Introductions – Sandata, EVV Vendor

- Jamie Richardson, Sandata VP of Business Development, DHHS Contract Manager
- Tim Nyberg, VP Implementation
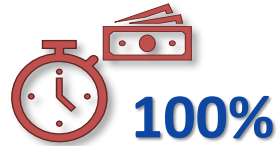- Shane Maskalick, Project Manager

About Sandata

The Industry Leader

40+

Focused Innovator in Home Care Technology for 40+ years

100%

On Time, On Budget & Referenceable Clients

Bringing DHHS Unmatched Results

300,000

Caregivers Using Sandata's EVV Solution

26

4x More Payer Contracts Implemented

EVV Thought Leadership

- ✓ Introduced EVV to the homecare industry in 1994
- ✓ Introduced Mobile EVV to the industry in 2012
- ✓ Consulted with CBO, CMS, and Congress on EVV in 2015
- ✓ Introduced Aggregator to the industry in 2016
- ✓ First and Only CMS certification of a statewide Aggregator in 2018

Sandata's Experience Ensures Success

- ✓ 18 State EVV programs
- ✓ Open EVV with Aggregator in 14 States
- ✓ Over 100 Aggregator Interfaces to leverage for DHHS
- ✓ Never had a failed implementation

Sandata EVV System Overview

OPEN EVV MODEL:

- DHHS will use Sandata's Aggregator Technology
- This technology will allow providers who already have an EVV system to continue to use it if it meets EVV requirements

Sandata EVV:

- Caregiver Tools at Visit:
    - Mobile application
    - Telephone
    - Fixed Device (special circumstance)
- Provider Agency EVV tools:
    - EVV Portal with scheduling capabilities
- DHHS EVV Tools:
    - Aggregator Portal with all EVV data with extensive reporting

Example Visit

The caregiver:
- Arrives at the place of service.
- Checks in using one of the following technologies:
  - Sandata mobile application
  - Telephonic visit verification
  - Fixed visit verification
- Provides services.
- Follows the same procedures to clock out.

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Caregiver EVV

Three technologies available for caregivers to collect the required data

- Sandata Mobile Connect App

- Telephone system

- Fixed visit verification device

Sandata Mobile Application

- **Primary EVV method**
- Application can be loaded on Android or iOS
- Works in both connected and disconnected mode
- Start time and end time is verified with GPS to the member address(es)
- GPS location captured at check in and out only
- Bring you own device and data/WIFI
- ADA 508 and HIPAA compliant

Sandata Mobile Application

Sandata Mobile Application
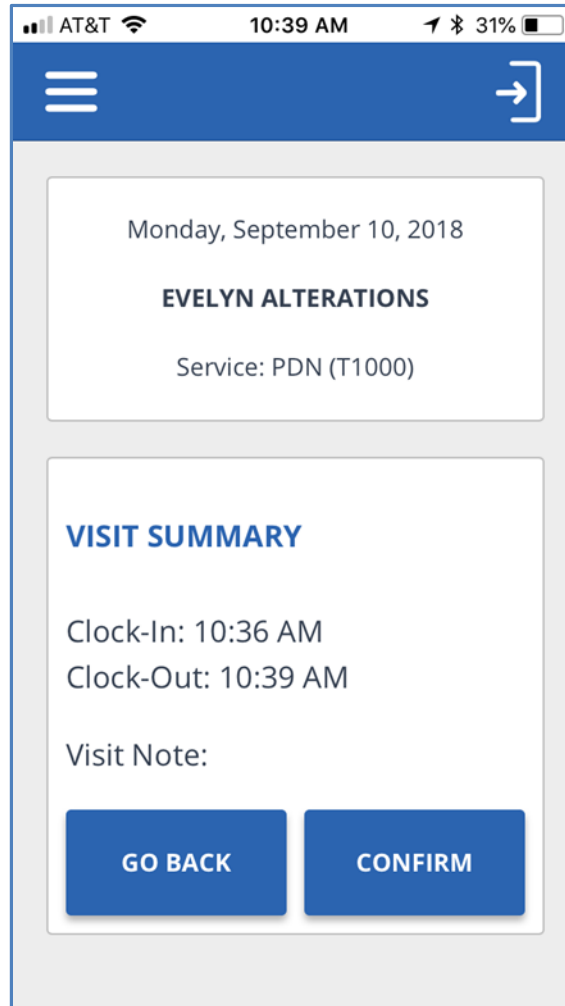
Telephone EVV process

Secondary EVV method

1. Upon arriving call the toll-free phone number

    "*Welcome, please enter your ID*"

2. Enter your EVV ID

    "*Press 1 to clock in or*

    press 2 to clock out"

3. Press 1

    "*Received at <time>*"

4. Hang up.

5. Repeat same process for end time of service, with the additional step of entering the service ID associated with the visit.

Provider Agency EVV Portal

- Each Provider Agency will have their own EVV portal
- Accessible via the web
- Real time monitoring of visit data
- Exception flags for visits that are missing required data
- Ability to correct visit exceptions when allowed, using reason codes (includes full audit trail)
- Summary and detail reporting
- Payer data integration
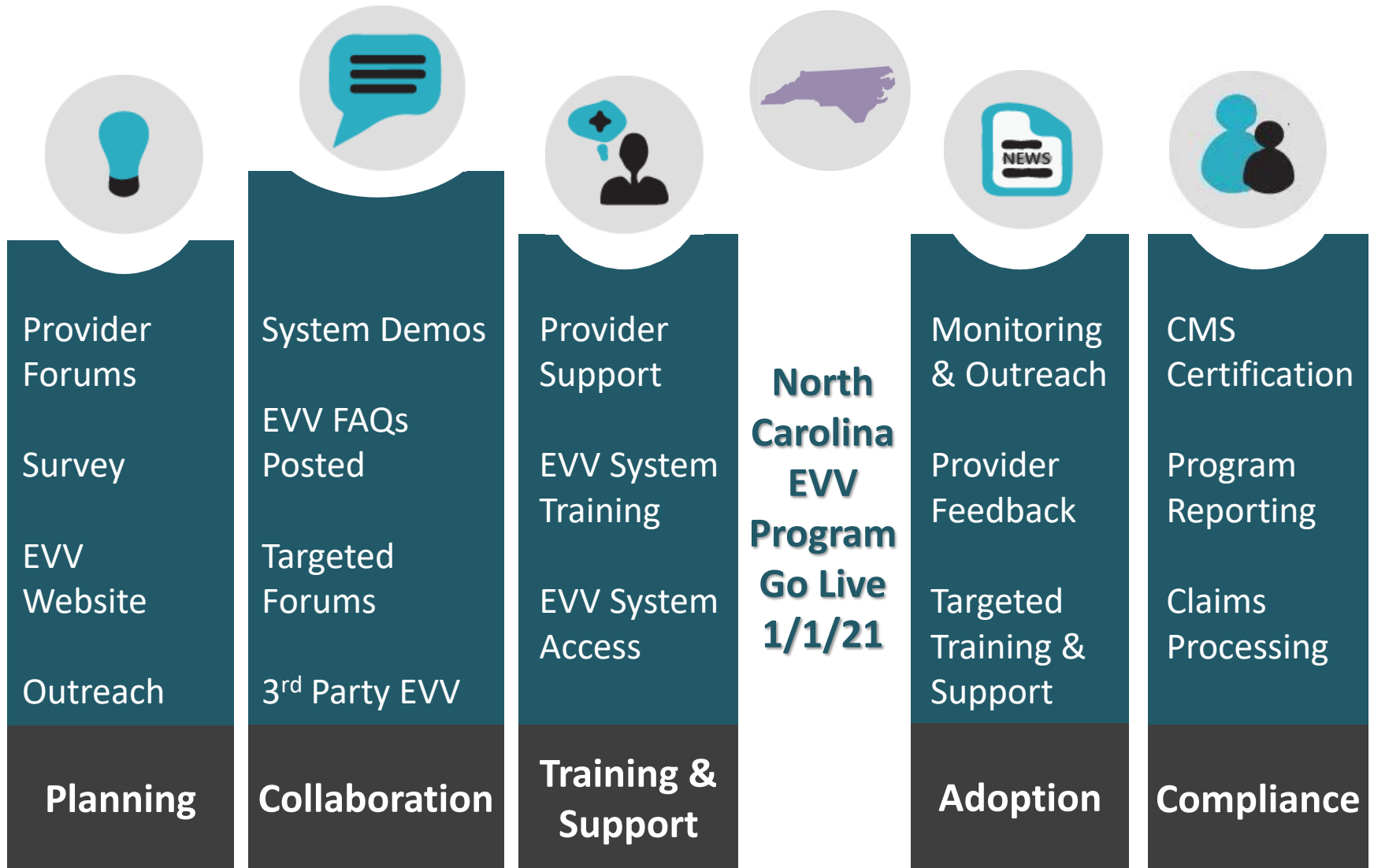- HIPAA-compliant data management

Provider EVV Costs

Sandata EVV System:

- Sandata EVV is available free of charge

- Mobile App: Bring your own device and data plan

- Fixed Devices for members where Mobile App or Telephone EVV will not work (process to be determined)

3rd Party EVV Systems:

- Providers using 3rd party EVV systems will continue to pay for them as they do today

- Providers using 3rd party EVV systems will likely incur fees from your EVV vendor for the Aggregator data interface work

EVV Timeline in North Carolina

Planning	Collaboration	Training & Support		Adoption	Compliance
Provider Forums	System Demos	Provider Support	**North Carolina EVV Program Go Live 1/1/21**	Monitoring & Outreach	CMS Certification
Survey	EVV FAQs Posted	EVV System Training		Provider Feedback	Program Reporting
EVV Website	Targeted Forums	EVV System Access		Targeted Training & Support	Claims Processing
Outreach	3rd Party EVV				

What's next?

EVV Home

- DHHS EVV Website will house all EVV updates and documents

- Multiple Sandata EVV System Demonstration meetings in the coming weeks (10/30, 11/3, 11/5)

- DHHS to provide EVV frequently asked questions (FAQ)

- Provider Survey on EVV System plans

- 3rd Party EVV interface meeting

What's next?

EVV Home

Sandata EVV System Training:

- Additional Training Information and Details will be provided

- Online Training Registration

- Training will be provided via webinars and independent training via learning system and recorded videos

- Once Trained, Provider will receive Welcome Kit to access their Sandata EVV system

What's next?

EVV Home

- Additional Stakeholder sessions to be planned in November and December

- Continue to check the EVV webpage for news and updates:

medicaid.ncdhhs.gov/evv