

**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

# **Electronic Visit Verification (EVV) Home Health Implementation Review and Updates**

**Mary Rollins-Hughes  
LTSS Program Operations Manager**

**August 23, 2022**

# Implementation Dates

	Trading Partner testing	Soft launch start	Hard edits
Fee for Service (Home Health)	10/28/2022	1/1/2023	4/1/2023
Standard Plans (Home Health)	11/1/2022	1/1/2023	4/1/2023
Tailored Plans (Home Health)	11/1/2022	1/1/2023	4/1/2023
Tailored Plans (PCS)	11/1/2022	12/1/2022	4/1/2023

## **What To Expect During Soft Launch Timeframe**

**NC Medicaid will operate EVV as “Pay and Report.” This means claims will not pend based on failed validation. NC Medicaid will give providers from Beginning date of soft launch date – 3/31/23 to adjust to EVV implementation. During this period, if a claim fails validation, the system will generate a report of the validation issue and allow the provider to cure the issue.**

# Home Health EVV Solutions by Payer Type and Integration

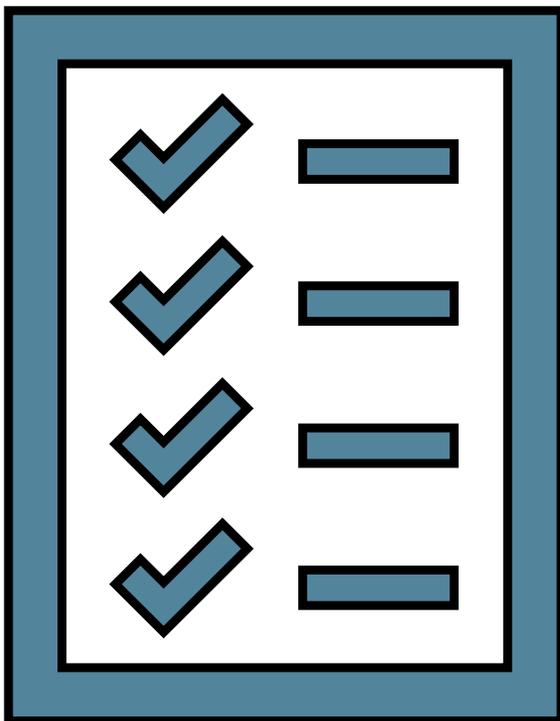
Payer Types	EVV Solutions	Integrating All EVV Data
<b>NC Medicaid Direct</b>	<p>The solutions listed below are only available for use with NC Medicaid Direct provider claims subject to EVV.</p> <ul style="list-style-type: none"> <li>• Free state provider solution – Sandata</li> <li>• Alt EVV vendors</li> <li>• Sandata paid solution - Sandata Agency Management (SAM)</li> </ul>	<p>Sandata free solution will only manage NC Medicaid Direct Home Health Services visits.</p> <p>To integrate all payer types in one solution, provider must use:</p> <ul style="list-style-type: none"> <li>• Alt EVV Vendor</li> <li>• Sandata paid solution - SAM</li> </ul>
<b>LME/MCOs -&gt;Tailored Plans</b>	<p>The solutions below are only available for use with providers submitting LME/MCO-&gt; TP claims for HH subject to EVV.</p> <ul style="list-style-type: none"> <li>• Free LME/MCO solution – HHAexChange</li> <li>• Alt EVV Vendor</li> <li>• Sandata paid solution - SAM</li> </ul>	<p>HHAexChange free solution manages LME/MCO-&gt; TP Home Care Services visits.</p> <p>To integrate all payer types in one solution, providers must use:</p> <ul style="list-style-type: none"> <li>• HHAexChange</li> <li>• Alt EVV Vendor</li> <li>• Sandata paid solution - SAM</li> </ul>
<b>PHPs</b>	<p>The solutions below are only available for use with providers submitting PHP encounters for HH subject to EVV.</p> <ul style="list-style-type: none"> <li>• Free PHPs solutions - HHAexChange and Carebridge</li> <li>• Alt EVV Vendor</li> <li>• Sandata paid solution - SAM</li> </ul>	<p>HHAexChange free solution manages PHP Home Care Services visits.</p> <p>To integrate all payer types in one solution, providers must use:</p> <ul style="list-style-type: none"> <li>• HHAexChange</li> <li>• Carebridge</li> <li>• Alt EVV Vendor</li> <li>• Sandata paid solution - SAM</li> </ul>

# Home Health Services and Codes

Revenue Code	Use
	<b>THERAPIES</b>
<b>420</b>	Physical therapy
<b>424</b>	Physical therapy evaluation
<b>430</b>	Occupational therapy
<b>434</b>	Occupational therapy evaluation
<b>440</b>	Speech-language pathology services
<b>444</b>	Speech-language pathology services evaluation
	<b>SKILLED NURSING VISITS</b>
<b>550</b>	Skilled nursing: Initial assessment/re-assessment (Initial assessment of a new patient or 60-calendar-day re-assessment)
<b>551</b>	Skilled nursing: Treatment, teaching/training, observation/evaluation
<b>559</b>	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria (for example, the beneficiary is not homebound)
<b>580</b>	Skilled nursing: venipuncture
<b>581</b>	Skilled nursing: Pre-filling insulin syringes/Medi-Planners
	<b>HOME HEALTH AIDE</b>
<b>570</b>	Home Health Aide

# HH Clinical Policy: Proposed EVV Language

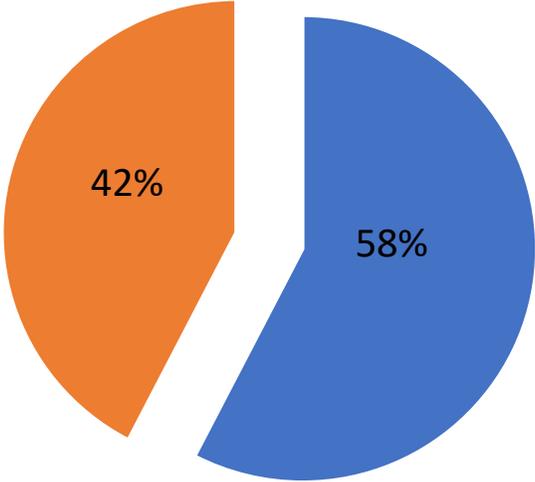
Policy Section	EVV Language
4.2.2 Medicaid Additional Criteria Not Covered	<p>Providers subject to Electronic Visit Verification (EVV) who have not enrolled with an EVV solution as required by Section 12006 1903(I) of the 21st Century Cures Act.</p> <p><b>Note:</b> Adult Care Home Providers are not subject to the EVV requirement.</p>
7.8 Electronic Visit Verification	<p>Providers Subject to EVV must comply with the requirements listed below:</p> <p><b>Electronic Visit Verification Requirements (EVV) Minimum Requirements</b></p> <ul style="list-style-type: none"> <li>• Comply with Section 12006 1903 (I) of the 21st Century Cures Act and any subsequent amendments.</li> <li>• Register with the State’s EVV solution or procure an alternate EVV solution. If provider selects alternate solution, the solution must be compliant with the 21st Century Cures Act and all state requirements.</li> <li>• Provider agencies must have written documentation that they have informed beneficiaries of the EVV requirement in each beneficiary’s file.</li> <li>• Provider agencies must ensure staff are trained on use of the EVV system selected and maintain written documentation of initial and at least annual staff training in each employee’s file</li> </ul>
7.8.2 Electronic Visit Verification (EVV) Technology Options and Requirements	<p><b>Electronic Visit Verification (EVV) Technology Options and Requirements</b></p> <p>Effective January 1, 2023, Providers are required to use an Electronic Visit Verification EVV solution to capture skilled nurse visits, in-home aide visits, physical therapy visits, occupational therapy visits, and speech therapy visits through mobile application, telephony, or fixed visit verification devices. EVV visit verification validation components required by the 21st Century Cures act are listed below:</p> <ul style="list-style-type: none"> <li>• Type of service performed;</li> <li>• Individual receiving the service;</li> <li>• Date of the service</li> <li>• Location of service delivery</li> <li>• Individual providing the service; and</li> <li>• Time the service begins and ends.</li> </ul>
Attachment A: Claims - Related Information H. Reimbursement	<p>Provider(s) subject to the EVV requirements shall capture and verify seven (7) core in-home visit components, which are required under the 21st Century Cures Act to complete real-time electronic verification, tracking, and documentation. These core components are:</p> <ol style="list-style-type: none"> <li>a. Date of Service;</li> <li>b. Location of service delivery;</li> <li>c. Individual providing service;</li> <li>d. Type of services performed;</li> <li>e. Individual receiving service;</li> <li>f. Time service begins; and</li> <li>g. Time service ends</li> </ol>



## **EW Provider Survey: Vendor Selection**

# Home Health Provider's NPI listed on the Survey

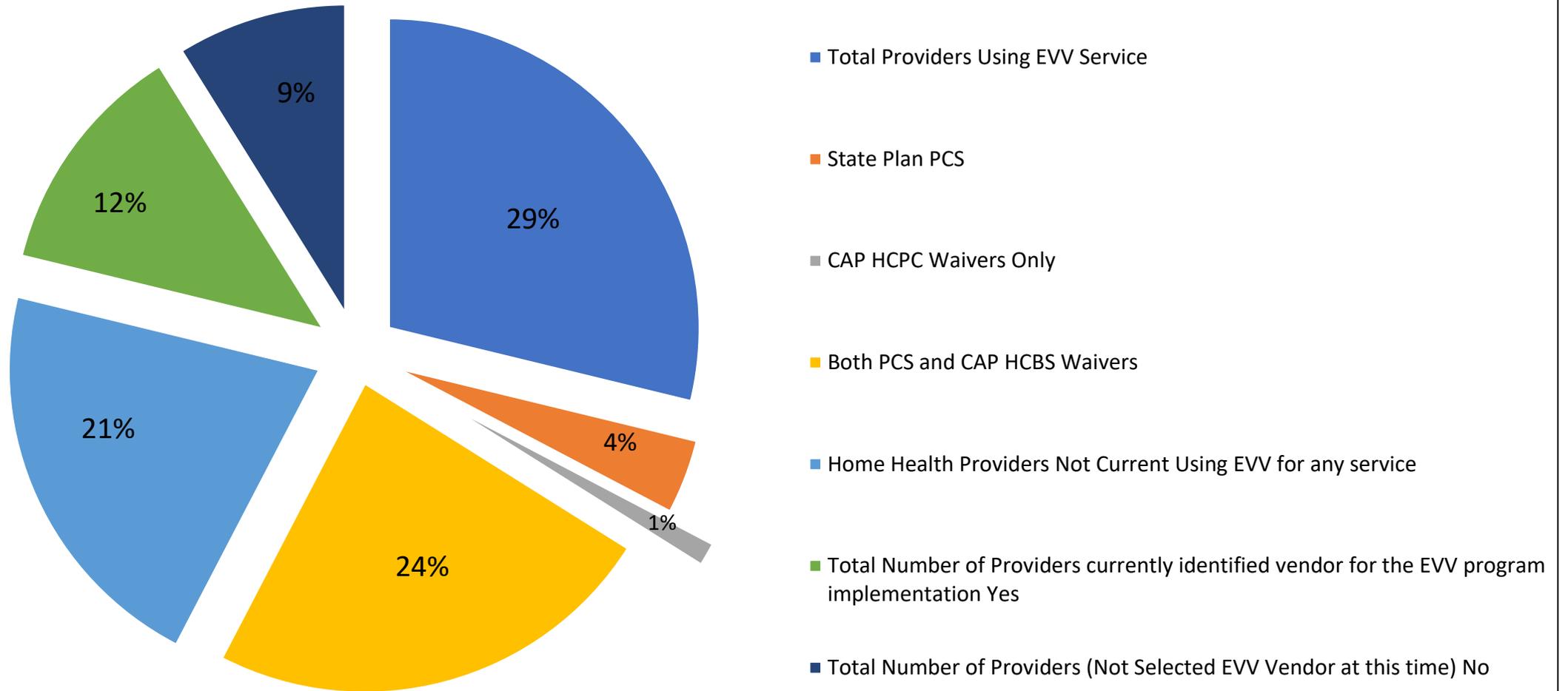
243 Providers



■ Total Number of HH Providers Currently Using EVV Service

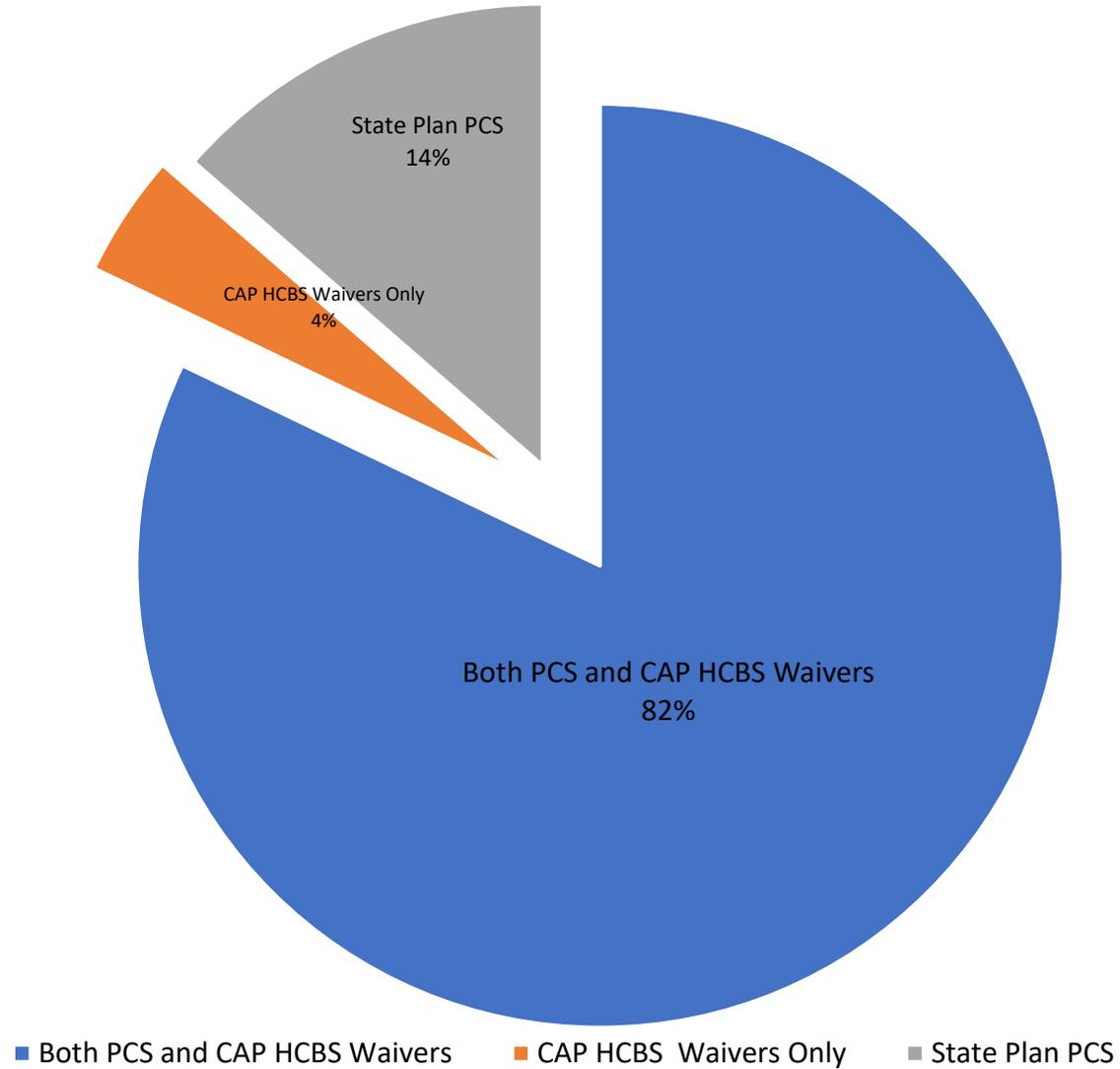
■ Total Number of HH Providers Currently NOT using EVV Service

## Total Number of Home Health Providers 243 Providers



# Home Health Providers Currently Using EVV

140 Providers



The survey is required for all Home Health providers and includes vital information regarding your readiness to participate in the EVV process.

The survey will indicate if you will be working with Sandata, the State's vendor, or if you have selected an alternate vendor.

**Survey Deadline:  
July 22, 2022**

**If Home Health Providers are not enrolled with Sandata or third party alternate EVV vendor by **Nov 1, 2022**, your agency will be required to enroll with Sandata for the initial EVV launch. After the initial launch, a change to an alternate EVV vendor can be made. Providers are to ensure there is no disruption in visit capture during the transition.**

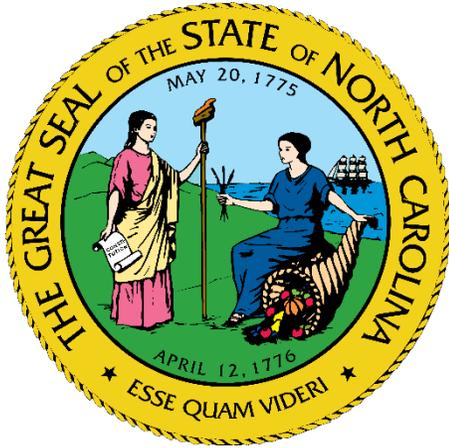
# **ON THE RADAR:**

## **Provider Awareness**

### **Other Requirements of the**

# **21<sup>st</sup> Century Cures ACT**

- **Provision of notice and educational materials to family caregivers and beneficiaries with respect to the use of EVV systems**
- **Training individuals who furnish HH services on the use and operation of EVV systems**
- **Alt EVV Specifications will be posted on the EVV Website and included in a Medicaid Bulletin**



**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**Linda Rascoe**  
**Senior Policy Analyst,**  
**EWV Program Manager**

**August 23, 2022**

# EW Manual Visit Entries

## **CMS 21st Century Cures Act Required Elements**

- Enter all data at time of visit
- Review to verify completion
- Missing data elements

## **Best Practices:**

- Enter all information
- Review to ensure there is no missing data
- Access educational material on Sandata's website
  - Refreshers, new staff, how to information, etc.

## **Take aways:**

- Providers not following the State and Federal guidance are out of compliance
- Medicaid is focusing on reducing the high numbers of manual visits within the next 90 days
- Audits will be conducted, and potential penalties assessed for non-compliance

# Updated ALT EVV Requirements

- **By Oct. 1, 2022, the Department expects all EVV vendors to require location in their systems.**

## Expectations

- **All visits will require a “Visit Location Type”**
- **1=Home or 2=Community required for each visit.**
- **The visit will not be in a verified status until that data is provided.**

# Medicaid Enterprise System (MES) Project

## NC Department of Information Technology & NC DHHS

- **New technology: Coming Soon early 2023:**
  - System Integration Platform for all Medicaid systems
    - **Single Sign On (SSO)**
      - Provides Independent Verification & Validation services (IV&V)
- **New for users:**
  - NCID (access state resources & services)
  - Multi-Factor Authentication (MFA)

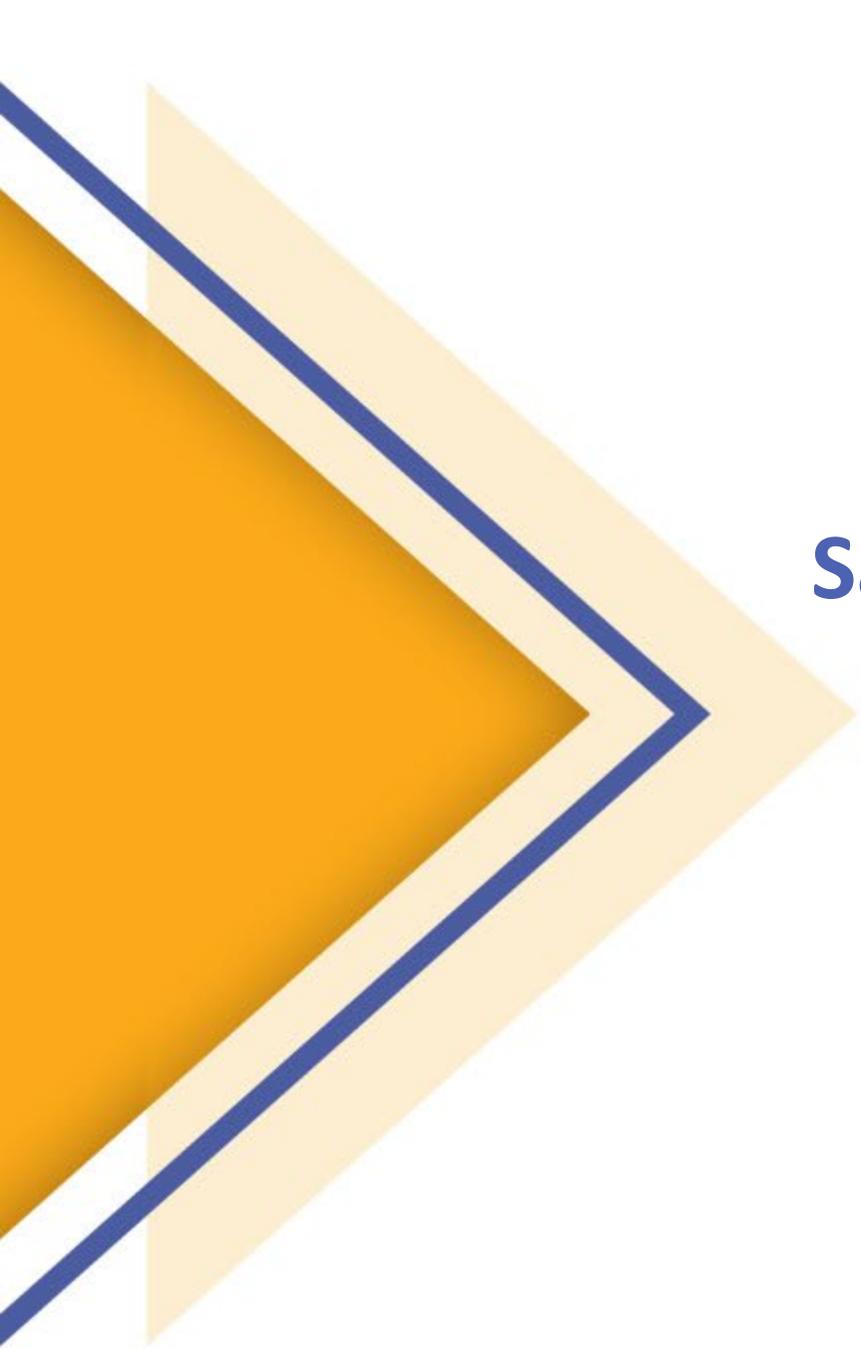
The background features a hand in a white lab coat pointing at a futuristic digital interface. The interface consists of various icons and data visualizations, including a large circular gauge, a first aid kit, a person wearing a mask, a syringe, a magnifying glass, a pill, and a network diagram. The overall theme is healthcare and technology.

# Sandata

Get more right from the start

## **Electronic Visit Verification Connectivity Information & Training**

Tessie Austin, Technical Account Manager | Chad Carr, Training Workstream Lead



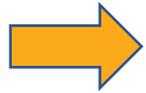
# **Sandata: Connectivity Information**

Tessie Austin, Technical Account Manager

# Sandata Connectivity

## EVV – High Level Data Flow – Providers to Aggregator

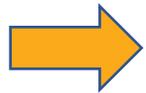
How to effectively ensure connection to the Sandata system regardless of the vendor being used?



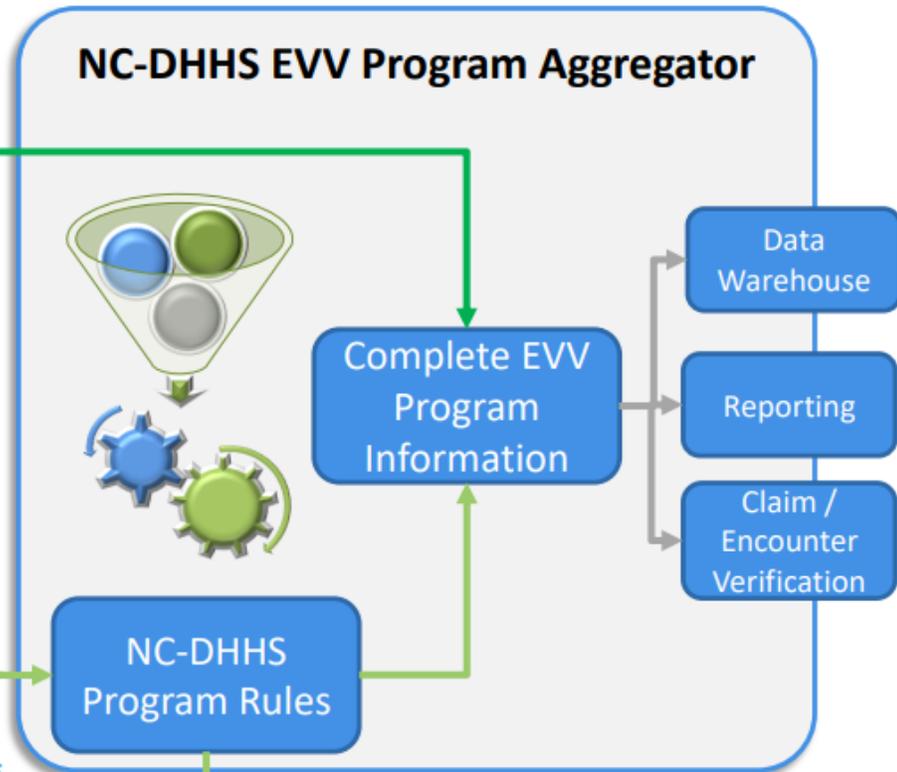
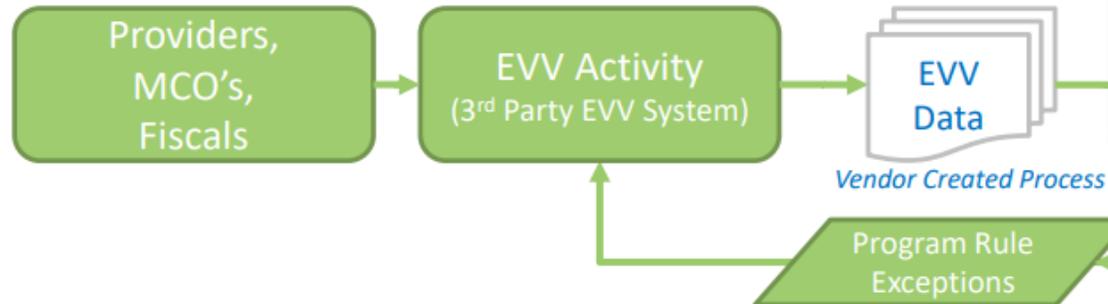
### Providers using the state-supplied Sandata EVV System:



*The Aggregator / 3<sup>rd</sup> Party EVV model allows providers to use the EVV system of their choice, and deliver EVV data that is consistent with the state's EVV program and policies.*



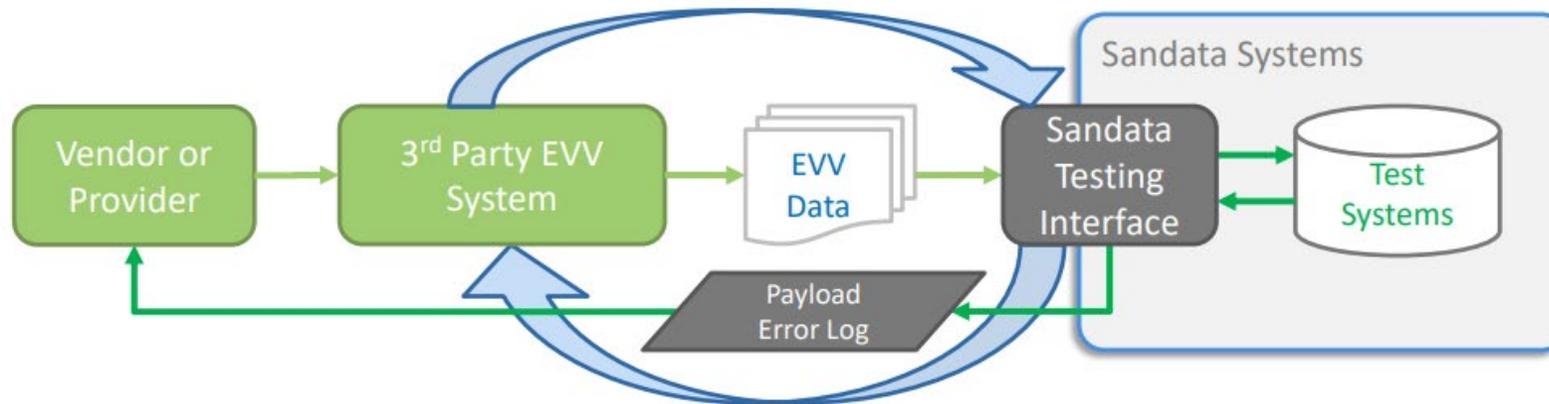
### Providers using other (alternate) EVV Systems:



# Sandata Connectivity

## Alternate EVV Interface Testing for New Vendors

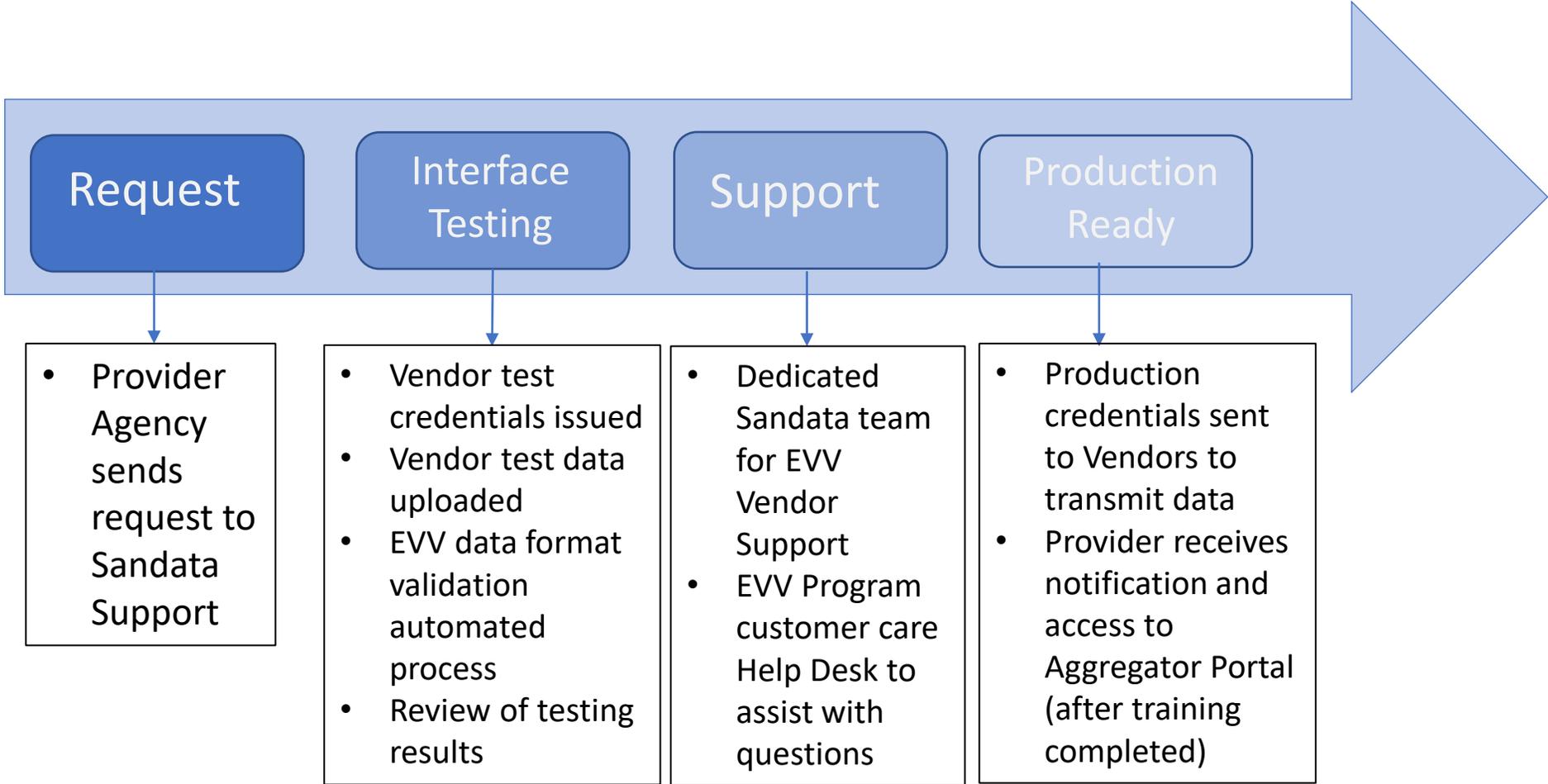
- The Alternate EVV Specification defines the data elements and formats to deliver EVV data to the state's Aggregator. The North Carolina addendum defines the state-specific values and behaviors.
- Certification typically takes between 30-60 days; however, this is dependent on the vendor not Sandata.
- Sandata provides a real-time, web-based system for vendors to test their EVV interfaces



- Once the vendor's testing has completed, Sandata will review the results with the vendor, and deliver the vendor their production credentials when testing is complete.
- Once the vendor has passed testing, all providers using that vendor's product will be notified, and their data will flow from their vendor to the North Carolina Aggregator automatically.

# Sandata Connectivity

## Alternate EVV: New Vendor Implementation Process



*\*\*A list of vendors that are already certified with Sandata can be obtained from NCDHSS\*\**



# Sandata Connectivity

What are the minimum system requirements to connect?



Where to find this information?

- ▶ <https://medicaid.ncdhhs.gov/>
  - ▶ Providers
    - ▶ Program and Services
      - ▶ Electronic Visit Verification
        - ▶ Provider Resources and Service Codes

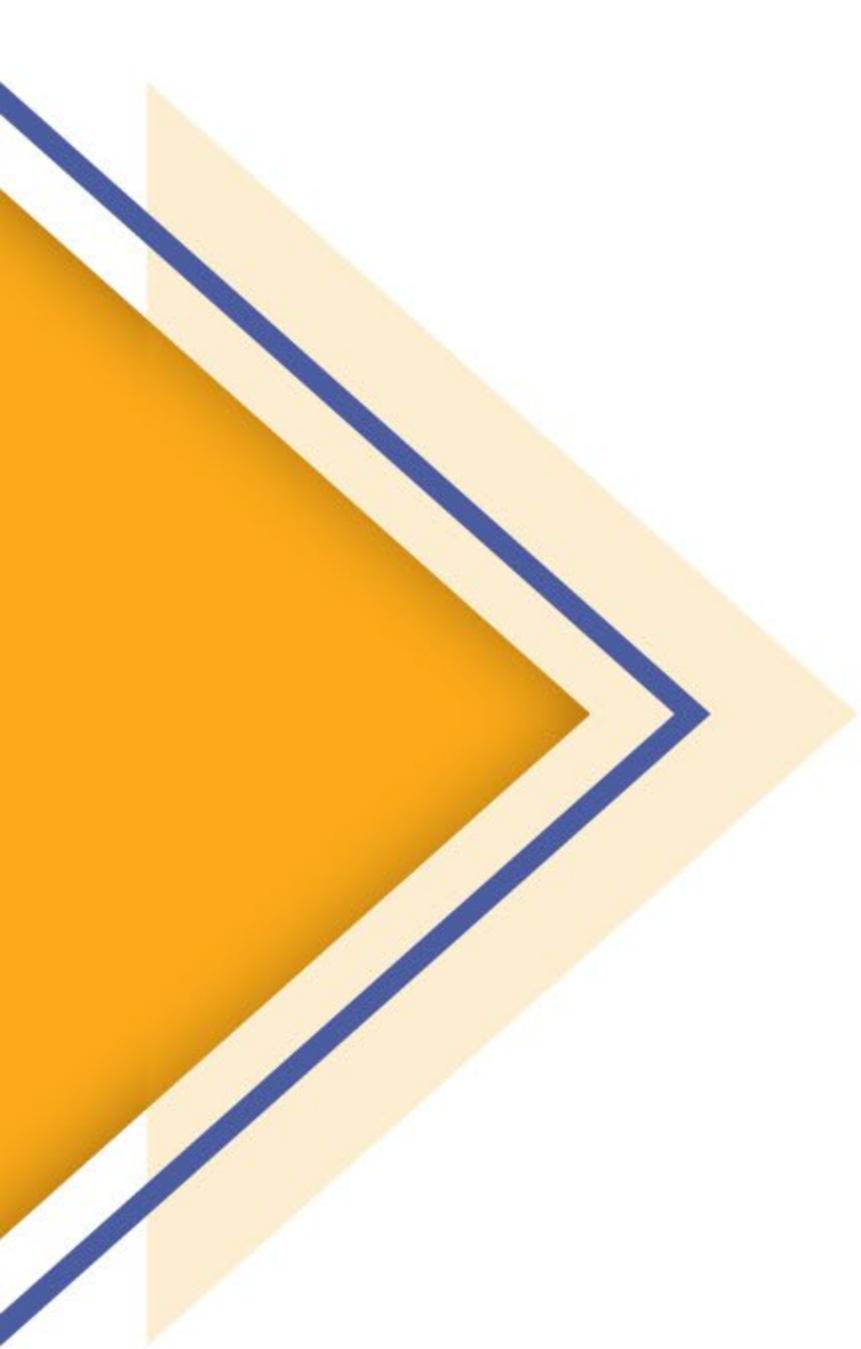


# Issue Assistance (Sandata)

To get assistance with questions (i.e., Customer Service Information, LIVE Chat, etc.)

Sandata Provider Support:

- ▶ [NCCustomerCare@Sandata.com](mailto:NCCustomerCare@Sandata.com) or 855-940-4915
  - ▶ Troubleshooting EVV, SMC, TVV, FVV
  - ▶ Welcome Kits
- ▶ Alternate EVV Support:
  - ▶ [NCAltEVV@Sandata.com](mailto:NCAltEVV@Sandata.com) or 844-289-4246
  - ▶ To register your Alternate EVV vendor
  - ▶ Vendors have not begun testing
  - ▶ Receive your production credentials to the Aggregator
- ▶ As a reminder, Agency Admins provision access for additional EVV portal users and can reset passwords for EVV and SMC if the “reset password” function does not work.



# **Sandata: EVV Training**

Chad Carr, Training Workstream Lead

# Training

## Tasks

- Provide education on Sandata's training process for each user group
- Training Plan, to include multi-channel training (webinars, self-paced)
- Create program-specific items needed for program launch
- Deliver webinars in a Pre/Post/Remediation delivery schedule
- Ongoing monitoring of the training delivery through reporting and participant feedback

## Goals:

- Educate providers on the use of the EVV system
- Educate MCEs on the Aggregator system

## Deliverables:

- Training plan & materials
- Execution of EVV training for providers
- Execution of Aggregator Training

# Training Audience

Term	Definition / Meaning
Provider Agency	Business entity that receives authorizations, submits claims, and coordinates the delivery of care (via caregivers) to Medicaid recipients.
Client	The recipient of care, delivered by caregivers, on behalf of one or more Medicaid waiver programs.
Employee	The caregiver delivering care in the employ of a provider agency.
MCO	Business entity responsible for the delivery or coordination of care for one or more Medicaid waiver programs.
CDS	Consumer/Self Directed Program that allows the recipient of care or their representatives greater decision-making authority over certain services and the ability to take direct responsibility to manage those services.



# Training Plan



**Sandata**

September 2, 2021  
Sandata Technologies, LLC  
sandata.com

California CHHS EVV Program Training Plan

Sandata

## Revision History

Revision	Date	Author	Comments
V1.0	09/02/21	C. Carr, A. Lewry	Created initial draft for CA CHHS review

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California CHHS EVV Program Training Plan

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California CHHS EVV Program Training Plan

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## 1. Objective

This Training Plan is intended to define the methods, recipients, and courses that will be included in the scope for the training activities in scope for the California CHHS Electronic Visit Verification System (EVV) and Electronic Aggregator System (EVV).

Note - For the purposes of this document, the term 'Customer' denotes the EVV / EVV program staff from the California Health and Human Services (CA-CHHS).

### Customer Program-Specific Notes:

This training plan is intended to fulfill the requirements of section 2.9 of the California EVV Contract (CT210348001). Please note that the format and structure of this plan have evolved since the sample plan supplied by Sandata as part of our RFP response to this program.

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California CHHS EVV Program Training Plan

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## 2. Training Scope

The following Sandata products/services are considered in scope under the contract for this customer program:

Product / Service	Scope of Work
2.1. Sandata EVV / EVV: Jurisdictional Web Portals	The web-based portal is designed for jurisdictional entities to view and report on EVV activity across multiple providers in a state population. For the purpose of this document, jurisdictional entities are defined as State and Managed Care Organizations (MCO).
2.2. Sandata Business Intelligence DOMO Application	DOMO is a web-based interactive system intended to allow jurisdictional entities to view and engage with their program's EVV data dynamically - leveraging pre-built reports as well as the ability to create their custom reporting with detailed drill-down capabilities. The payer dashboards will be part of business intelligence and will be displayed in the DOMO application.
2.3. Sandata EVV Aggregator: PCS provider Web Portal	The web-based portal is designed for individual providers to view the EVV data delivered by their EVV vendor into the state's EVV Aggregator.
2.4. Sandata EVV Aggregator:	The Application Programming Interface (API) is designed to connect the data from providers to the EVV

California CHHS EVV Program Training Plan

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## 3. Roles / Responsibilities

The following table defines the training activities and areas of ownership for the training and materials necessary to support the customer's program:

Activity	Description	Responsible Staff
3.1. Training Material Development	Provide standard training presentations, self-paced learning content, Aggregator user guide, quick-reference guides, and program-specific supplemental guide	Sandata Training Team
3.2. Training Material Review / Approval	Review of standard training materials	CA CHHS EVV Team
3.3. Training Calendar Development	Create a Webinar Calendar of all scheduled webinar sessions for Aggregator and Business Intelligence	Sandata Training Team
3.4. Training Communication Development	Create outreach content regarding upcoming education events (i.e., for EVV Town Halls) Note: this is done in conjunction with the Outreach/Workstream staff	Sandata Training and Outreach Team, CA CHHS EVV Team
3.5. Training Communication Dissemination	Distribute training announcement outreach to appropriate audiences.	Sandata Outreach Team, CA CHHS EVV Team

California CHHS EVV Program Training Plan

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## 4. Recipients / Stakeholders

The following training recipient groups have been identified as the intended audiences to receive training under the scope of this program. These represent all groups that will interact with the Sandata products and services offered under the scope of this program.

Training Recipient	Customer Stakeholder Group(s)	Est. Volume
4.1. Overall State Program Users	CA-CHHS EVV program oversight staff	3-10
4.2. State Departments	CHRS, DMH department specific staff	3-10
4.3. Managed Care Organizations	Managed Care organizations ("MCOs") are responsible for the administration of care delivery under the California CHHS Medicaid programs that fall under the EVV program.	3-10
4.4. PCS Providers	Provider agencies that are delivering care on behalf of the California CHHS Medicaid programs that fall under the scope of the EVV program.	1,000 - 2,000
4.5. EVV Vendors	Vendors capturing EVV data for providers to support the California EVV program.	100 - 200

### Customer Program-Specific Notes:

These training/recipient/stakeholder identifications align to the requirements outlined in the California Contract (CT210348001), section 2.9.2.

California CHHS EVV Program Training Plan

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## 5. Training Modalities

Sandata utilizes the following modalities in the delivery of the training for our products and services:

Training Modality	Description	Participants
5.1. Instructor-Led, In-Person	Interactive EVV system training delivered live and in-person in a computer lab location by a Sandata instructor. Participants are in the same physical location, participating live in the training. Allows for interactive Q&A and deep-dive discussions with training participants. <b>NOTE</b> due to COVID-19 guidance and social distancing guidelines, in-person training have been replaced with live webinar training until further notice.	1-25
5.2. Instructor-Led, Live Webinar	Interactive EVV system training delivered live by a Sandata instructor via a webinar / online presentation system. Allows for interactive Q&A and deep-dive discussions with training participants.	1-100
5.3. Pre-Recorded Webinars	Pre-recorded content from Town Hall webinars - compiled and available online for training recipients to review at their leisure (self-paced).	No limit
5.4. Town Hall Presentations	Partially interactive presentations of content delivered live over a webinar / online forum presentation system. Follows a defined script for the presentation. Allow for the nature of participant	50-1000

# Training Modalities

Modality	Description
Learning Management System “LMS”	This modality is used for Agency Administrators to take required courses in order to receive agency credentials to a specified solution. Access is 24x7.
Instructor-led Web-based Training via Live Webinar Center	These are live webinars conducted using Zoom video communications software. Agency staff independently sign up for these sessions via Sandata’s Webinar Center for days and times that are convenient for them.
Sandata on Demand	This is Sandata’s knowledge center and a self-service portal to submit questions, view reference material, and training video’s on Sandata applications. Access is 24x7.

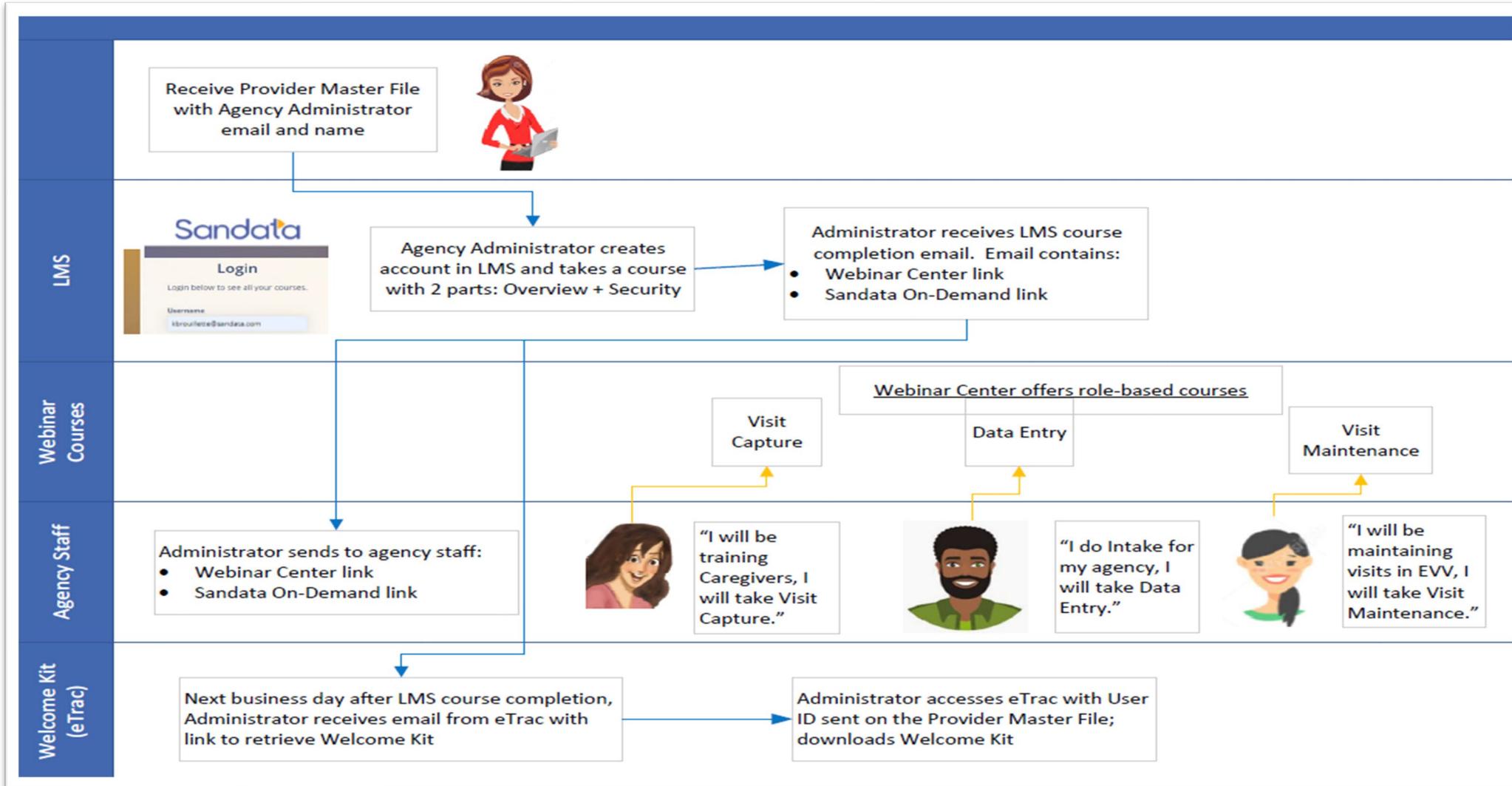


# Solutions

Solution	Description
Sandata Electronic Visit Verification (EVV) Portal	Users can view visit data through an easy-to-use user interface to monitor activity and make visit capture corrections as required.
Visit Capture EVV	Multiple available EVV technologies ensure real-time visit data and verification is always available and captured at the point of care i.e., SMC, TVV, and FVV.
Sandata Electronic Aggregator System Portal	View only portal that collates and normalizes all provider data against your business rules, regardless of which system they use.



# Provider Training Roadmap



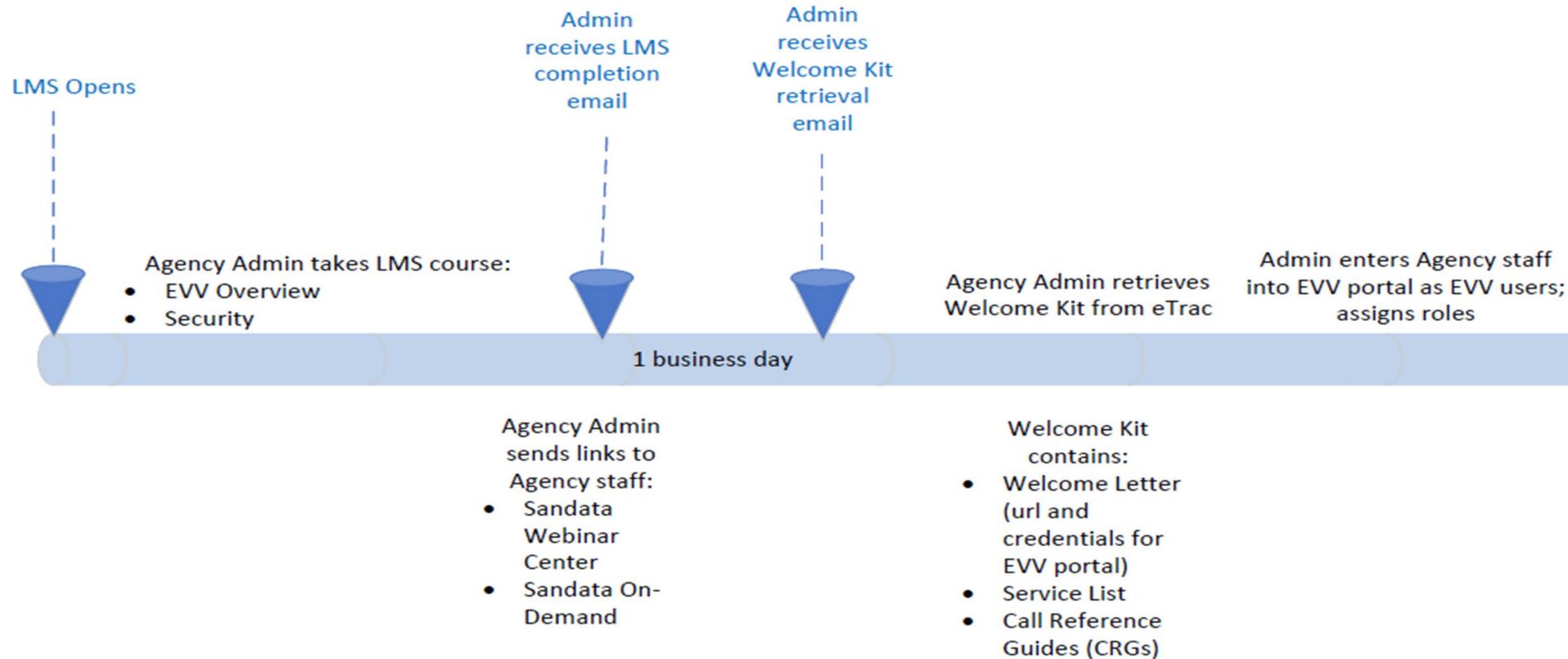
# Training Topics

TRAINING TOPIC (PROVIDER TRAINING TOPICS)	DESCRIPTION/SCOPE
<b>EVV System Overview</b>	This session is an overview of the modules within the Sandata EVV Agency Portal. How to login and navigation basics are included. NOTE: Sandata Training is offered in modules so that a staff member can choose the courses that are relevant to the role they serve.
<b>Client/Employee/Authorization</b>	In this session, the focus is on how to search for, create, edit, and inactivate Client and/or Employee records. Review how/what to enter to avoid claims denial.
<b>Visit Capture</b>	This session reviews how a caregiver starts and completes a visit using the mobile app, and telephony. In addition, participants see how visits are displayed in the Sandata EVV Agency Portal.
<b>Visit Maintenance</b>	The Visit Maintenance session demonstrates how to use the available filters to review visit data, understand the various visit exceptions, and how to clear/resolve each one. Participants also learn how to manually create visits and adjust visit data.
<b>Group Visits (Agency)</b>	In this session, the focus is on how group visit information is viewed in the Sandata EVV Agency Portal and how to perform visit maintenance on group visits.
<b>Group Visits (Caregiver)</b>	This session reviews how a caregiver starts and completes a group visit using mobile and telephonic visit verification methods.
<b>Scheduling</b>	This session reviews how to view, create and edit schedules, both individual or recurring schedules for Clients and/or Employees



# Agency Administrator

## Sandata Training: Agency Administrator (as identified on the Provider Master File)



# Agency Staff

## Sandata Training: Agency Staff



Agency Admin sends links to Agency staff:

- Sandata Webinar Center
- Sandata On-Demand

Webinars are role based. Staff take webinars based on their role at the agency/in the EVV program.

SoD contains:

- Standard training videos
- Quick Reference Guides
- Searchable content
- Recorded webinars

# Training Support Materials

## Quick Reference Guides (QRG)

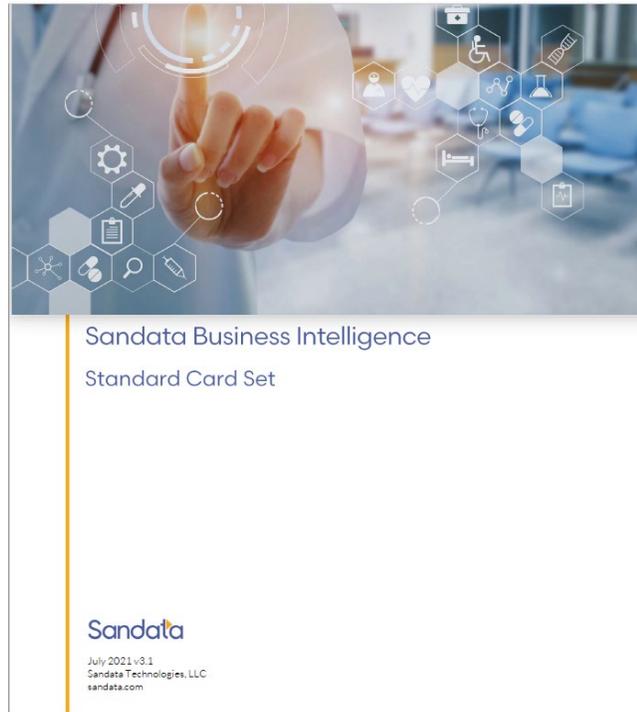


### Logging In to Sandata EVV

- 1. USERNAME** - The username is the email address used when creating a system user (username is not case sensitive). Users must have access to emails sent to this email address, as the emails containing temporary passwords are sent there.
- 2. PASSWORD** - Must be at least twelve characters long, have at least one upper case, one lower case letter, one numeric character and one "special" character (@#%\$%^). (The password is case sensitive). By default, the characters entered in this field are masked. Click the eye icon (✖) to unmask the characters in this field.
- 3. REMEMBER ME** - Select this checkbox to save the last AGENCY and USERNAME entered. This information is only saved to the computer and web browser the user clicked the REMEMBER ME checkbox on.

The login form features the Sandata logo at the top. Below it are three input fields: 'Enter Agency', 'Enter Username', and 'Enter Password'. The password field includes an eye icon to toggle visibility. A 'Remember Me' checkbox is located below the password field. A blue 'LOGIN' button is positioned below the form. At the bottom of the form, there are links for 'Forgot Password?' and 'Privacy Policy', and a copyright notice: '© 2019 Sandata Technologies, LLC'.

## Training Guides



## Training Videos

# Training Delivery

## ▶ Pre-Training

- Instructor Led Webinar Training
- Conduct several sessions per week
- Introduction to the EVV system

## ▶ Post Training

- Instructor Led Webinar Training
- Conduct monthly session (4 sessions per month) beginning Jan. 2023
- Increase proficiency and provider confidence in performing EVV responsibilities

## ▶ Remediation Training

- Conducted Quarterly with 10 sessions per Quarter
- Beginning July 2023
- Hot Topics – Based on common errors and utilization deficiencies
- Trainer Office Hours – 1:1 sessions with individual agencies to answer questions and assist the agency in using the EVV system.

# Webinar Schedule (sample)

CA Training Schedule				30-Nov-20	1-Dec-20	2-Dec-20	3-Dec-20	4-Dec-20	5-Dec-20	7-Dec-2020	8-Dec-20	9-Dec-20		10-Dec-20
Sessions Requested	Code	CA	TIME									CA # 1	CA # 2	CA # 1
System Overview (60 min)	SO	30	9:00:00 AM	SO	GVA	SO		VM	VC	SO	VC		DE	SO
Data Entry (Client and Employee) (90 min)	DE	21	9:30:00 AM											
Visit Capture (60 min)	VC	46	10:00:00 AM											
Visit Maintenance (90 min)	VM	16	10:30:00 AM	DE	GVC				GVC	VM	VM		VM	
Group Visits (Agency) (45 min)	GVA	21	11:00:00 AM					SO						
Group Visits (Caregiver) (30 min)	GVC	7	11:30:00 AM						VC					VC
			12:00:00 PM		VC	VC								
			12:30:00 PM									VM		
<b>Session Totals</b>		141	1:00:00 PM				SO	DE	GVC					
			1:30:00 PM											
			2:00:00 PM	VC		DE								VM
			2:30:00 PM				DE	SO	GVA		SO	SO	VC	
			3:00:00 PM		VM									
			3:30:00 PM	VM	VM	VC								
			4:00:00 PM							GVA	GVA	DE	SO	
			4:30:00 PM											
			5:00:00 PM											
			5:30:00 PM											
			6:00:00 PM				VC							

- **EVV Questions:**  
[medicaid.evv@dhhs.nc.gov](mailto:medicaid.evv@dhhs.nc.gov)
- **NC Medicaid EVV webpage:**  
[medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification](https://www.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification)



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