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
NC Medicaid Direct	The solutions listed below are only available for use with NC Medicaid Direct provider claims subject to EVV. • Free state provider solution – Sandata • Alt EVV vendors • Sandata paid solution - Sandata Agency Management (SAM)	Sandata free solution will only manage NC Medicaid Direct Home Health Services visits. To integrate all payer types in one solution, provider must use: • Alt EVV Vendor • Sandata paid solution - SAM
LME/MCOs ->Tailored Plans	The solutions below are only available for use with providers submitting LME/MCO-> TP claims for HH subject to EVV. • Free LME/MCO solution – HHAexChange • Alt EVV Vendor • Sandata paid solution - SAM	HHAexChange free solution manages LME/MCO-> TP Home Care Services visits. To integrate all payer types in one solution, providers must use: • HHAexChange • Alt EVV Vendor • Sandata paid solution - SAM
PHPs	The solutions below are only available for use with providers submitting PHP encounters for HH subject to EVV. • Free PHPs solutions - HHAexChange and Carebridge • Alt EVV Vendor • Sandata paid solution - SAM	HHAexChange free solution manages PHP Home Care Services visits. To integrate all payer types in one solution, providers must use: • HHAexChange • Carebridge • Alt EVV Vendor • Sandata paid solution - SAM

Home Health Services and Codes

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

# HH Clinical Policy: Proposed EVV Language

Policy Section	EVV Language
4.2.2 Medicaid Additional Criteria Not Covered	Providers subject to Electronic Visit Verification (EVV) who have not enrolled with an EVV solution as required by Section 12006 1903(l) of the 21st Century Cures Act. **Note:** Adult Care Home Providers are not subject to the EVV requirement.
7.8 Electronic Visit Verification	Providers Subject to EVV must comply with the requirements listed below: **Electronic Visit Verification Requirements (EVV) Minimum Requirements** • Comply with Section 12006 1903 (l) of the 21st Century Cures Act and any subsequent amendments. • 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. • Provider agencies must have written documentation that they have informed beneficiaries of the EVV requirement in each beneficiary's file. • 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
7.8.2 Electronic Visit Verification (EVV) Technology Options and Requirements	**Electronic Visit Verification (EVV) Technology Options and Requirements** 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: • Type of service performed; • Individual receiving the service; • Date of the service • Location of service delivery • Individual providing the service; and • Time the service begins and ends.
Attachment A: Claims - Related Information H. Reimbursement	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: a. Date of Service; b. Location of service delivery; c. Individual providing service; d. Type of services performed; e. Individual receiving service; f. Time service begins; and g. Time service ends
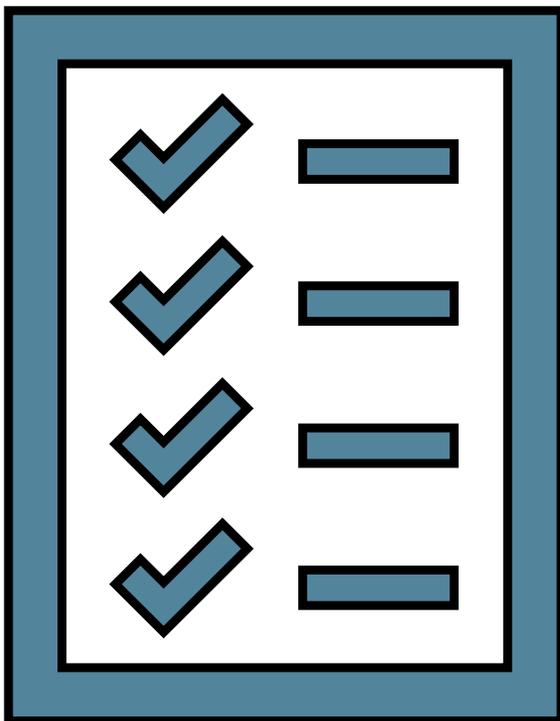
EVV Provider Survey: Vendor Selection

Home Health Provider's NPI listed on the Survey
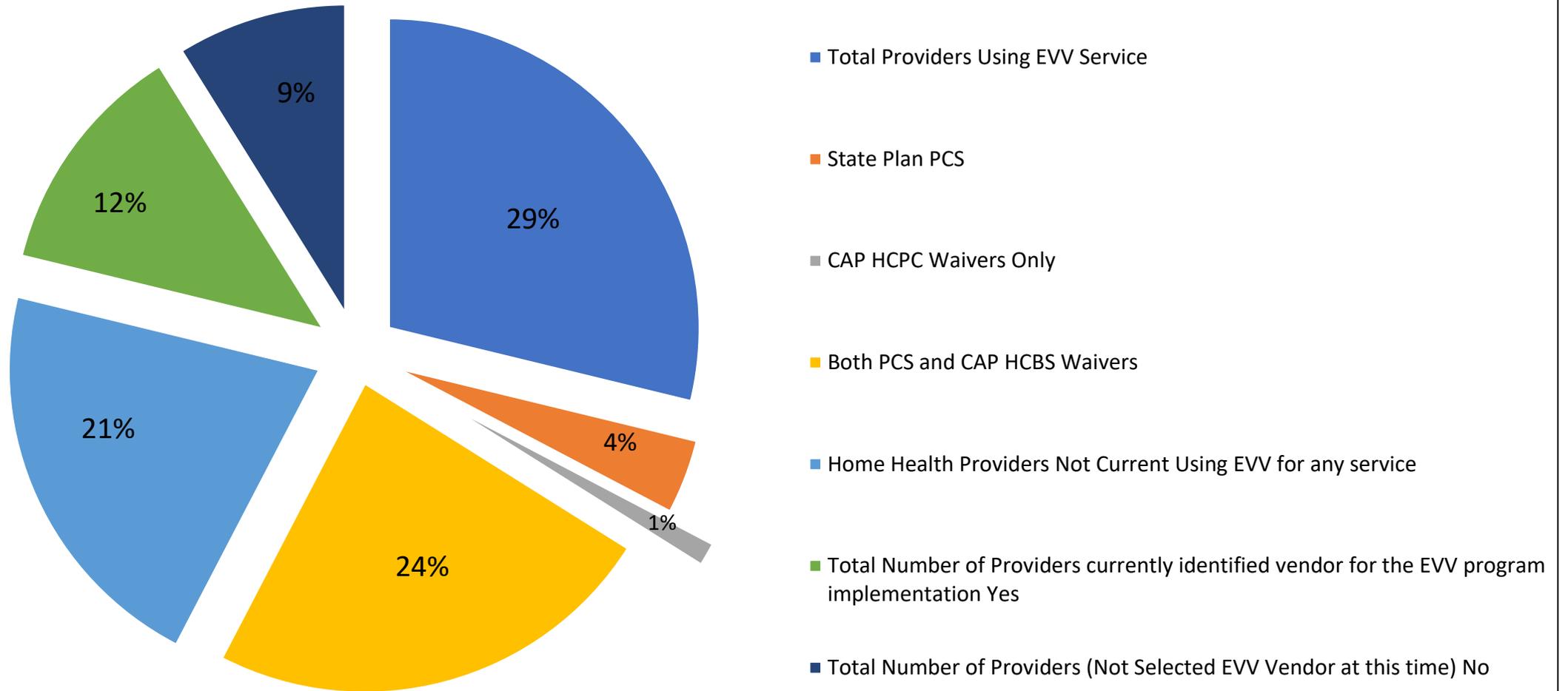243 Providers

42%

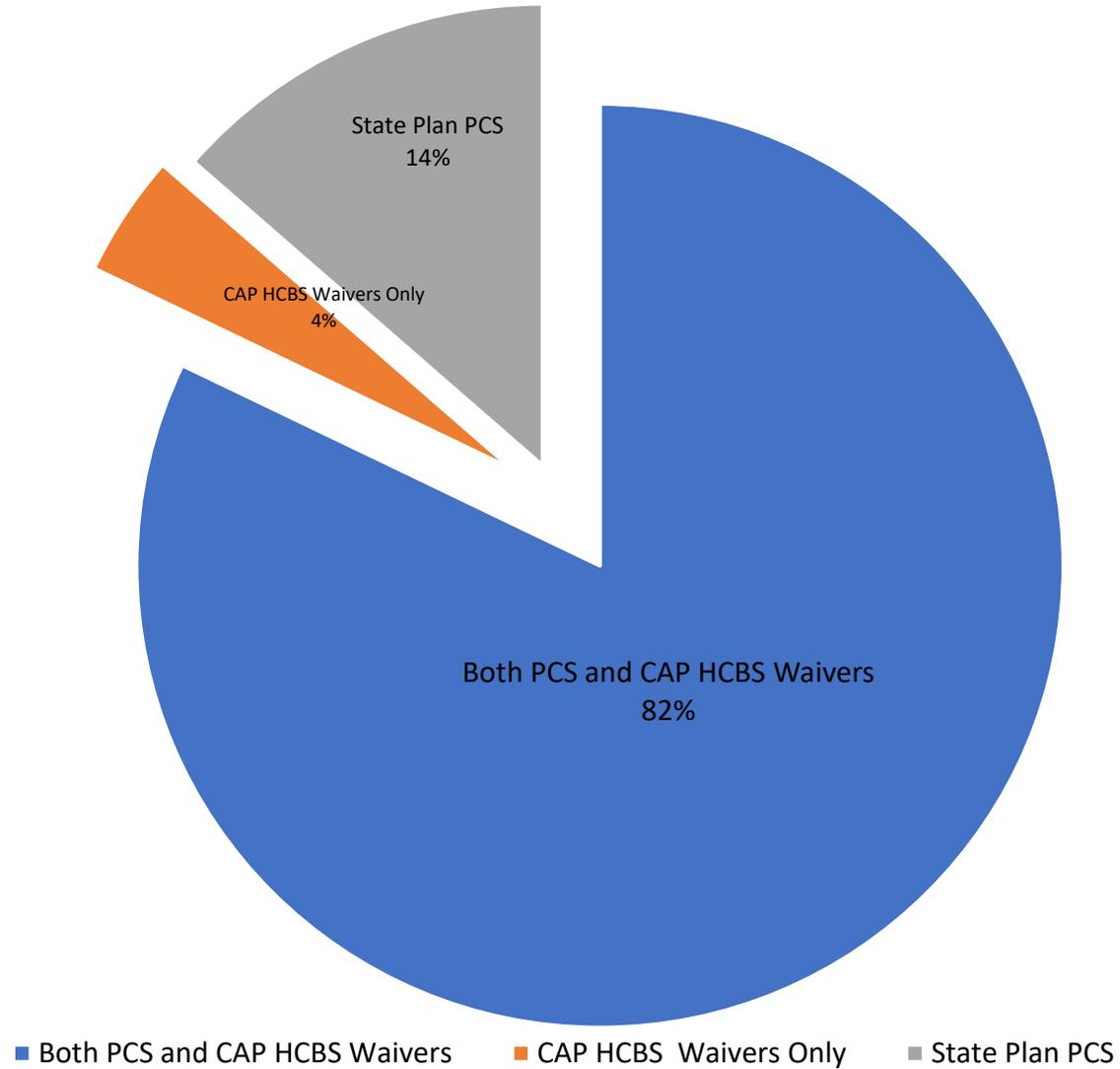58%
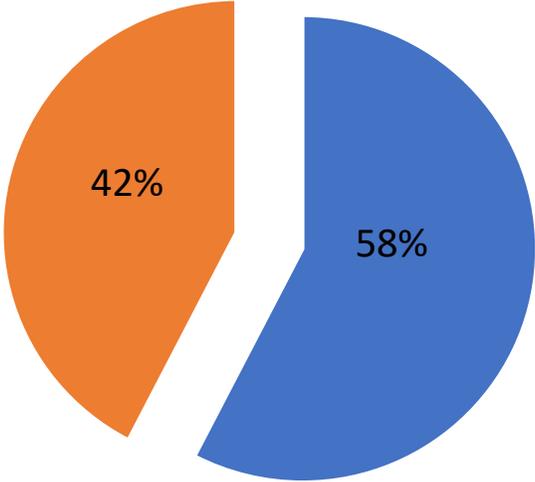
■ Total Number of HH Providers Currently Using EVV Service ■ Total Number of HH Providers Currently NOT using EVV Service

Total Number of Home Health Providers
243 Providers

Legend:
- Total Providers Using EVV Service — 29%
- State Plan PCS — 4%
- CAP HCPC Waivers Only — 1%
- Both PCS and CAP HCBS Waivers — 24%
- Home Health Providers Not Current Using EVV for any service — 21%
- Total Number of Providers currently identified vendor for the EVV program implementation Yes — 12%
- Total Number of Providers (Not Selected EVV Vendor at this time) No — 9%

Home Health Providers Currently Using EVV

140 Providers

- State Plan PCS — 14%
- CAP HCBS Waivers Only — 4%
- Both PCS and CAP HCBS Waivers — 82%

Legend: ■ Both PCS and CAP HCBS Waivers ■ CAP HCBS Waivers Only ■ State Plan PCS

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
21st 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
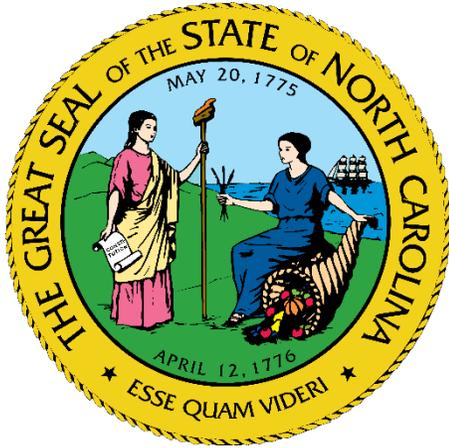
NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Linda Rascoe
Senior Policy Analyst,
EVV Program Manager

August 23, 2022

EVV 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)

Electronic Visit Verification Connectivity Information & Training

Tessie Austin, Technical Account Manager | Chad Carr, Training Workstream Lead
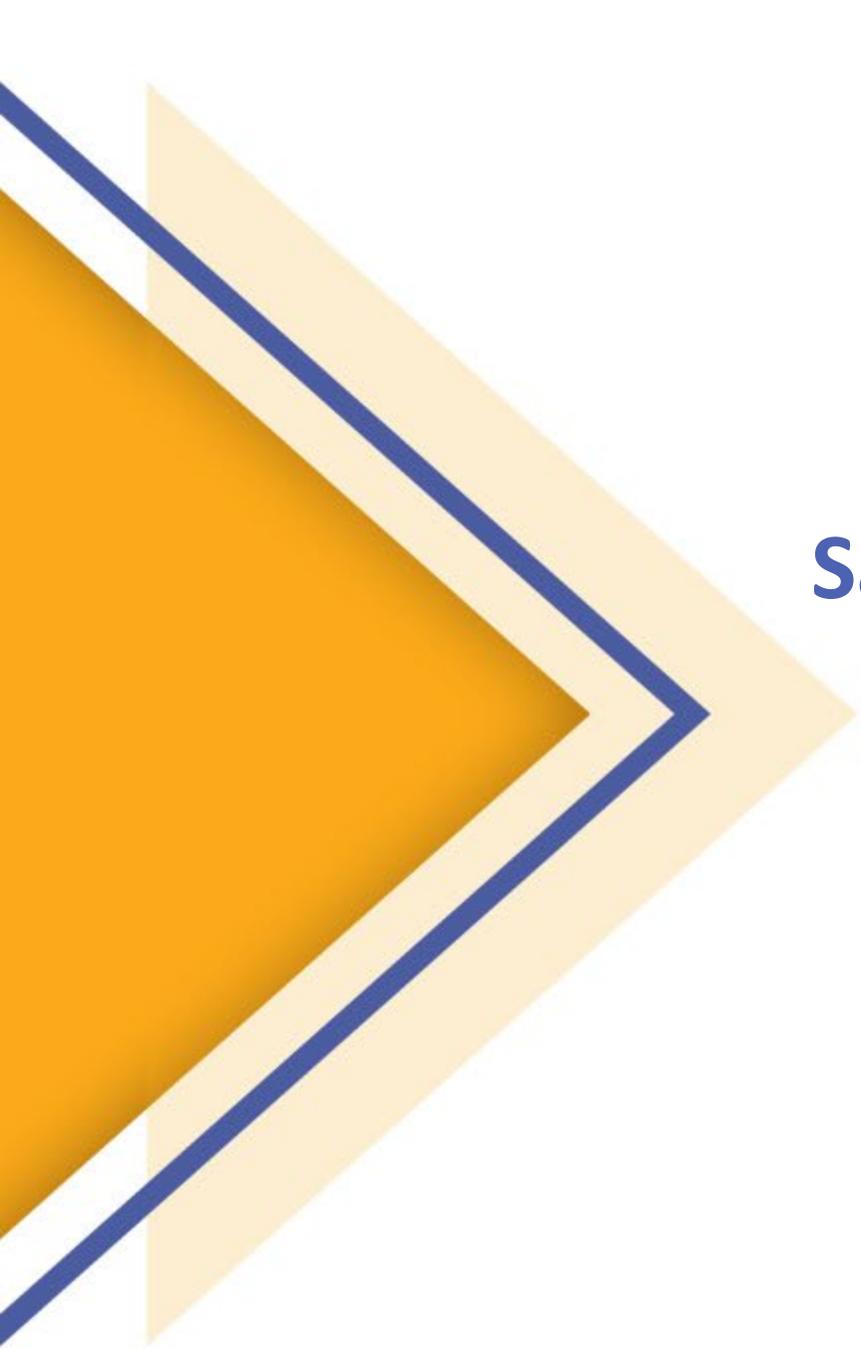
Sandata: Connectivity Information

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?
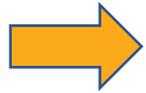
Providers using the state-supplied Sandata EVV System:

Provider (using Sandata EVV™) → EVV Activity (Sandata EVV with NC-DHHS Program Rules)

The Aggregator / 3rd 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.
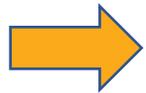
Providers using other (alternate) EVV Systems:

Providers, MCO's, Fiscals → EVV Activity (3rd Party EVV System) → EVV Data

Vendor Created Process

Program Rule Exceptions

NC-DHHS EVV Program Aggregator

Complete EVV Program Information

NC-DHHS Program Rules

Data Warehouse

Reporting

Claim / Encounter Verification
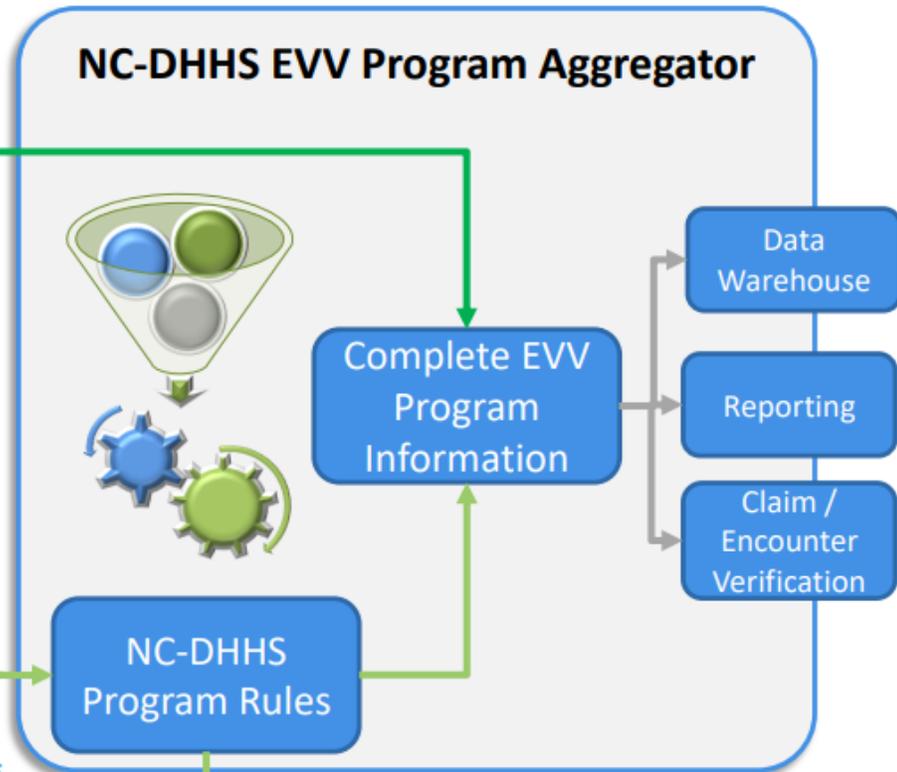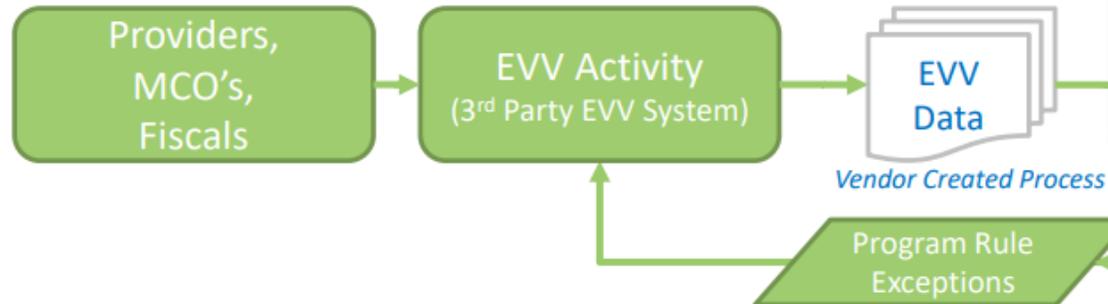
Sandata Connectivity
Alternate EVV Interface Testing for New Vendors

- 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
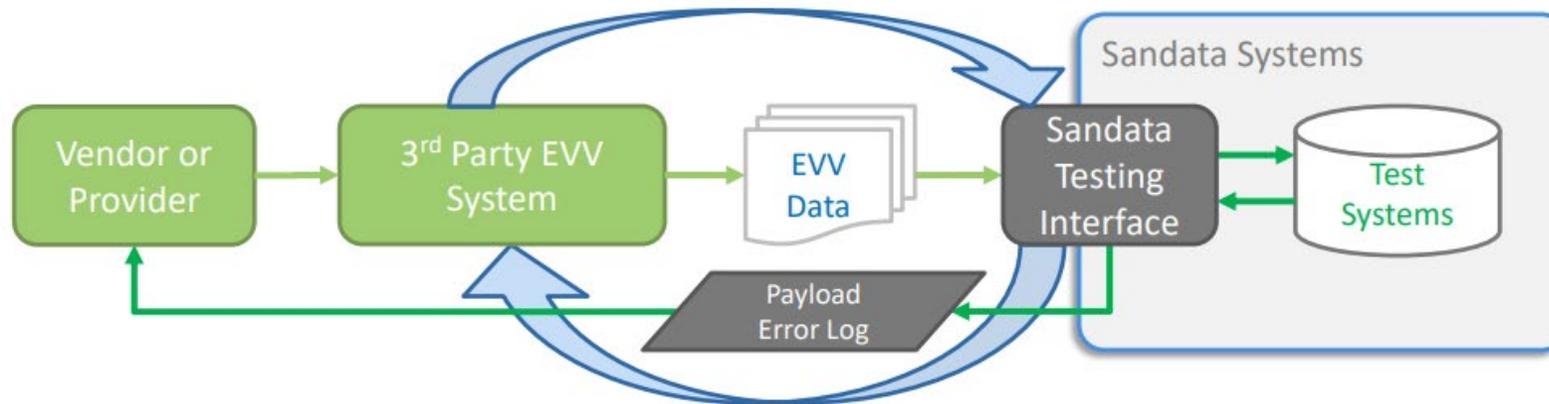
- Once the vendor's testing has completed, Sandata will review the results with the vendor, and deliver the vendor their production credentials when testing is complete.

- 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

Request → **Interface Testing** → **Support** → **Production Ready**

Request
- Provider Agency sends request to Sandata Support

Interface Testing
- Vendor test credentials issued
- Vendor test data uploaded
- EVV data format validation automated process
- Review of testing results

Support
- Dedicated Sandata team for EVV Vendor Support
- EVV Program customer care Help Desk to assist with questions

Production Ready
- Production credentials sent to Vendors to transmit data
- Provider receives notification and access to Aggregator Portal (after training completed)

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 or 855-940-4915

  ▸ Troubleshooting EVV, SMC, TVV, FVV

  ▸ Welcome Kits

▸ Alternate EVV Support:

  ▸ 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.
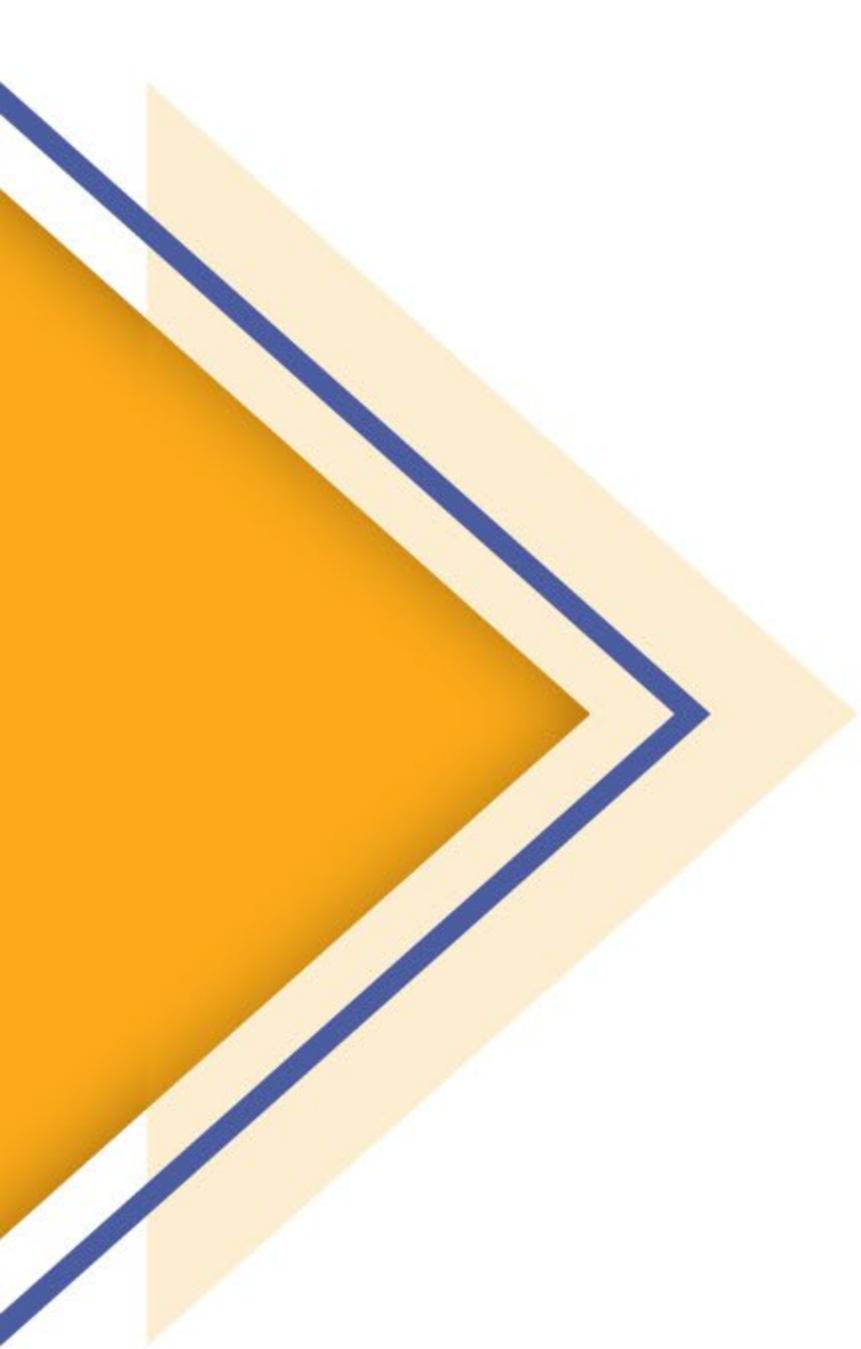
Sandata: EVV Training

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

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
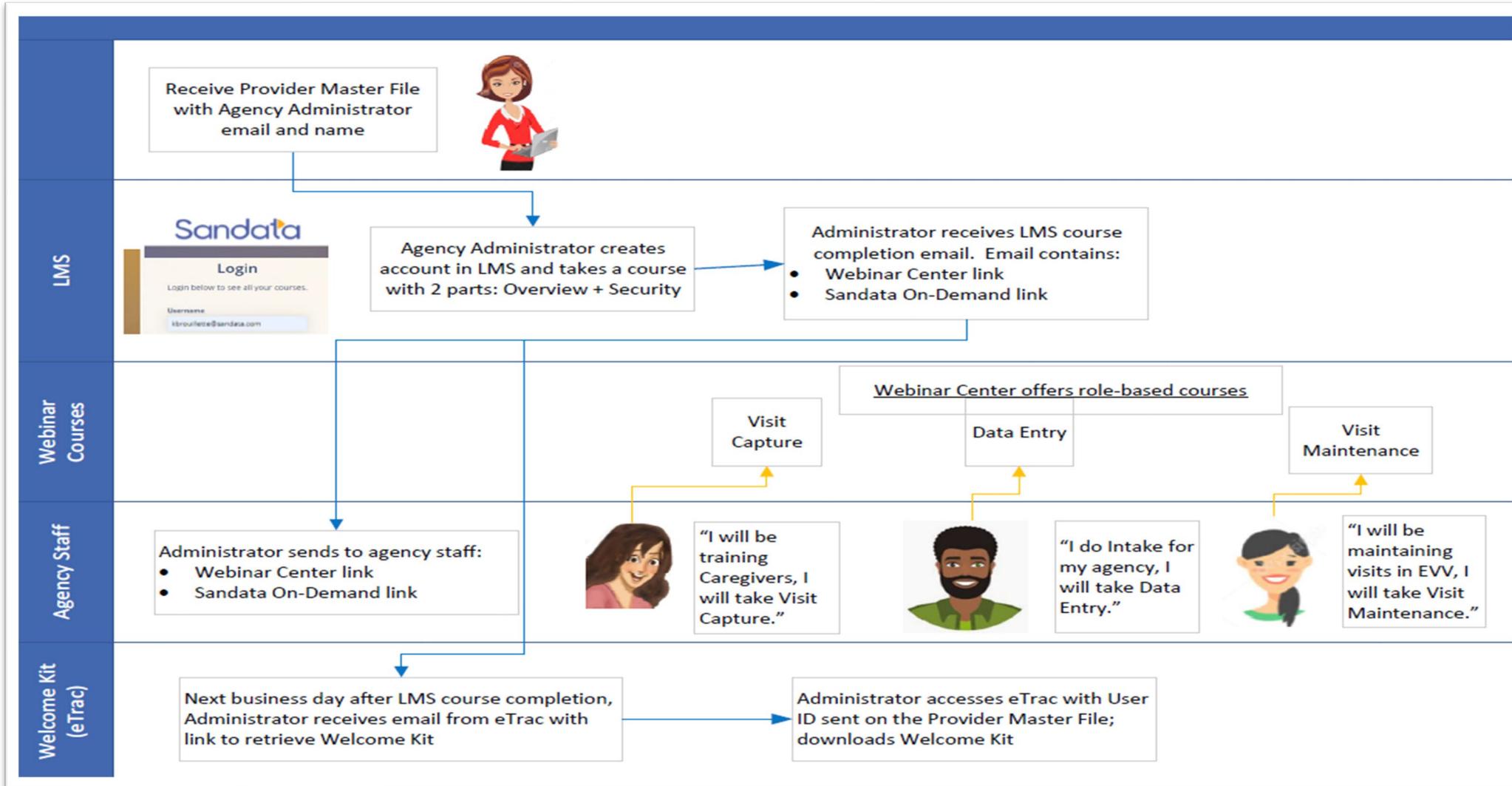
Training Topics

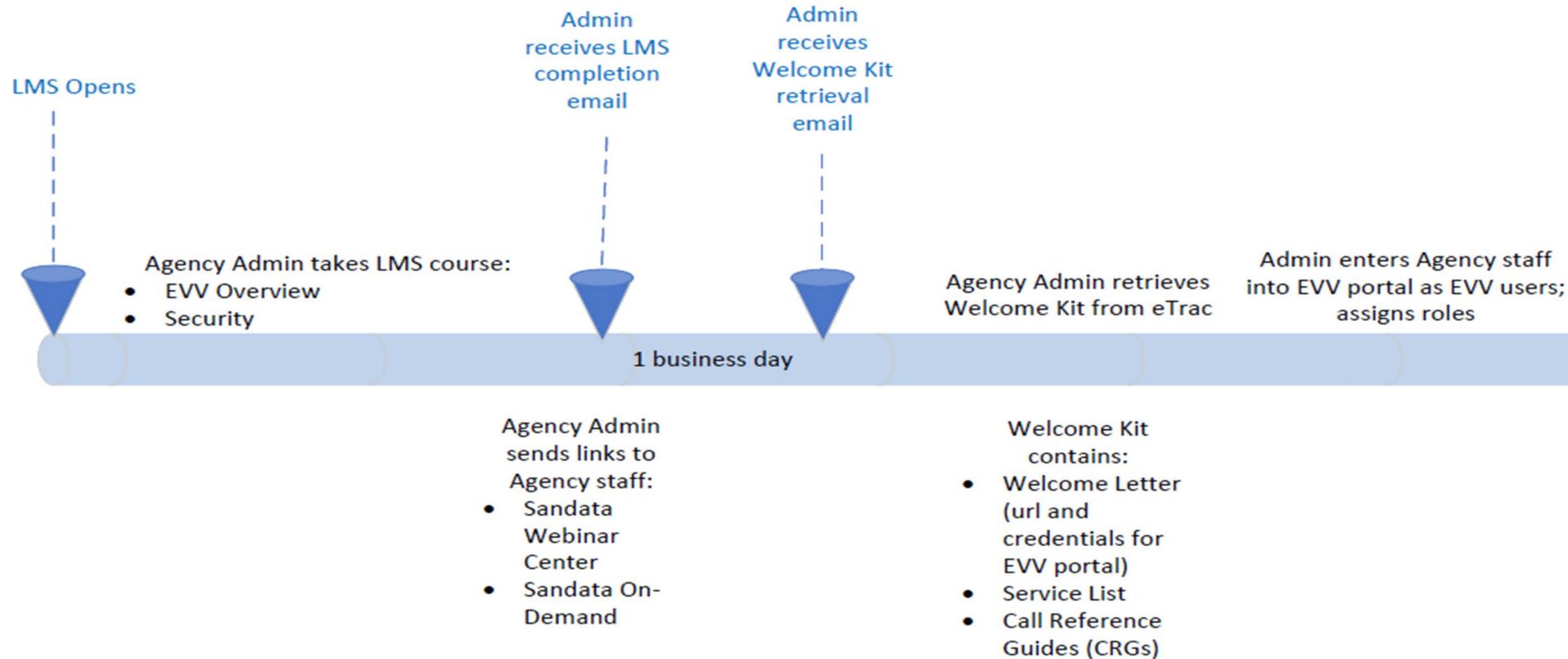| TRAINING TOPIC (PROVIDER TRAINING TOPICS)	DESCRIPTION/SCOPE
EVV System Overview	This session is an overview of the modules within the Sandata EVV Agency Portal. How to login and navigation basics are included. NOTE: Sandata Training is offered in modules so that a staff member can choose the courses that are relevant to the role they serve.
Client/Employee/Authorization	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.
Visit Capture	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.
Visit Maintenance	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.
Group Visits (Agency)	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.
Group Visits (Caregiver)	This session reviews how a caregiver starts and completes a group visit using mobile and telephonic visit verification methods.
Scheduling	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)

LMS Opens

Admin receives LMS completion email

Admin receives Welcome Kit retrieval email

Agency Admin takes LMS course:
- EVV Overview
- Security

Agency Admin retrieves Welcome Kit from eTrac

Admin enters Agency staff into EVV portal as EVV users; assigns roles

1 business day

Agency Admin sends links to Agency staff:
- Sandata Webinar Center
- Sandata On-Demand

Welcome Kit contains:
- Welcome Letter (url and credentials for EVV portal)
- Service List
- Call Reference Guides (CRGs)

Agency Staff

Sandata Training: Agency Staff

Admin receives LMS completion email

Agency staff sign up for webinars via the Webinar Center

Agency staff attend webinars

Agency staff do self-paced training via SoD

Admin enters Agency staff into EVV portal as Employees; assigns roles

After training on EVV, Agency staff begin using the EVV portal

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

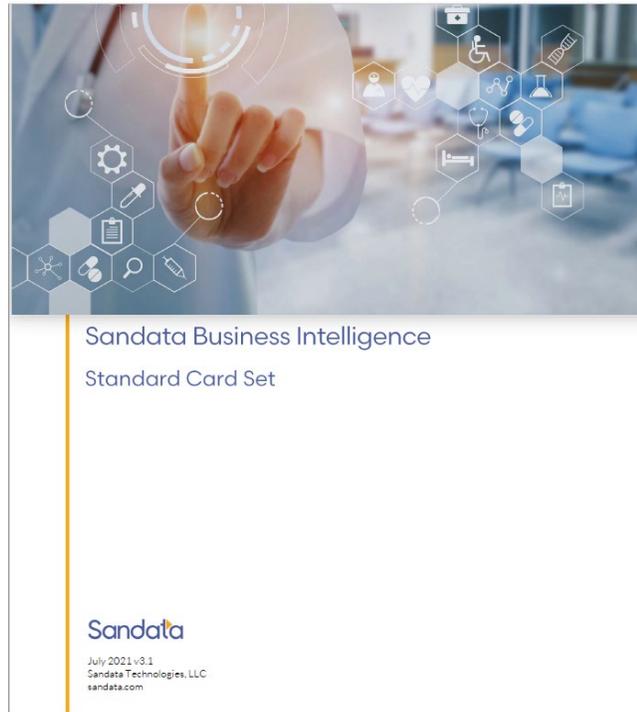# Training Support Materials

Quick Reference Guides (QRG)

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-De
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					
			12:00:00 PM		VC	VC								VC
			12:30:00 PM								VM			
Session Totals		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		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							

Resources

- EVV Questions:
  medicaid.evv@dhhs.nc.gov

- NC Medicaid EVV webpage:
  medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification

SOURCE: MICROSOFT STOCK IMAGERY