstanding Alt EVV Non-Compliant Providers: 125
 - » Providers still in Testing Phase and Non-Compliant: 39
 - Of those who are still non-compliant:
 - 9 are actively using Sandata already as of this month
 - 30 are not using Sandata as of October, but 11 of these providers have used the Sandata system in the past, even if only to create an employee or client
 - Also important to note that of the original 49 providers who were sent a communication:
 - 9 Providers completed the certification process
 - 19 are actively working with Support to finish up

Alternate EVV System Certification (con't)

- Providers with Production Credentials still missing Part 2s: 86
 - » Of those providers who are still missing a Part 2, 38 have used the Sandata system before
- As a reminder, once a vendor passes the demo, all of their providers must still submit part 2 of the demo request form.
- If providers have not completed the certification process, they will be transitioned to Sandata within the next two weeks

Compliance Plan

EVV Provider Compliance

Current numbers of providers consistently verifying visits that match with claims are much too low.

ODM is implementing a compliance plan:

- Notify providers of current success rate and offer training and assistance**
- Noncompliance letters**
- Notices of Operational Deficiencies**
- In summer of 2021, claims without matching EVV visits will be subject to a 10% payment reduction through post-payment review.**

Staff Updates

Wrap Up
