NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Electronic Visit Verification (EVV) Stakeholder Meeting

Mary Rollins-Hughes
LTSS Program Operations Manager

April 25, 2022

Electronic Visit Verification Stakeholder Meeting Agenda

- Welcome & Introductions
- EVV Home Health Care Covered
- Vendor Selection Information
- Sandata: Connectivity
- Sandata: Issue Assistance

Welcome & Introductions

EVV Home Health Care Covered Services

Mary Rollins-Hughes
LTSS Program Operations Manager

EVV Home Health Covered Services

The following services are covered in EVV Home Health.

*Any Home Health Service (HHS) that the state has opted to cover under the state plan or waiver of the plan, that would require an in-home visit would be subject to the EVV requirement. SSA 1905 (a) (7)

Home Health Services and Codes

The following tables show the Home Health Codes and Services.

Therapies	
Revenue Code	**Service Description**
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

Home Health Aide	
Revenue Code	**Service Description**
570	Home Health Aide

Skilled Nursing Visits	
Revenue Code	**Service Description**
550	Initial assessment/re-assessment
551	Treatment, teaching/training, observation/evaluation
559	For a dually eligible beneficiary when the visit does not meet Medicare criteria
580	Venipuncture
581	Pre-filling insulin syringes/Medi-Planners

EVV Home Health: Choosing an EVV Vendor

Mary Rollins-Hughes
LTSS Program Operations Manager

Open Vendor Model - Background

NC utilizes an open vendor model approach to EVV implementation – the open vendor model allows states to contract with a single EVV Vendor but allows providers and PHPs to utilize their own Vendor (Third Party/Alternate EVV Solution).

Sandata is NC Medicaid's procured EVV Vendor for data aggregation. This EVV Vendor is free of charge to providers.

There are three (3) Medicaid payer types, and each type has a free Vendor:

- Medicaid Direct → Sandata
- Standard Plans→ HHA Exchange except Healthy Blue. CareBridge→ Healthy Blue
- LME/MCOs→ HHA Exchange

*LME/MCOs become Tailored Plan (TP) 12/1/22

Open Vendor Model – Background (Continued)

Providers can use the free vendors for each payer type or may choose to purchase a comprehensive EVV solution that consolidates all visits from the three different payer types.

The open vendor concept must be supported by an EVV Aggregator.

The EVV Aggregator is a centralized database that collects, validates, & stores statewide EVV visit data transmitted by Third Party Alternate EVV Solutions.

Sandata's Data Aggregator will receive EVV data from the following locations:

- ❑ Medicaid Providers using the State EVV system (Sandata)
- ❑ Medicaid Providers using 3rd party/alternate EVV systems
- ❑ LME/MCOs* Aggregated EVV data
- ❑ Standard Plan Aggregated EVV data

*LME/MCOs become Tailored Plan (TP) 12/1/22

Methods of Visit Capture

Providers will have the option of utilizing mobile app, Telephony, and Fixed Visit Verification Devices.

Methods of Visit Capture (Cont.)

- **Mobile Application:** Preferred method of EVV visit capture. This is a free download on a smart phone.
- **Telephony:** Telephony requirements will be incorporated in the 3A Home Health Clinical Coverage Policy. NC Medicaid is working on an amendment to the policy language of minimum telephony system requirements for provider and beneficiaries subject to EVV.
- **Fixed Verification Device:** Use of a fixed device will be a cost incurred by the provider.

Data Elements Required for Each Visit

All vendors must be able to capture the following Data Elements.

Alternate EVV Vendors & Reminders

Have detailed discussions as to what you require that best fits your agency's business needs and budget and meets the CMS requirements for EVV.

Reminders:

- Providers will receive a survey to identify the type of EVV solution they will use.
- Alternate EVV solutions must complete their validation testing and production credentials with Sandata (Deadline Date forthcoming).
- Providers will need to confirm that they can view visits in Sandata when they receive their production credentials.

Sample Questions for Alternate EVV Vendors

- Will the EVV vendor capture/transfer all data elements?
- Trainings/Provider Support offered?
- Will there be additional software or technology to purchase?
- How long does it take to get enrolled with your vendor selection?

* These are suggestions and not intended to take the place of full discussions to include all requirements necessary to meet the CMS regulations for EVV.

Sandata: Connectivity and Issue Assistance

Tashina Hamilton – Manager
Customer Success

Tessie Austin – Manager
Technical Account

Sandata

Get more right from the start

Electronic Visit Verification – EVV System Demonstration

April 25, 2022

State-Supplied Solution vs. Alternate EVV

3rd Party EVV, or 'Alternate' EVV data is a feature available to state payer programs using the Sandata Aggregator system.

This allows the North Carolina EVV program to accept EVV visit information from providers using their own EVV systems outside of the one supplied by the state.

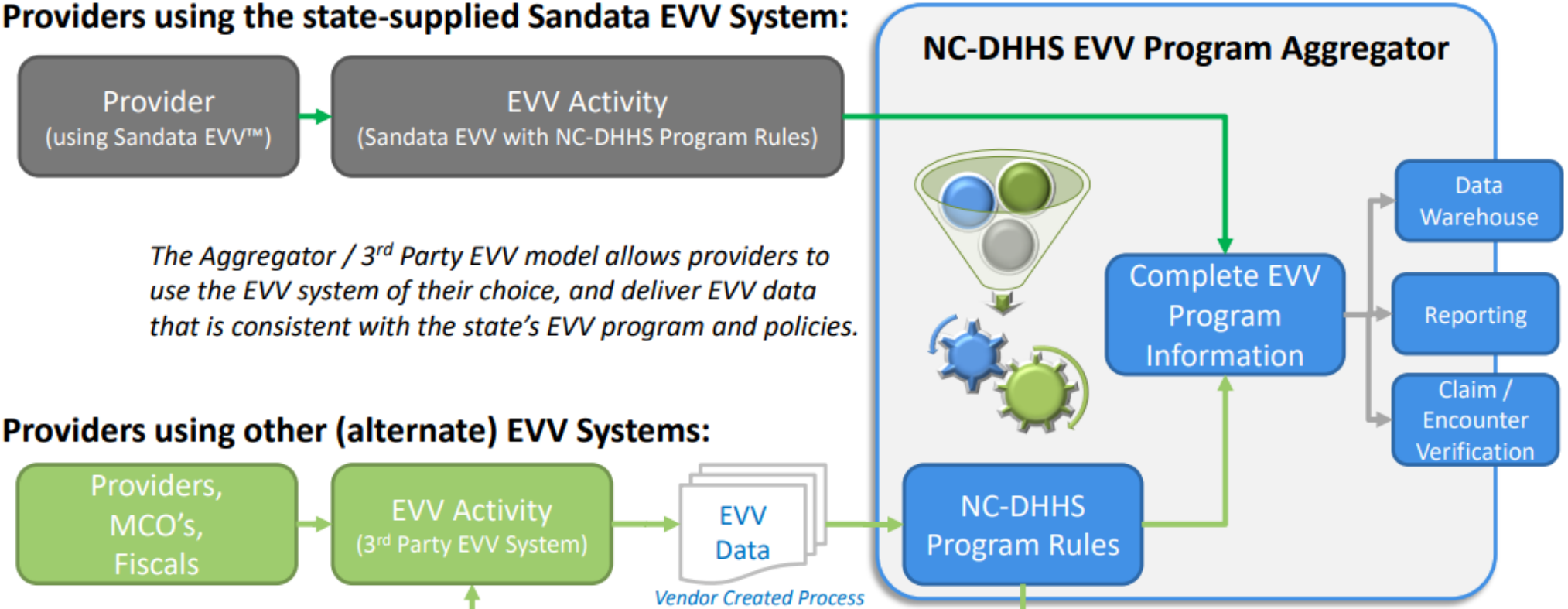
- Sandata refers to this as an 'Open' program.
- Data from other EVV systems is delivered to the state's Aggregator via a standard EVV interface specification supplied by Sandata.
- All visit data supplied for the state's EVV program is evaluated against the same set of program rules- for 21st Century Cures compliance as well as state requirements.

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 / 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.

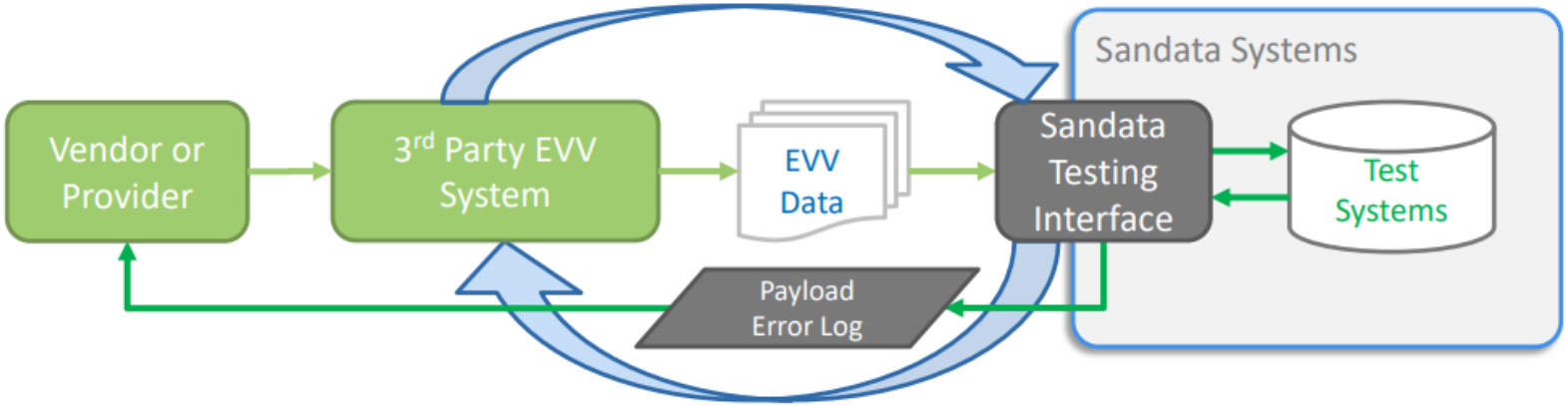
Providers using other (alternate) EVV Systems:

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

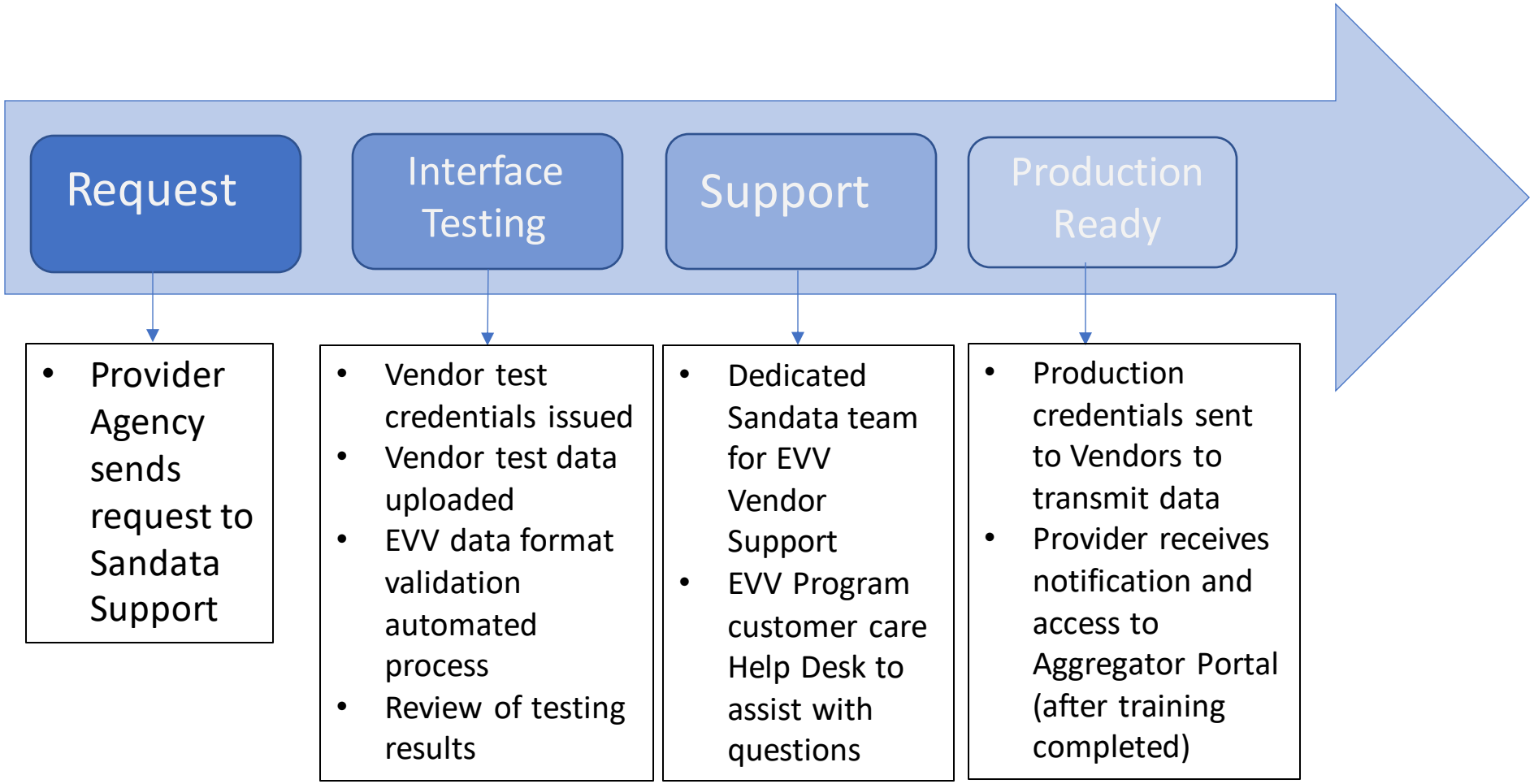


- Once the vendor's testing has completed, Sandata will review the results with the vendor, and deliver the vendor their production credentials when testing is complete.

- 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

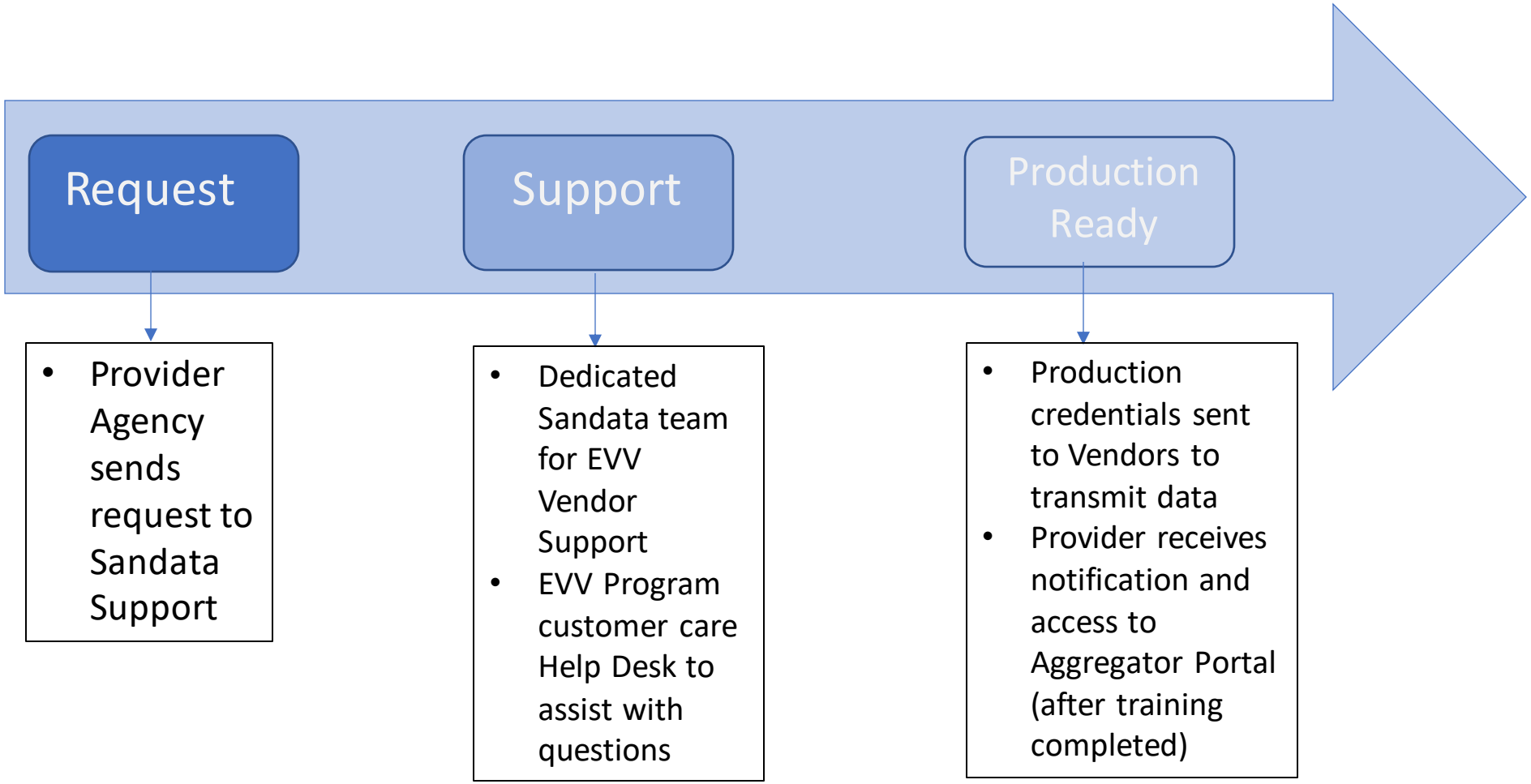


A list of vendors that are already certified with Sandata can be obtained from NCDHSS

Sandata

Sandata Connectivity

Alternate EVV: Established Vendor Implementation Process



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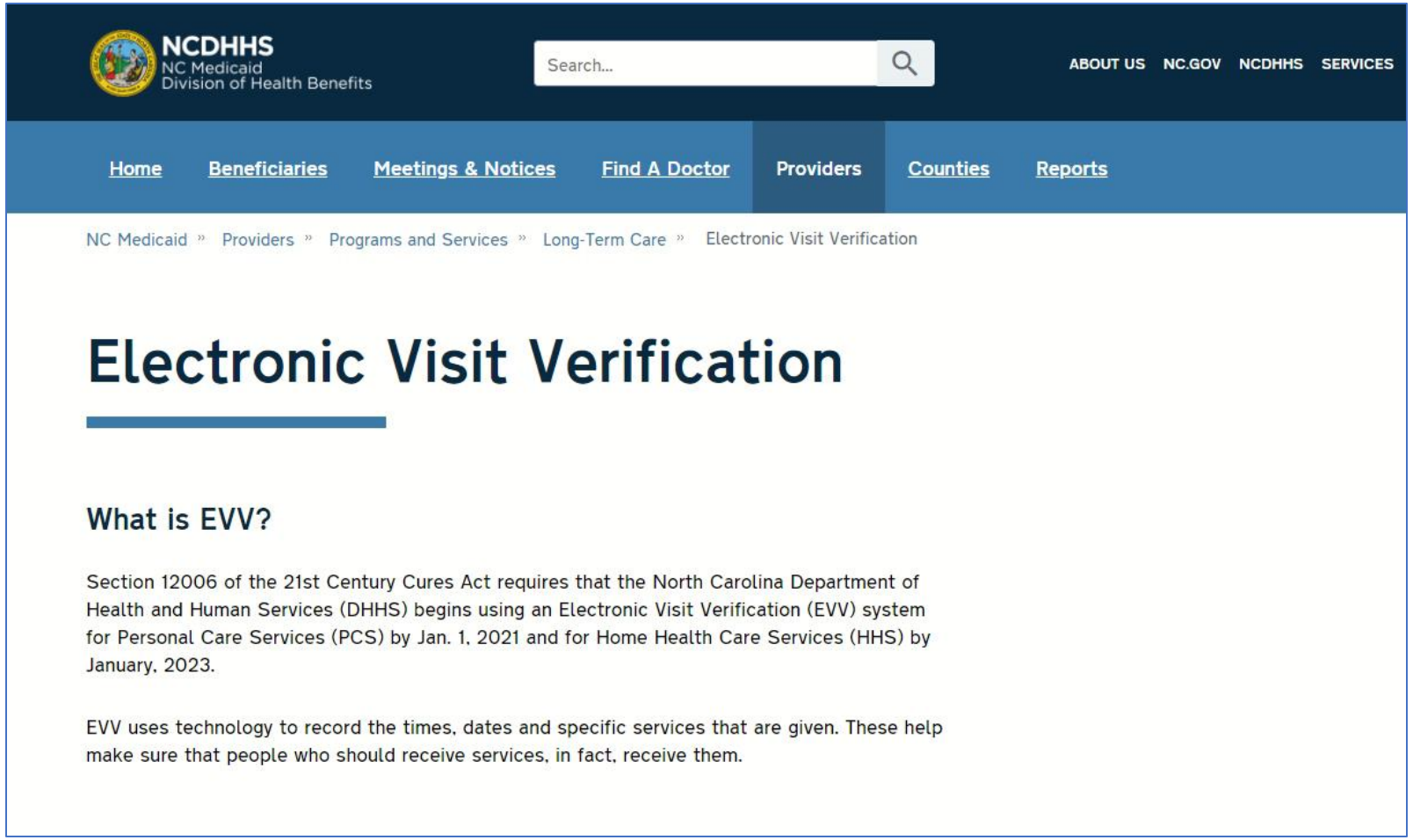
Sandata

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

Sandata

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.

Resources

- NC Medicaid EVV Webpage https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification#ui-id-9
- Sandata's Online EVV Manual located in Sandata's EVV portal.
- NCDHHS Sandata EVV Training Supplemental Material Guide- Can be found under the Provider Meetings and Trainings on the EVV website.