

Electronic Visit Verification

March 19, 2019



WELCOME

Restroom location

HCPF and Sandata Introductions



Agenda

1. Introductions
2. Brief Overview of EVV
3. Sandata Introduction
4. Demo of State EVV Solution
5. Open Forum

Meeting Guidelines

We ask that you:

- Mind E-manners
- Identify yourself when speaking
- Share the air
- Listen for understanding
- Stay solution and scope focused

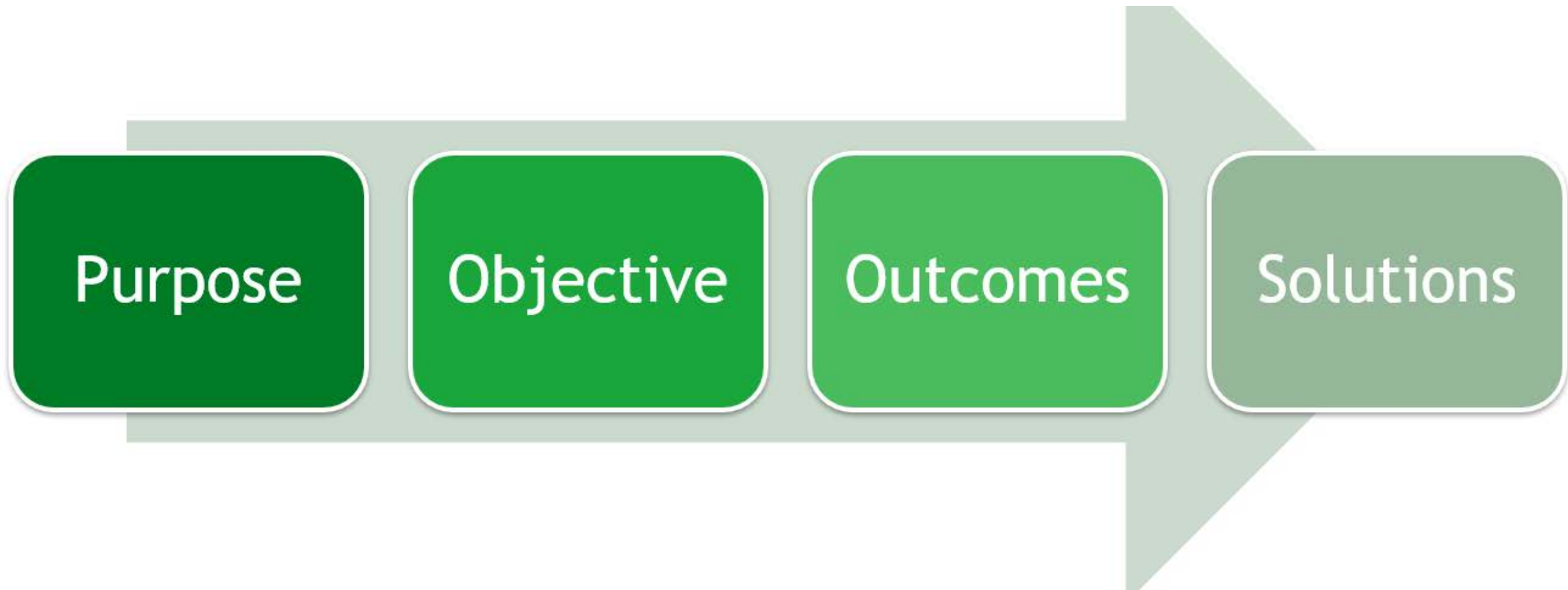
Meeting Purpose

The purpose of this meeting is to engage providers, members, and other stakeholders as the Department works to implement EVV for community based services offered through both the State Plan and Waivers.

And specifically to:

- Review EVV, the legislative mandate, and the scope of implementation
- Discuss EVV project updates
- Sandata introduction and demonstration of system functionalities
- Discuss Sandata training process

Stakeholder Engagement Considerations



What is EVV?

- Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are actually delivered to people needing those services by documenting the precise time service begins and ends
- Includes multiple point-of-care visit verification technologies, such as telephonic, mobile, web portal verification inputs

Why is EVV required?

- Section 12006 of the 21st Century Cures Act requires all state Medicaid agencies implement an EVV solution to manage their Personal Care services by January 1, 2019, and for all Home Health services by January 1, 2023
- States that do not implement EVV will incur a reduction of Federal funding
- H.R. 6042 delays FMAP reductions from 2019 to 2020
- The Department is implementing EVV for all Colorado required services on January 1, 2020

What must EVV Capture?

Type of service performed

Individual receiving the service

Date of the service

Location of service delivery

Individual providing the service

Time the service begins and ends

State EVV Model

Hybrid Model

- Colorado selected a vendor that will provide EVV solutions, while also allowing providers to choose alternative/existing EVV systems, if they meet state specifications

Key Terminologies

Term	Meaning
State EVV Solution	State EVV system available to providers at no cost
Provider Choice System	EVV system procured, purchased, and used by a provider
Alternate Vendor	Vendor who manages a provider choice system

Colorado EVV Technologies



Mobile Application



Telephony



Provider Web Portal
(Santrax)

*Which Services Require EVV?**

- Personal Care
- Pediatric Personal Care
- Home Health
 - RN, LPN, CNA, PT, OT, SLP
- Private Duty Nursing
- Hospice
- Homemaker
- In-Home Respite
- Consumer Directed Attendant Support Services (CDASS)
- In-Home Support Services (IHSS)
- Independent Living Skills Training (ILST)
- Physical Therapy (provided in the home)
- Occupational Therapy (provided in the home)
- Speech Therapy (provided in the home)
- Behavioral Services (provided in the home)
- Pediatric Behavioral Services
- Youth Day
- Durable Medical Equipment (requiring in-home set up)

**Subject to change*

Introduction to Sandata – Colorado Technology Vendor

Ruth Sewell

Sandata Project Manager

Jamie Richardson

Sandata Vice President – Payer Sales

Long Ngo

Sandata Account Manager

Denise Tocco

Sandata Senior Vice President – Payer Sales

Tim Nyberg

Sandata Senior Director Payer Implementation

Kelly Bergstrom

Sandata Program Management

State EVV Solution Overview



Sandata Technologies

Caregivers



Telephony Visit Capture



Sandata Mobile Connect
(Mobile Visit Capture)

Providers



Sandata EVV Portal

- Member & caregiver record
- Visit review, update and verification
- Operational reporting



Alt EVV Interface

Sandata + BIDM



Sandata Aggregator

- Central data store for Sandata EVV and Alternate EVV systems
- Data for claims validation

Mobile Application: MVV



- Mobile Visit Verification (MVV): A GPS enabled mobile application downloaded on a smartphone or tablet
- Bring your own device method that works on iPhone and Android
- GPS Enabled
 - Captures location when a caregiver clocks-in/clocks-out
 - No continual location reporting
- Caregivers log-in with unique Sandata ID or email address
- Preferred State technology



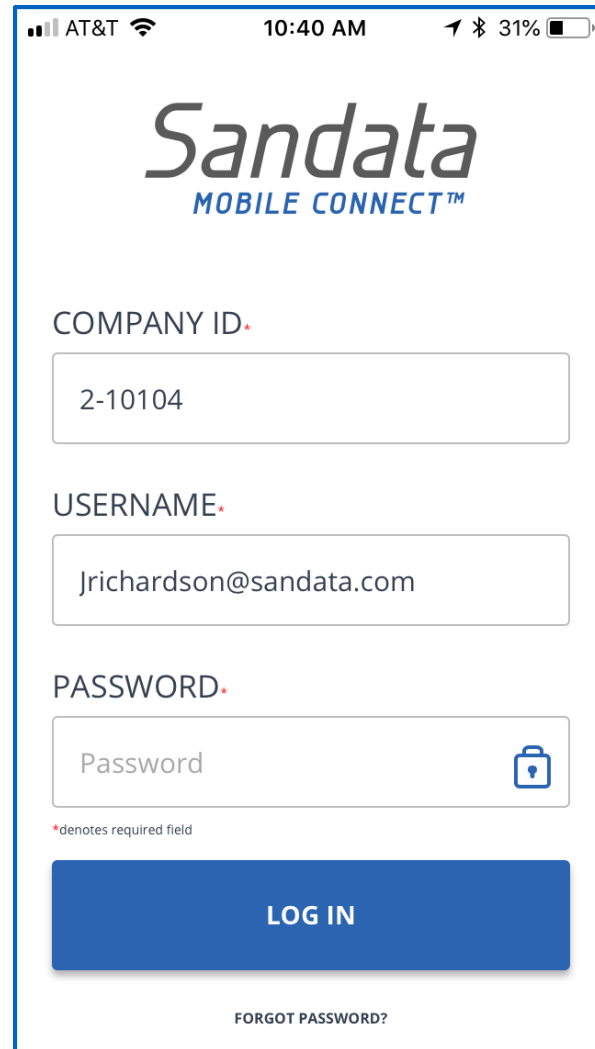
Mobile Application: MVV

- MVV available in Spanish, Somali, Russian, Chinese Mandarin, and Arabic Egyptian
- Member identified through Medicaid ID or Sandata unique Client ID
- All EVV data is encrypted
- Application times out after five minutes
- Password has to be updated every 60 days
- After 5 unsuccessful log in attempts in 15 minutes the caregiver will be locked out

MVV in Rural Areas

- State Solution application will work in rural area
- MVV will automatically switch to “Disconnected Mode” when smartphone is not connected to a network
- EVV data will be saved for a later transmission when the caregiver logs-in and network connectivity (Cellular or Wi-Fi) is established

Sandata Mobile Connect



AT&T 10:40 AM 31%

Sandata
MOBILE CONNECT™

COMPANY ID.*
2-10104

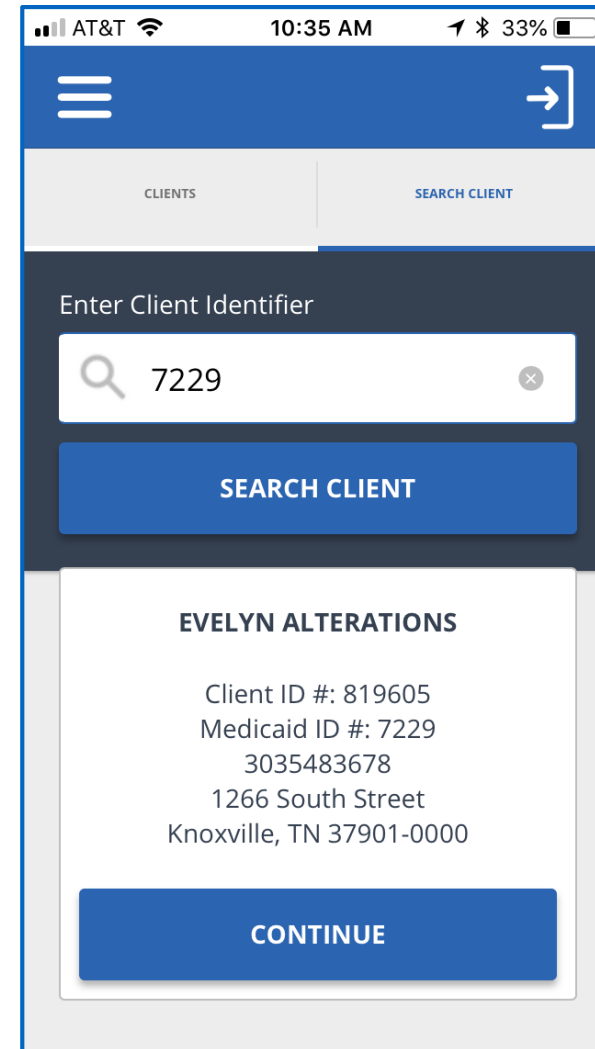
USERNAME.*
jrichardson@sandata.com

PASSWORD.*
Password

*denotes required field

LOG IN

[FORGOT PASSWORD?](#)



AT&T 10:35 AM 33%

CLIENTS SEARCH CLIENT

Enter Client Identifier

7229

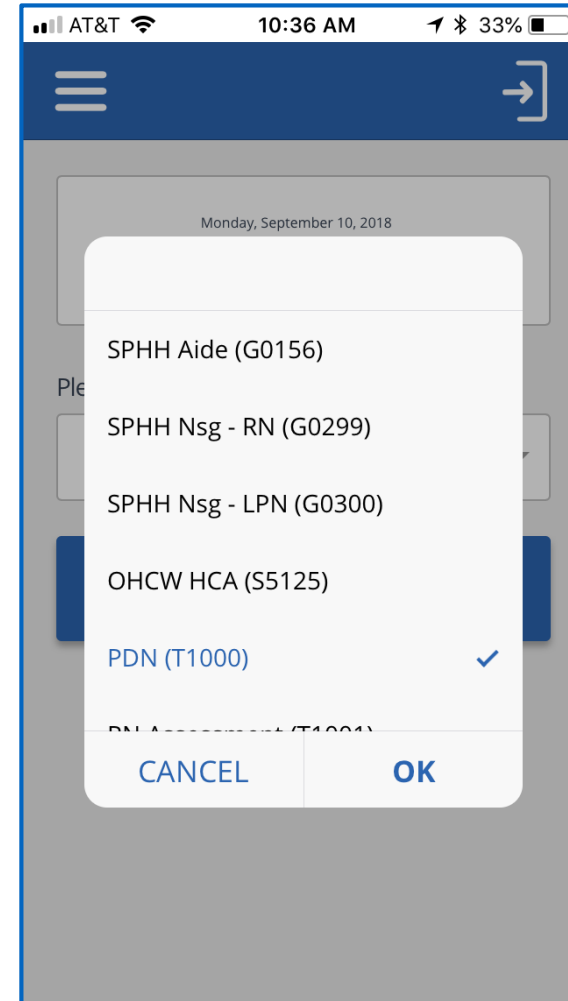
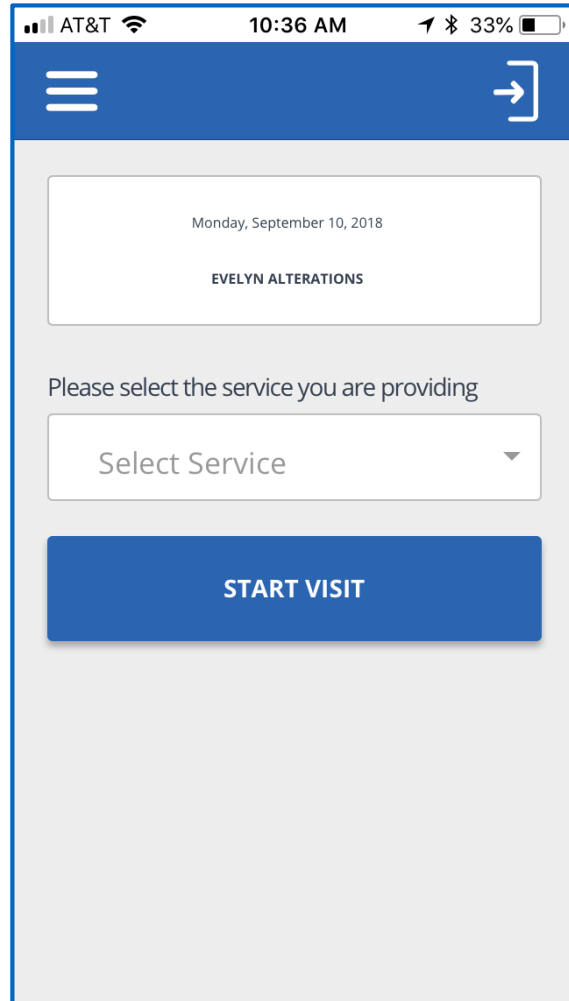
SEARCH CLIENT

EVELYN ALTERATIONS

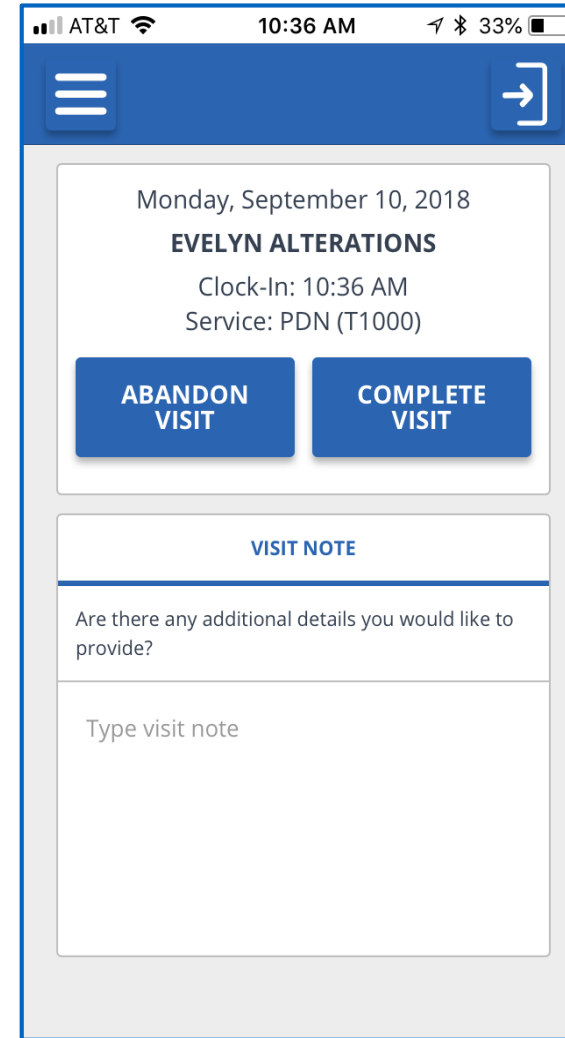
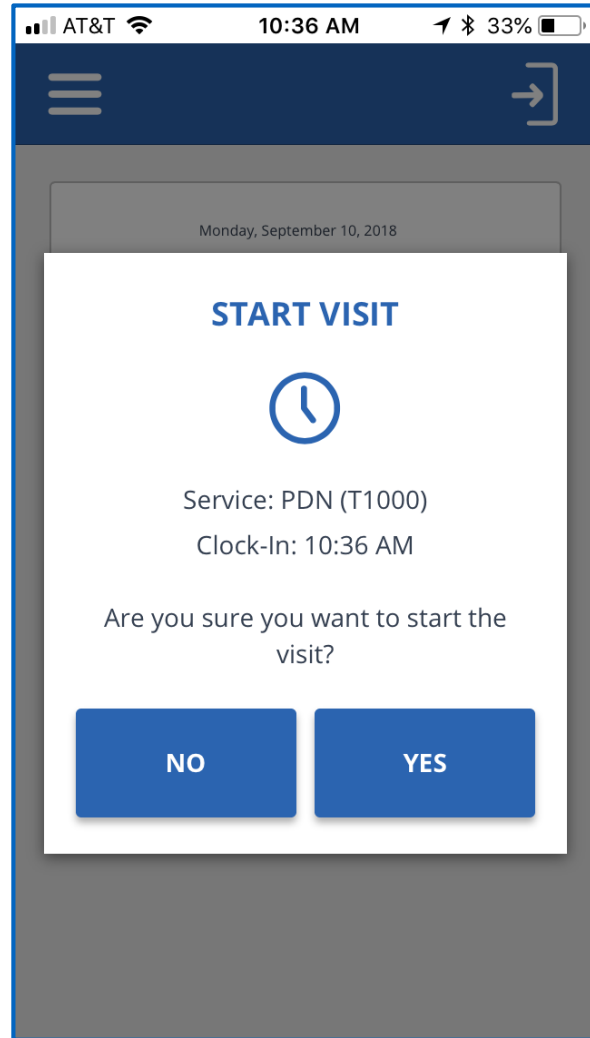
Client ID #: 819605
Medicaid ID #: 7229
3035483678
1266 South Street
Knoxville, TN 37901-0000

CONTINUE

Sandata Mobile Connect



Sandata Mobile Connect



Telephony (TVV)

- Each provider ID has two toll-free multi-language numbers
- Both numbers are accessible 24 hours a day, 7 days a week
- Non-GPS option
- Client phone is preferred for TVV
- Location captured through ANI technology
- Member identified by Sandata Client ID
- Caregivers identified by Sandata ID



Telephony Visit Verification Demo



Provider Portal

- Used for visit maintenance and administrative tasks
- Limited capacity for manual entry of EVV data
- Used by Providers who utilize State EVV Solution
- View and verify visits
- Address expectations or errors
- Audit information



Provider Portal Demo



Exceptions in State System

In Visit Maintenance, exceptions are created when the EVV system identifies a missing data element or incomplete information

For each exception, the following have been defined:

- **“Fix”** – must be fixed for the visit to be considered complete
- **“Ack”** – visit must be acknowledged by a system user to be considered complete
- **“Disabled”** – Exceptions can be disabled by the Department. They will not be shown in Visit Maintenance or require attention for a visit to be complete

Reason Codes

- When an EVV visit is manually added, changed, or fixed a provider agency must associate a reason code with the visit
- Reason codes are associated with the manual changes to visits to address why the changed occurred
- There is also the ability to add a note for additional clarification when reason codes are selected

Reason Code Description	Note Required?
Member Santrax ID/Medicaid ID not entered	N
Staff forgot to clock in/clock out	N
Wrong service selected	N
Wrong member selected	N
Service not selected	N
Member not home	N
Member refused services	N
Cell phone not charged	N
Sandata mobile application problems	N
No cell coverage	N
TVV - Phone disconnected	N
TVV - Phone in use by Member/family	N
Other	Y

Sandata EVV – Scheduling Module

- Allows an agency to provide a worker with their upcoming visit schedule
- Allows a worker using the mobile application to select from available schedules
- Allows the agency to communicate in advance with members for upcoming services
- Provides significant benefit to agencies that currently do not have a scheduling system
- Allows proactive alerting of missed schedules

Scheduler Module Demo



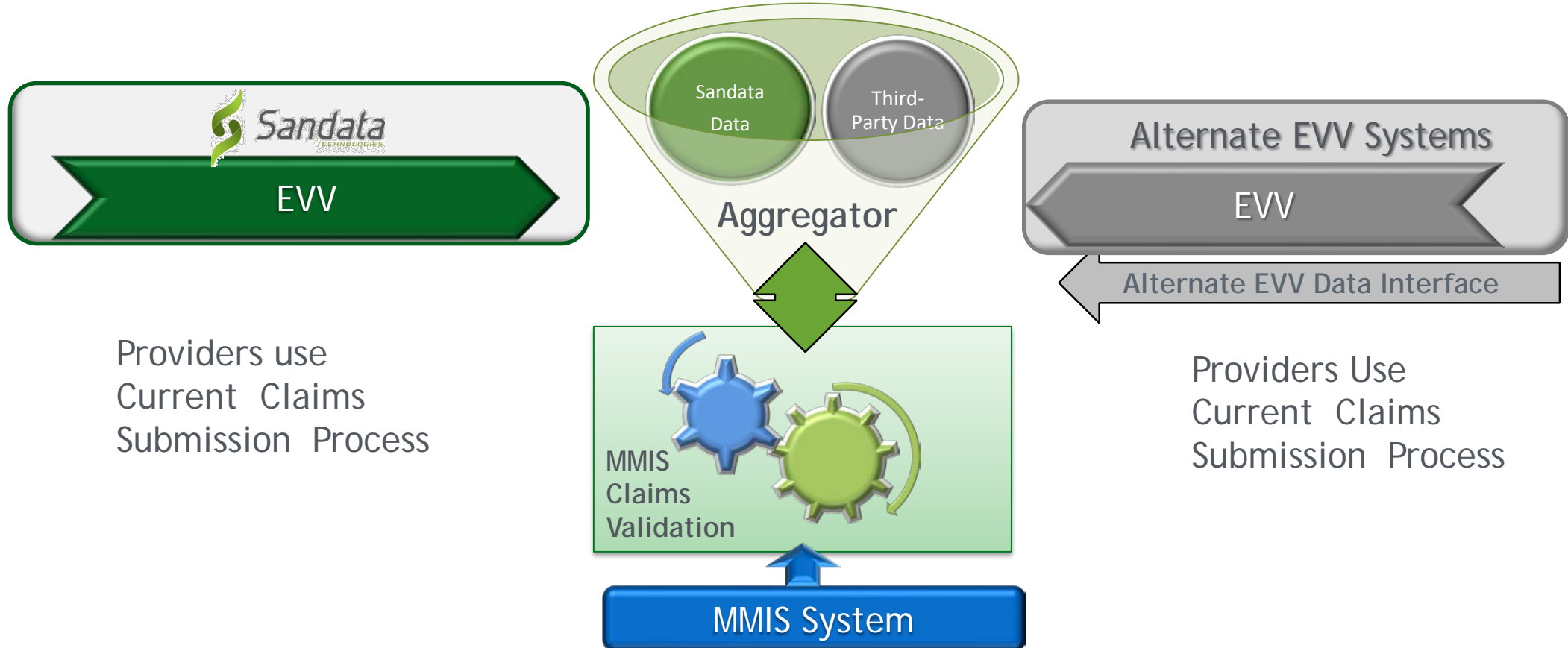
Sandata Consumer Directed Suite

- Caregivers will use mobile app or telephony
- Consumer Directed Suite is a separate portal
- Three views within the portal
 - Member/Employer
 - Caregiver/Employee
 - Fiscal Management
- EVV system will be configured specific to HCPF Consumer Directed requirements and policy; team is still working through those details

Sandata Aggregator

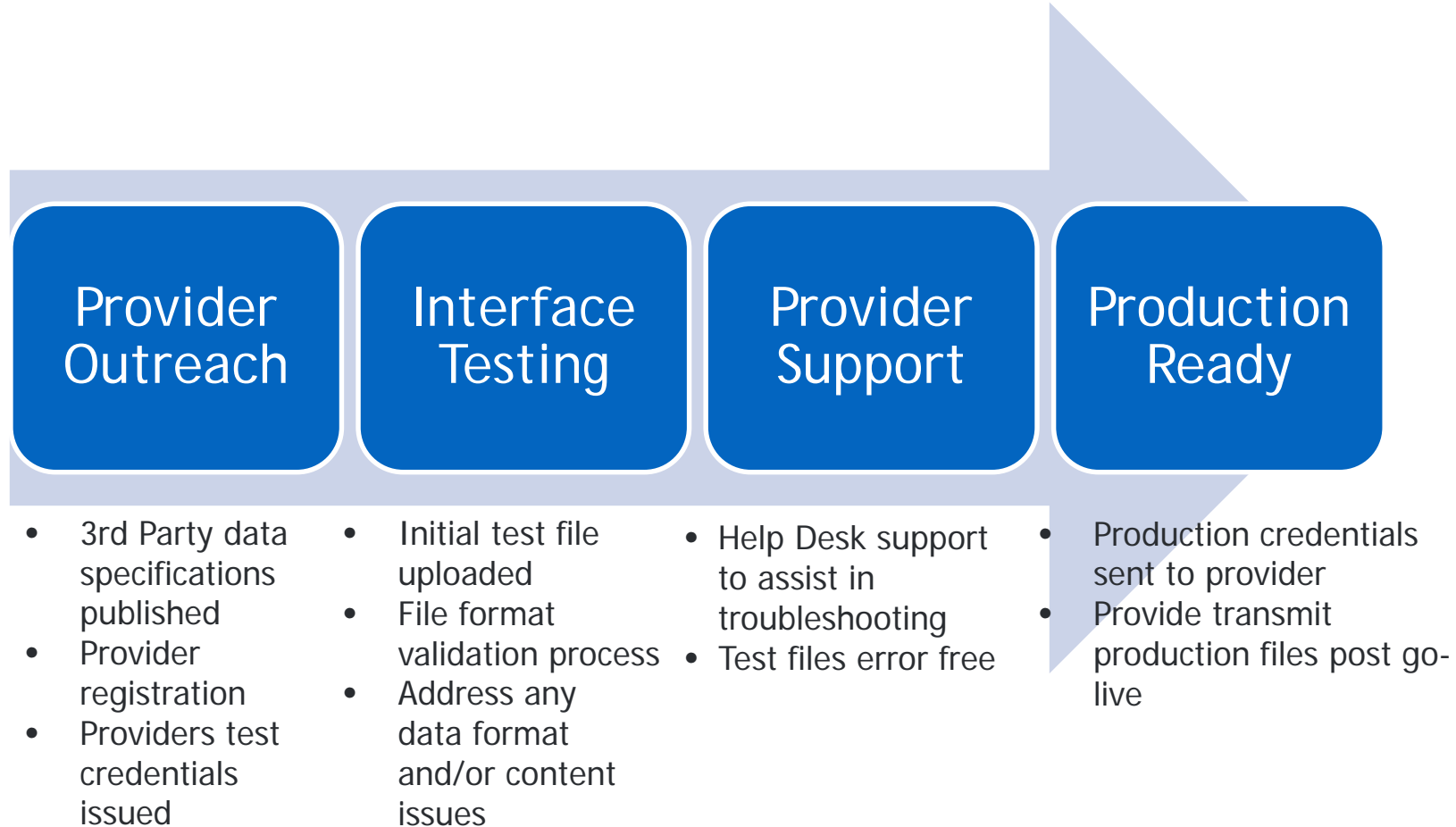
HCPF EVV Portal

Sandata Aggregator with all EVV data
Jurisdictional Reporting
Quality Oversight and Management Dashboards



Sandata

Alternate EVV Data Interface



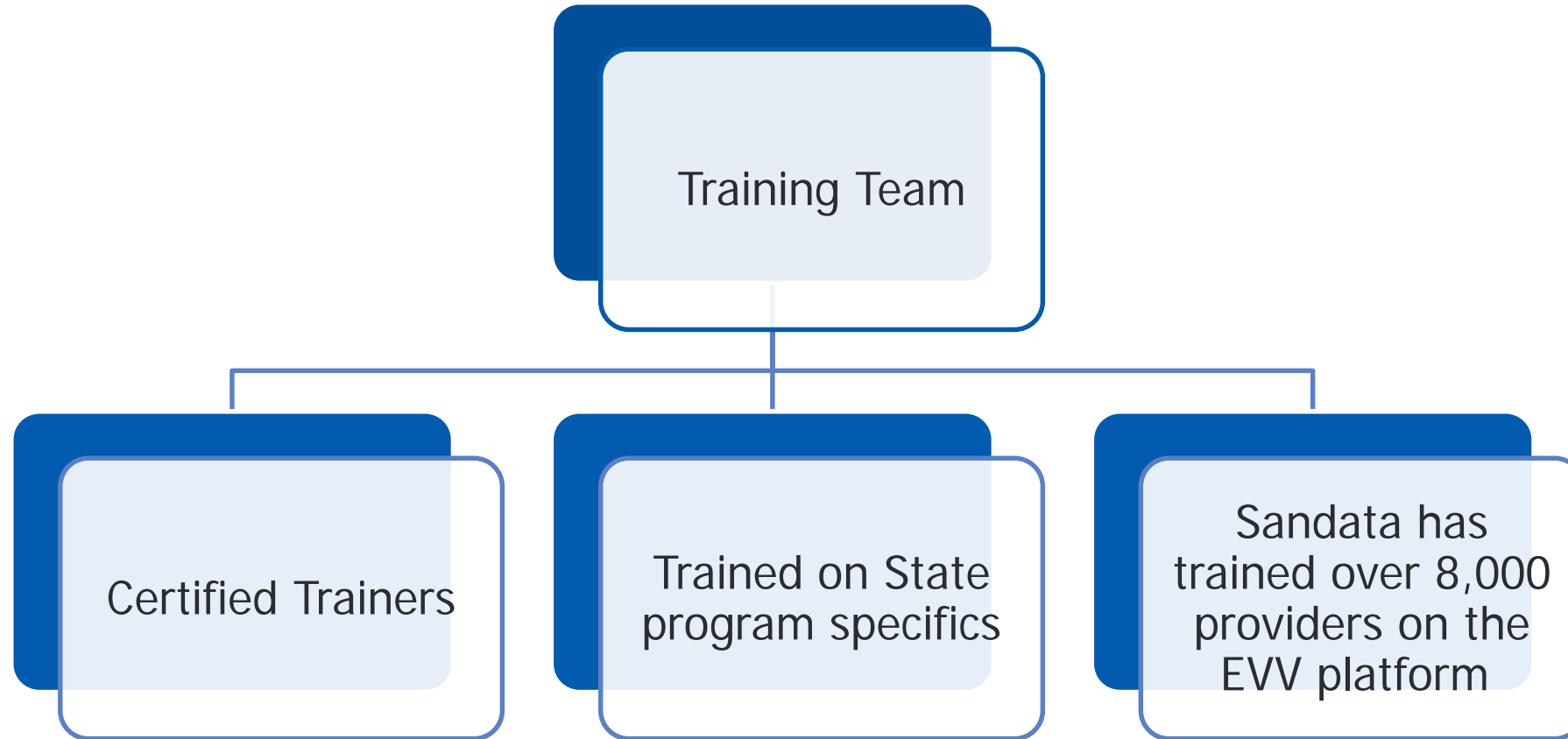
Questions or Comments



Sandata Training Overview



Sandata System Training for Providers



Sandata System

Training for Providers

Classroom

- Day long session
- Hands-on
- Practice exercises

Webinar

- Three two-hour sessions
- Demonstration vs Hands-on
- Q&A available

Self-Paced

- On line
- Available 24 x 7
- Anyone can access

Training Delivery Methods

Sandata System

Training for Providers

Training Registration

- ❑ Links to training calendar sent via Training Registration Announcement
 - Create an account
 - Allows providers access to the LMS
 - Cancel/Change course registration
 - On-going access to Self-paced materials
 - View Schedule and Register for Course
 - Register for a scheduled training
 - Email confirmation sent to provider upon successful registration

Sandata System Training for Providers

Recommended Attendees

- 2 personnel/provider ID
 - Agency Operations Administrator
 - Agency System Administrator/Trainer
- Registration should be for the person attending the session

Sandata System Training for Providers

Day of Training

- ❑ Instructor Led Classroom
 - Individual workstation provided
 - Participant guide and Supplemental information
 - Functionality based training with hands-on exercises
- ❑ Instructor Led Webinar Sessions
 - Web-based conferencing tool
 - Participant guide and Supplemental information
 - Demonstration based training with Q&A available

Sandata System

Training for Providers

Training Completed - Welcome Kits

Completion of Training

- Attendance tracked for each modality
- Completed course triggers Welcome Kit availability

Welcome Kit

- Log-in credentials, username/temporary password for the System Administrator
- Resources available to educate and support end-users
 - Getting started guide
 - Call reference guide

Sandata System

Training for Providers

Keys to Success for Providers

- ❑ Training to caregivers/agency staff on State EVV Solution
 - Identify roles and responsibilities for EVV usage
 - Activating/de-activating employees, unlocking users, correcting visit exceptions, reporting, and etc.
 - Train staff on necessary functionality by role
 - Leverage participant guide, recorded webinars, on-line user manual

Sandata System Training for Providers

Keys to Success for Caregivers

- Mobile Application - Test and validate log-in
- Telephony - Distribute call reference guides
- Have access to Participant Medicaid ID and familiarity with Service Codes
- How to handle issues - Locked out of mobile application

Department Deliverables

- Contract executed with DXC
- Held kickoff meeting with DXC and Sandata
- Confirmed Service List
- Provider Survey
- EVV FAQ**
- Updated EVV Implementation Timeline
- Provider Choice System Technical Specifications
- EVV Service Code List

Your Feedback Matters

*"Tell us what
you think!"*



Next Steps

Upcoming Stakeholder Meetings:

- **Participant Directed**
 - March 26, 2019
- **Rule Preview Stakeholder Workgroup**
 - March 27 and March 28
 - More Details to come



Contact

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EVV@state.co.us

Additional Demo Slides

EVV System Login

← → ↻ 🏠 <https://evv.sandata.com/VM/Login>

Sandata

AGENCY
STX1014

USERNAME
jrichardson@sandata.com

PASSWORD
●●●●●●

REMEMBER ME

LOGIN

[Forgot Password?](#)

[Privacy Policy](#)

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EVV System Navigation

The screenshot shows the Sandata EVV system interface for 'Manage Visits'. The browser address bar displays 'https://evv.sandata.com/VM/VisitMaintenance'. The top right corner shows 'Account: 10104 - stxadmin', an 'Enter agency' dropdown, and a 'LOG OUT' button. A 'CREATE CALL' button is located in the top right of the main content area. The left sidebar contains the following menu items: 'Sandata EVV', 'Navigate Modules', 'Dashboard', 'Visit Maintenance', 'Reports & Exports', 'Data Entry' (highlighted with a blue arrow), 'Clients', 'Employees', 'Scheduling', 'Authorizations', 'Security', 'Transfer Files', and 'Online Manual'. The main content area features several filter fields: 'DATE RANGE' (MM/DD/YYYY) with '02/26/2019' to '02/26/2019', 'CLIENT' (Enter Client), 'EMPLOYEE' (Enter Employee), 'CATEGORY' (Select Category), 'PAYER' (Select Payer), 'VISIT STATUS' (Select Visit Status), and 'CLIENT MEDICAID ID' (Enter Client Medicaid ID). A 'FILTER VISITS BY' dropdown is set to 'All Exceptions'. At the bottom of the filters are 'SEARCH' and 'CLEAR' buttons. A 'Show advanced filter options' link is also present.

Visit Details

Visit Details
Visit Start Date: 10/16/2018 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Carr, Kelly	152813	5220	Tocco, Denise	9911

GENERAL

CLIENT

EMPLOYEE

CALL LOG

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

CALL IN CLIENT ID# 152813			
CALL DATE	CALL TIME	CALL TYPE	SERVICE
10/16/2018	11:24 AM	MVV (Mobile, GPS)	OHCW PCA (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
Dtocco@sandata.com	39.95948381759936	-83.00057288947212	SANDATA

CALL OUT CLIENT ID# 152813			
CALL DATE	CALL TIME	CALL TYPE	SERVICE
10/16/2018	11:26 AM	MVV (Mobile, GPS)	OHCW PCA (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
Dtocco@sandata.com	39.95948381840891	-83.00057288881513	SANDATA

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Visit manual entry

Create New Call

1. Find Client 2. Find Employee 3. Set Date and Time

Set Date and Time

DATE * MM/DD/YYYY

11/14/2018

TIME * HH:MM AM/PM

01:00 PM

TIME ZONE

US/Eastern

SERVICE

PDN (T1000)

PREVIOUS FINISH CANCEL

Visit Exception/Correction

Visit Details
Visit Start Date: 10/31/2018 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Alterations, Evelyn	612273	722912345678	Abercrombie, Rose	99101

GENERAL

CLIENT

EMPLOYEE

CALL LOG

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

REASON CODE	ITEM	DATE	CHANGED BY
83 - Telephony/MVV Not Available (requires free text explanation)	Acknowledge exception: Service Verification Exception	10/31/2018 2:32:24 PM	STXADMIN
83 - Telephony/MVV Not Available (requires free text explanation)	Acknowledge exception: Client Signature Exception	10/31/2018 2:32:24 PM	STXADMIN
83 - Telephony/MVV Not Available (requires free text explanation)	Acknowledge exception: Visit Verification Exception	10/31/2018 2:32:24 PM	STXADMIN

Showing 1 to 3 of 3 entries

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