



NC Department of Health and Human Services

Electronic Visit Verification (EVV) Stakeholder Meeting

Linda Rascoe, Senior Policy Analyst
EVV Program Manager

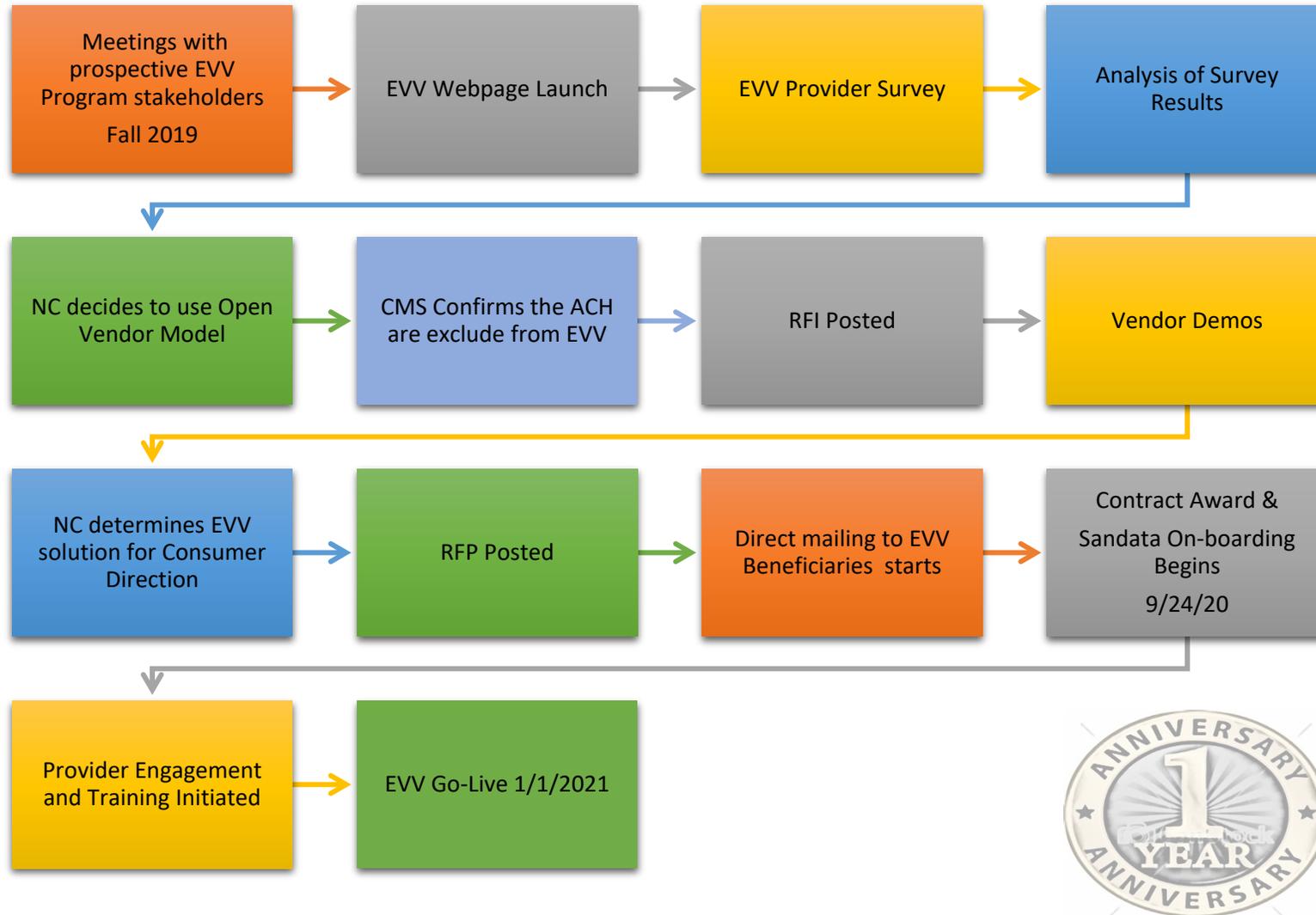
Feb. 28, 2022

Electronic Visit Verification Stakeholder Meeting Agenda

- **Welcome & Introductions**
- **Review of EVV Federal Legislation**
- **NC EVV Program Overview**
- **Phase II: EVV Home Health Care Services**
- **Sandata: EVV Systems Contractor**
- **EVV Program Monitoring**
- **Provider Survey Results**
- **Questions & Next Steps**
 - **Checklist**
 - **Post-Meeting Evaluation**
 - **Closing Remarks**

Welcome & Introductions

NC Electronic Visit Verification History



Review of EVV Federal Legislation

Section 12006(A) of the 21st Century Cures Act mandates that States implement EVV for all Medicaid Personal Care Services (PCS) and Home Health Services (HHCS) that require an in-home visit by a provider.

- The North Carolina Department of Health and Human Services (DHHS) is required to begin using an Electronic Visit Verification (EVV) system for Personal Care Services (PCS) by Jan 1, 2021 and for Home Health Care Services (HHS) by Jan 1, 2023. This change does not cause significant impact to beneficiaries. Beneficiaries can still expect:
 - To continue to use their existing providers if these providers comply with the EVV requirements.
 - The EVV system does not change the services provided, the provider selection, limit the beneficiaries choice of caregivers or change the way care is delivered.
- **EVV is required for the following State plans and waiver programs:**
 - State Plan Personal Care Services
 - Community Alternative Program for Children (CAP/C)
 - Community Alternative Program for Disabled Adults (CAP/DA)
 - Innovations – Home and Community Based Services
 - Traumatic Brain Injury (TBI)
 - State Plan Home Health Care Services

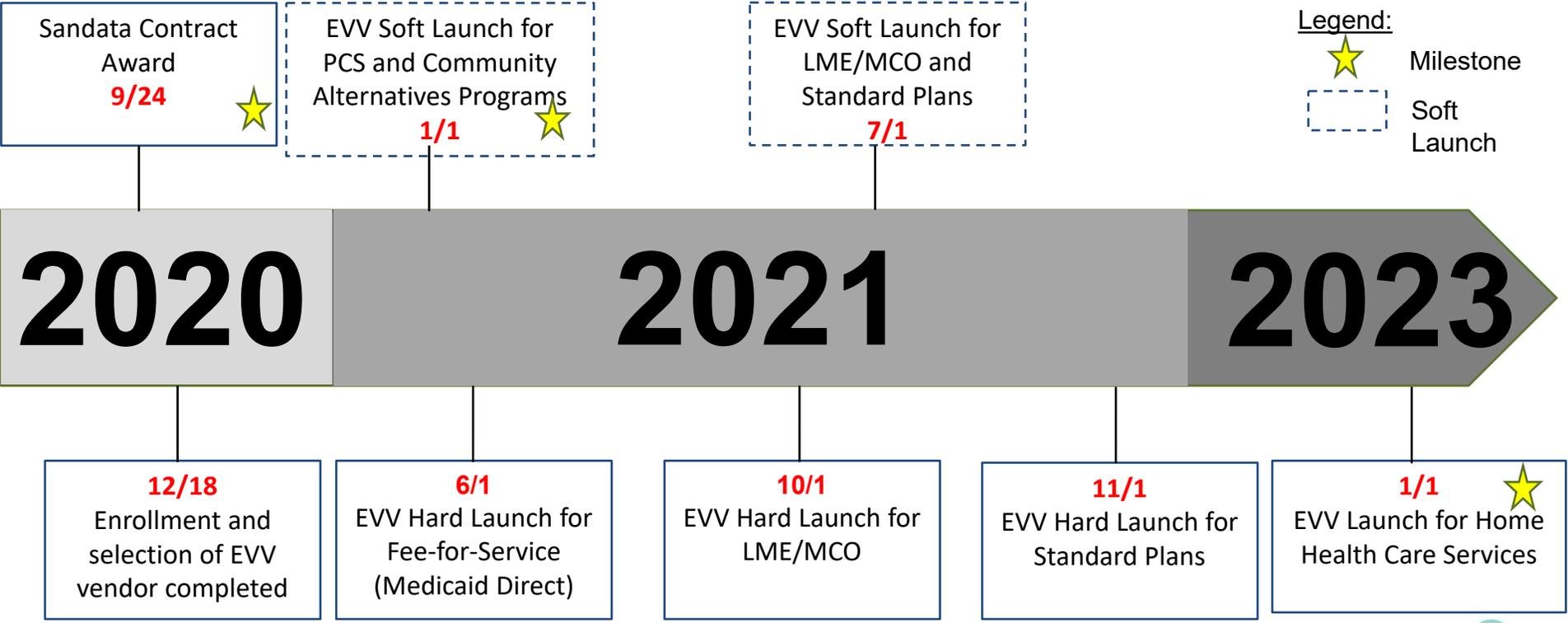
EW Program Overview

Linda Rascoe
Senior Policy Analyst
EVV Program Manager



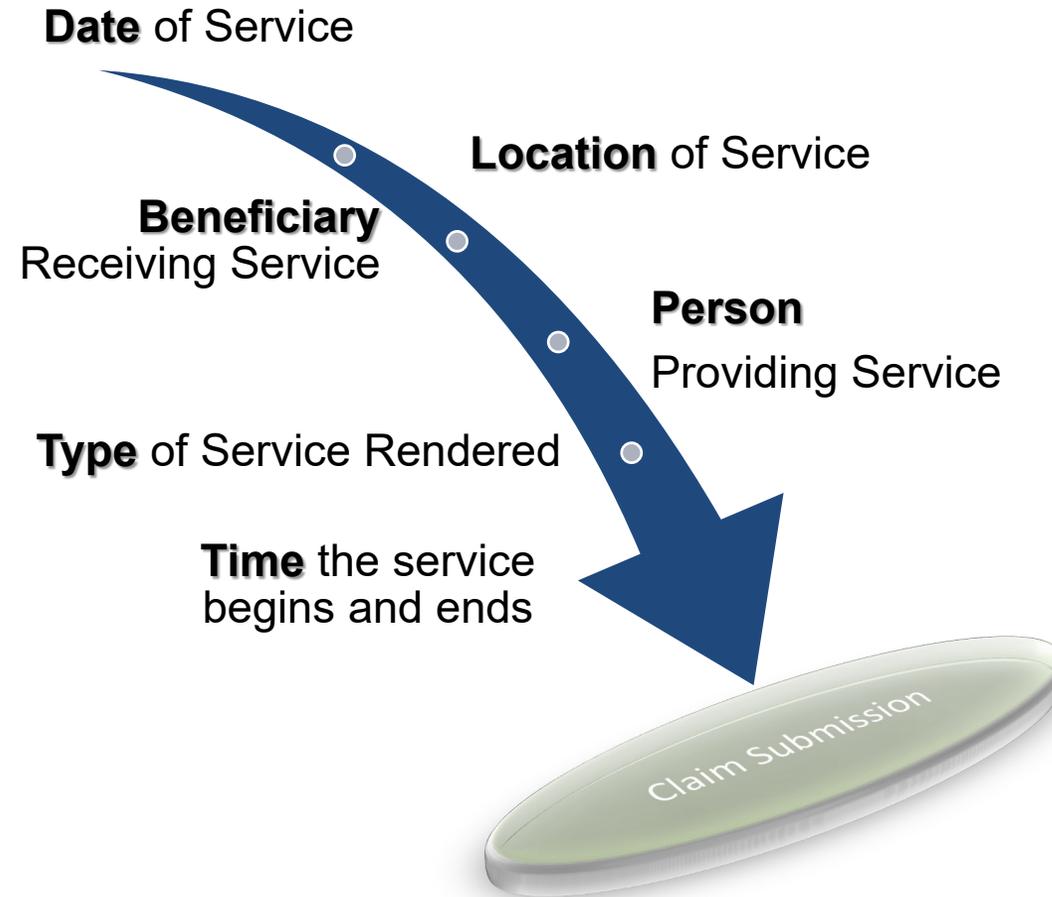
EVV Key Milestone Timeline

The EVV summary timeline below reflects events specific to PCS/CAP and Home Health Care:



Electronic Visit Verification (EVV)

- EVV is a method used to verify visit activity for services delivered as part of home- and community-based service programs.
- EVV is intended to offer a measure of accountability to help ensure that individuals who are authorized to receive services in fact receive them.



Vendor Landscape

NC has one aggregator, Sandata, and providers can choose from 36 alternative vendors (Alt EVVs)

Key Vendors

Sandata Technologies, LLC (Sandata)

Sandata is an organization that makes software for Medicaid providers and payers. NC DHHS awarded a contract to Sandata on Sept. 24, 2020 and began using their services for Electronic Visit Verification (EVV) statewide on Jan. 1, 2021. Sandata is the States EVV Aggregator and is used by Medicaid Direct. Sandata also receives the visits from HHA (LME/MCOs, PHPs), Carebridge (PHP – Healthy Blue), and other ALT EVV Vendors.

HHAeXchange

HHAeXchange provides a free Electronic Visit Verification (EVV) tool for member placement, scheduling, authorization management, and direct billing for personal care services. HHAs system is used by the LME/MCOs and 4 of the 5 Standard Plans.

CareBridge

CareBridge offers a patented EVV solution for all types of personal care services and home health services. CareBridge performs data aggregation, analytics and validation for 1 of the Standard Plans.

Alternative EVV Vendors (Alt EVV)

Provider agencies can use an EVV system of their choosing that is not the State-supplied Sandata EVV system. These Alt EVV systems can be used by the providers and will be required to deliver EVV data to NC Medicaid to comply with EVV requirements. Providers have the option to choose from 36 Alt EVVs.

Progress to Date

- Chronology of Activity from **January 1, 2021**, to **December 31, 2021**
 - Soft Launch of State Plan Fee-for-Services as of **1/1/21** (PCS and 1915c Waivers)
 - Hard launch of State Plan Fee-for-Services as of **6/1/21** (PCS and 1915c Waivers)
 - Fee-for-Services Provider Number: **1,132**
 - Soft Launch of LME/MCOs and Standard Plans as of **7/1/21**
 - Hard Launch of LME/MCOs as of **10/1/21**
 - LME/MCOs Behavioral Health Provider Number: **299**
 - Hard Launch of Standard Plans as of **11/1/21**
 - SP Managed Care Provider Number: **421**
- PCS and 1915c Waivers Operational
- Implemented Command Center to address issues related to EVV launch
- Targeted Stakeholder Outreach (webinars, training materials, public posting on website)
- Continued Stakeholder Engagement with Behavioral Health, LME/MCOs to revise launch date and with PHPs
- Working to assess system sharing of data
- Handling questions & providing technical assistance to Providers, PHPs & vendors



Phase II: Home Health Care Services Implementation

Mary Rollins-Hughes
LTSS Program Operations Manager



EWV Home Health Care Services Projected Timeline

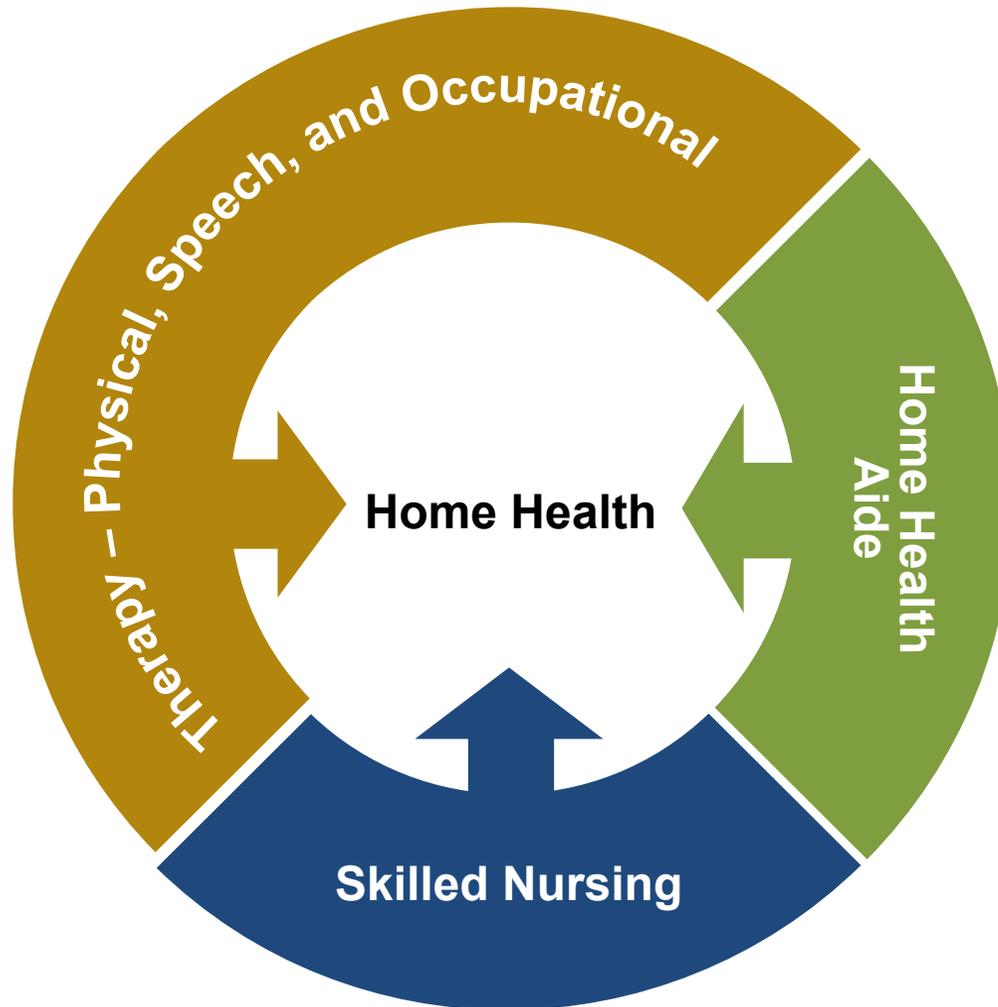
 COMPLETED
 IN PROGRESS

Oct-Dec 2021 Jan-Mar 2022 Apr-Jun 2022 Jul-Sept 2022 Oct-Dec 2022 Jan-Mar 2023

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB MAR



Home Health Care Services



Note: Private Duty Nursing - Will not be included in NC Medicaid EVV at this time.

Proposed Home Health Policy Amendments For EW

- **Provider Requirements for EVV**

- To comply with Section 12006 21st Century CURES ACT
- To Register with the states EVV Solution (Sandata) or procure an Alternate EVV solution
- To provide written documentation to beneficiaries informing them of EVV requirements
- To provide staff trainings on requirements and use of EVV Solution

- **EVV (Electronic Visit Verification) Data Requirements**

Effective, January 1, 2023. Providers are required to use an Electronic Visit Verification EVV solution to capture in-home aide 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
- Individual receiving service
- Individual providing service
- Date of service
- Location of service
- Time service begins and ends

- **Reimbursement Information**

- More information forthcoming at our next EVV Stakeholder Meeting in March

Sandata: EW System Contractor

Andrea Huffman – Sr. Director
Tashina Hamilton – Manager
Customer Success



21st Century Cures and EVV

Section 12006 of the bill, requires Electronic Visit Verification System for Personal Care Services (1/1/2021) and **Home Health Care Services (1/1/2023) Under Medicaid.**

States that do not require a system for personal care and home health services by the mandated dates will face an escalating reduction in FMAP funding.

The EVV system must verify the following:

- **Date of service;**
- **Location of service;**
- **Individual providing service;**
- **Type of service;**
- **Individual receiving service; and**
- **Time the service begins and ends.**

EVV qualifies for Enhanced Federal Match with CMS OBC EVV Certification:

- **90% Implementation**
- **75% Program Fees**

Sandata Solution Overview

Data Integration



Visit Capture EVV



EVV Portals



Aggregator Portals



Claims Validation



Oversight and Analytics



Visit Capture EVV

Multiple available EVV technologies ensure real-time visit data and verification is always available and captured at the point of care.

EVV Portals

Users can view visit data through an easy-to-use user interface to monitor activity and make visit capture corrections as required.

Aggregator Portal

Collates and normalizes all EVV data against your business rules, regardless of which system they use.

Claims Validation

Ensures only clean claims are submitted for payment, and minimally burdensome for providers.

Oversight & Analytics

Business Intelligence that provides access to key metrics at a summary and detail level.



EVV Portal

The EVV Portal is where approved users can view visit data through an easy-to-use interface to monitor activity and make corrections to visits as required.

- ▶ Real time monitoring of visit data across your provider network
- ▶ Business Rules ensure all program requirements are captured
- ▶ Easy portal access for providers to review and make corrections to visit data
- ▶ All edits/corrections are tracked using a full audit trail
- ▶ Operational reporting tools to promote efficiency

Exceptions

Configurable to meet program requirements

Point of Care

Flexible location capture for home and community visits

Role-Based Access

Configurable roles ensure users have the proper level of access

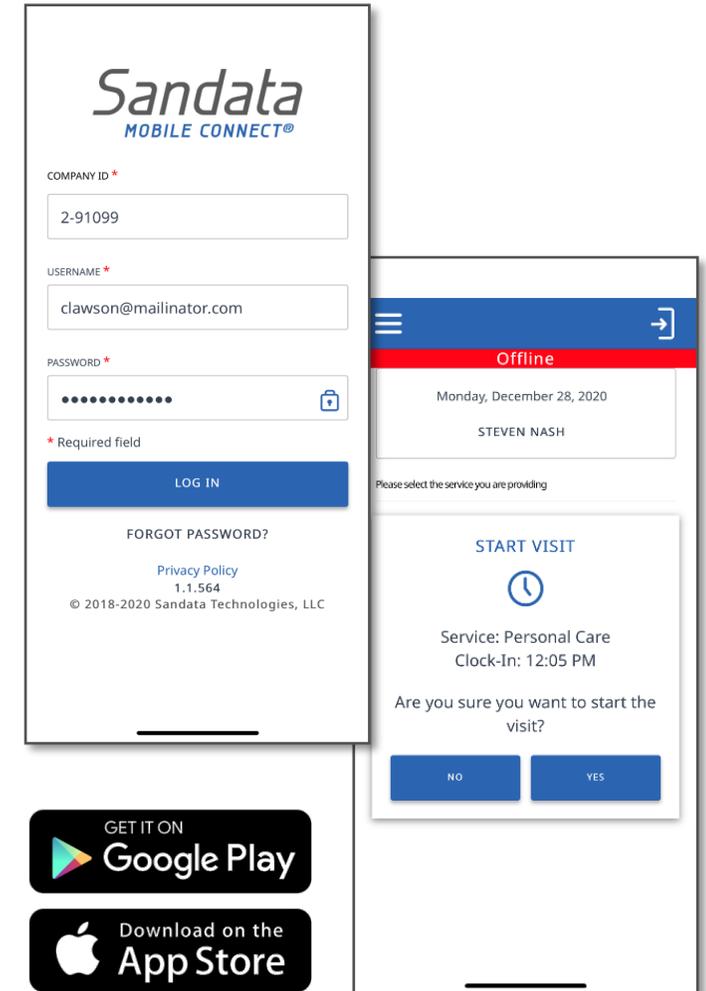
Point of Care and Visit Verification solutions ensure business rule alignment which drive clean claims.

Electronic Visit Verification (EVV)

Sandata Mobile Connect (SMC)

Mobile Connect meets your workers and members where they are to ensure an easy-to-follow experience.

- ▶ Sandata offers SMC as primary method of EVV
- ▶ Caregiver Bring Your Own Device Model
 - ▶ Available on iOS / Android
- ▶ Works Connected or Disconnected (“Offline”)
- ▶ Captures GPS at the Start and End of the Visit only
- ▶ Supports multiple languages (for the worker and member) to support diverse needs
- ▶ Can be configured to capture additional data elements, such as member verification of visit and tasks.



Multiple Point of Care solutions verify visits in urban and rural settings and support multiple languages; increasing provider and caregiver adoption and compliance.

Electronic Visit Verification (EVV)

Telephonic and Fixed Visit Verification (FVV) Device

Telephonic Visit Verification supports workers that do not have access to a mobile device.

- ▶ Workers dial a toll-free number from the Member's home phone
- ▶ **Automatic Number Identification** ("ANI") works like 911 to identify Individual and location of care and is matched to a valid phone number on the Client record
- ▶ Use separately or with Mobile Connect to ensure coverage
- ▶ Multiple languages to support diverse needs
- ▶ Same configuration options as SMC

Fixed Visit Device (FVV) is available for provider purchase or lease when no other EVV method can be used.



Multiple Point of Care solutions verify visits in urban and rural settings and support multiple languages; increasing provider and caregiver adoption and compliance.

How To Start EVV With Sandata

Providers who choose to use Sandata's free EVV solution should:

- ▶ Access the Training webinars and self-help videos
(under Provider [Meetings and Trainings on EVV website](#))
- ▶ Contact Provider Support at **855-940-4915** to get access to your Welcome Kit.
The Welcome Kit has your credentials to the Sandata EVV Portal.
- ▶ Enter your employees into EVV Portal
 - ▶ Click Mobile user so the temporary password is sent to your employee for Sandata Mobile Connect (SMC)
 - ▶ Provide your employees with SMC Training (training videos available above)

Providers only providing Home Health Services – stay tuned for additional information on timeline and training.

Self-Paced Recorded Webinars

LIVE (RECORDED) WEBINARS



1 HR 6 MIN

NC EVV System Overview



1 HR 16 MIN

NC Visit Capture



1 HR 42 MIN

NC Visit Maintenance



1 HR 5 MIN

NC Data Entry



57 MIN

NC Group Visits for Agencies



55 MIN

NC Group Visits for
Employees/Caregivers



1 HR 2 MIN

NC Scheduling

Links to the Self-Paced Recorded Webinars can be found [here](#).

Sandata Short Videos

SCHEDULING



3 MIN
Creating a Schedule for a Single Day



2 MIN
Creating Schedules for Multiple Days



2 MIN
Rescheduling a Visit



1 MIN
Cancelling a Visit



2 MIN
Remove or Replace an Employee on a Schedule



2 MIN
Creating a Recurring Schedule Template



1 MIN
Copying a Recurring Schedule Template



2 MIN
Generating Recurring Schedule Templates

Links to the Self-Paced Recorded Webinars can be found [here](#).

Aggregator Portals

Sandata's Aggregator accepts data from approved third-party systems and applies standardized business rules to normalize all program data, ensuring consistency and transparency across the network.

- ▶ The Aggregator will house ALL EVV Program data
- ▶ Allows providers to continue using their current EVV systems (Alt EVV Providers) and send data to the Aggregator
- ▶ Alt EVV Providers have view only portals to see their program EVV data that will be used by the State for reporting and claims validation
 - ▶ Only Aggregator Training is needed for Providers with an Alt EVV solution. Contact support for this training.
- ▶ State has Aggregator Portal to support oversight and reporting



Providers focus on care for your recipients, we handle the technical details with vendors. This approach drives adoption and minimizes disruption for your clients.

Common Observations

Top 5 Exceptions:

- ▶ **Unscheduled Visits**
- ▶ Visits without Out – Calls
- ▶ Missing Service (mainly from TVV)
- ▶ Unknown Client
- ▶ Unknown Employees

| | Nov-21 | | | Dec-21 | | |
|---------------------------------|---------|---------|----------------|---------|---------|----------------|
| Exception | Sandata | Alt EVV | Total | Sandata | Alt EVV | Total |
| Unscheduled Visits | 178,343 | 14,275 | 192,618 | 172,688 | 8,984 | 181,672 |
| Visits Without Out-Calls | 60,028 | 302 | 60,330 | 80,837 | 621 | 81,458 |
| Missing Service | 72,002 | 4 | 72,006 | 73,120 | - | 73,120 |
| Unknown Clients | 64,740 | 4 | 64,744 | 64,168 | - | 64,168 |
| Unknown Employees | 52,455 | 209 | 52,664 | 52,558 | 412 | 52,970 |

Best Practices for Successful EVV outcomes

Quick Tips from the Sandata perspective:

- ▶ Schedule all visits.
- ▶ Train and support staff on Sandata Mobile Connect.
- ▶ Ensure you have an STX number for each Medicaid ID and are logging services/billing under correct number.
- ▶ Clear exceptions to make visits verified to be matched to claims (before billing is submitted).
- ▶ Review all self-paced videos and recorded webinars for a refresher training.

If using an Alternate EVV Vendor:

- ▶ Complete aggregator training and access the aggregator to ensure your visits are coming over from your Alternate EVV vendor. Aggregator is a read-only system, so changes must be done in the source system.

Sandata Provider Support

Sandata Provider Support:

- ▶ NCCustomerCare@Sandata.com or 855-940-4915
 - ▶ Troubleshooting EVV, SMC, TVV, FVV
 - ▶ Welcome Kits
- ▶ Alternate EVV Support:
 - ▶ NCAItEVV@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.

LIVE CHAT is available in the EVV Portal

Visit Maintenance / Visit Maintenance / Manage Visits

Select a Visit CREATE CALL

* indicates required field

DATE RANGE * MM/DD/YYYY
05/17/2021 to 05/17/2021

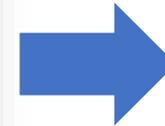
CLIENT Enter Client EMPLOYEE Enter Employee

CATEGORY Select Category PAYER Select Payer VISIT STATUS Select Visit Status CLIENT MEDICAID ID Enter Client Medicaid ID

FILTER VISITS BY
All Exceptions Show advanced filter options

Q SEARCH CLEAR

Chat



Chat with us

We want to remind you not to share sensitive data, protected health information (PHI) or personally identifiable information (PII) such as Social Security numbers, patient names, etc. via Live Chat. Our Customer Care team will never ask you to share PHI via Live Chat

How can we assist you today?

Name

Email

Phone Number (optional)

Start chat

EW Program Monitoring

Linda Rascoe
Senior Policy Analyst
EVV Program Manager



Overview of EVV Program Monitoring

1) Contract Administration

- Deliverables
- System functionality
- Responsiveness and Outcomes
- Monitoring and Oversight

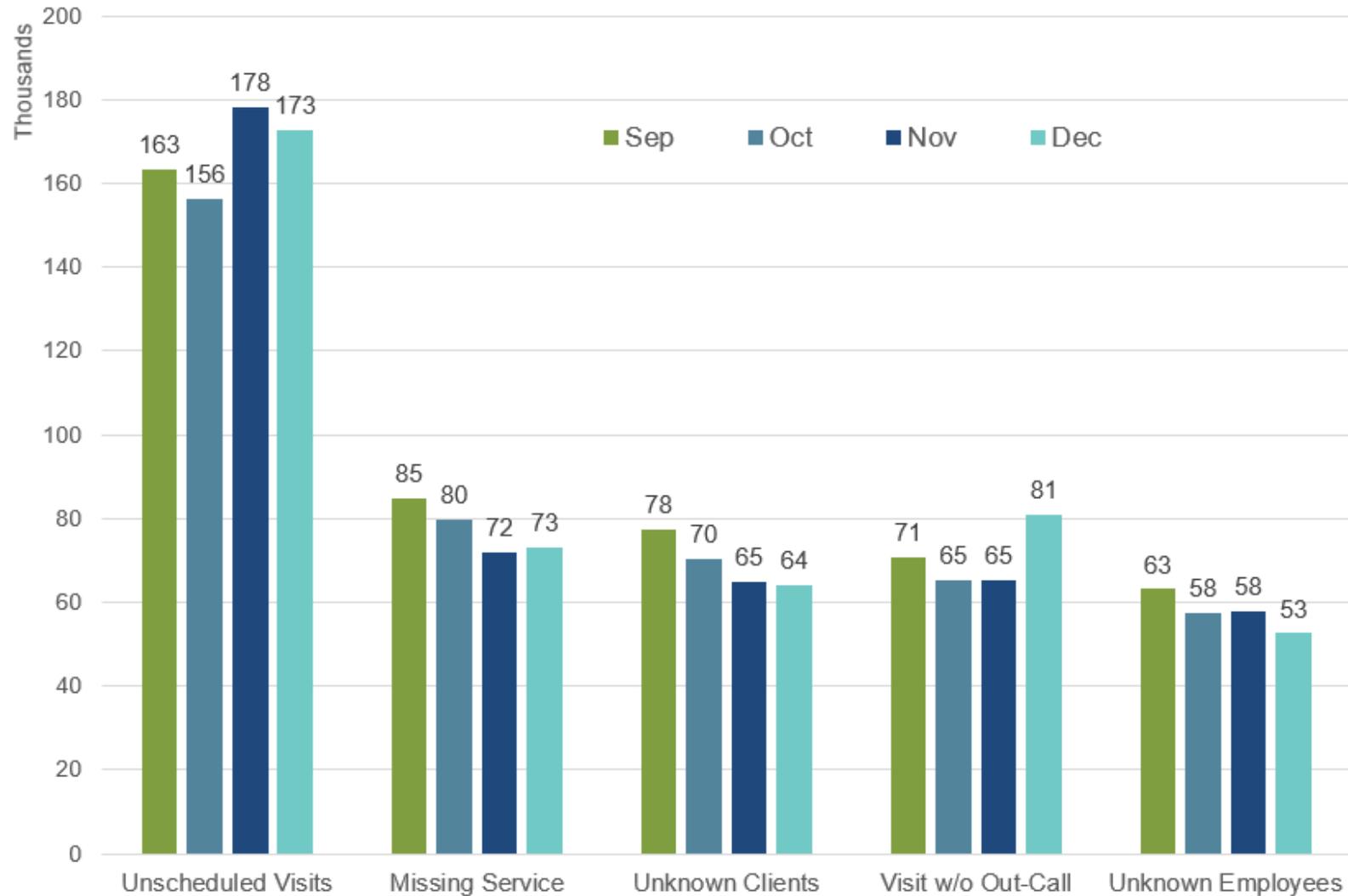
2) Compliance of the Other Payer Types

- PHP
- LME/MCOs
- Alt EVV Completion of SLAs and Amendments to vendor contract for oversight
- ServiceNow

3) Provider Compliance

- Monitoring exceptions
- Thresholds of hardship groups and tracking improvement
- Targeted outreach to providers

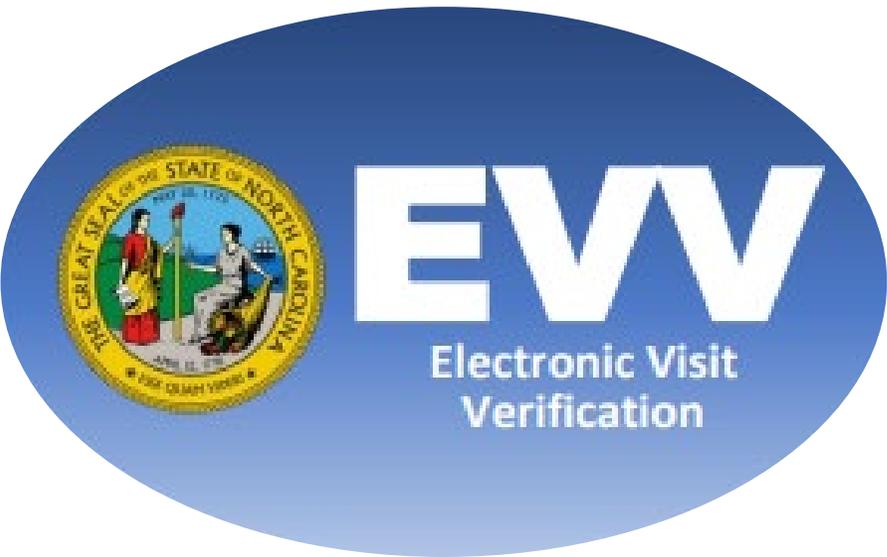
Top 5 Visit Exception Trends - Sandata



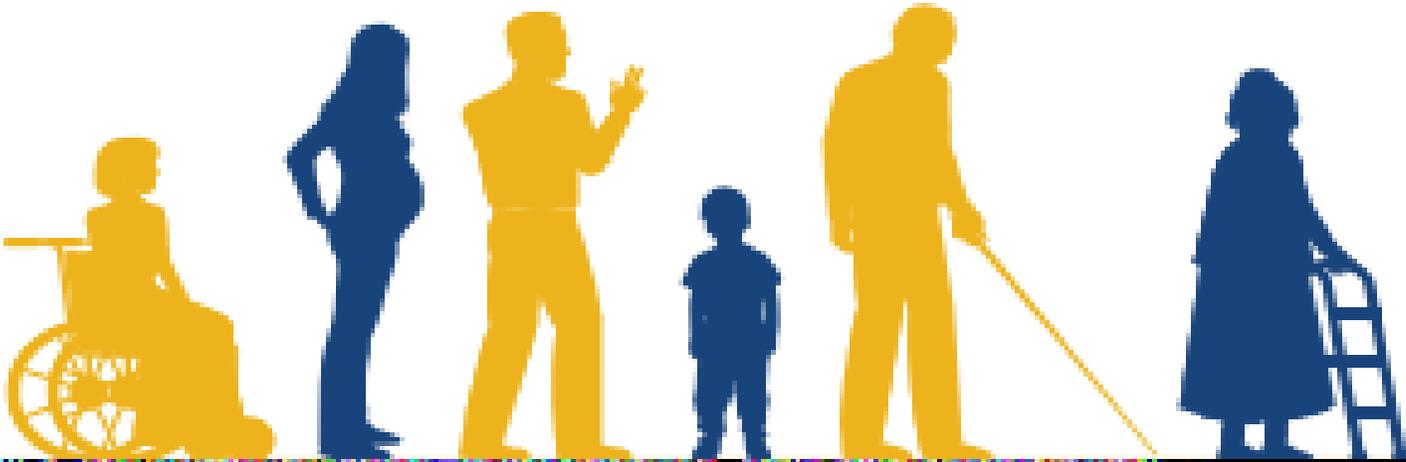
Provider Survey Results

Gulzhan Baidildayeva
LTSS Care Transition Consultant





NC Medicaid | Home Health Provider Assessment of EVV System Utilization Survey

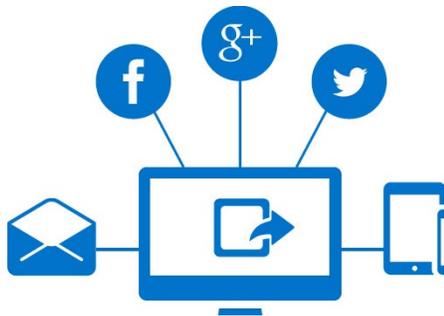




Survey period: December 17, 2021 - January 15, 2022. Survey was published on NC Medicaid EVV website and distributed to PHPs, HH Providers and the NC Association for Home & Hospice Care (AHHC) .



To assist NC Medicaid in the understanding of which EVV systems are currently being used in the state and how the use of EVV is working for providers.

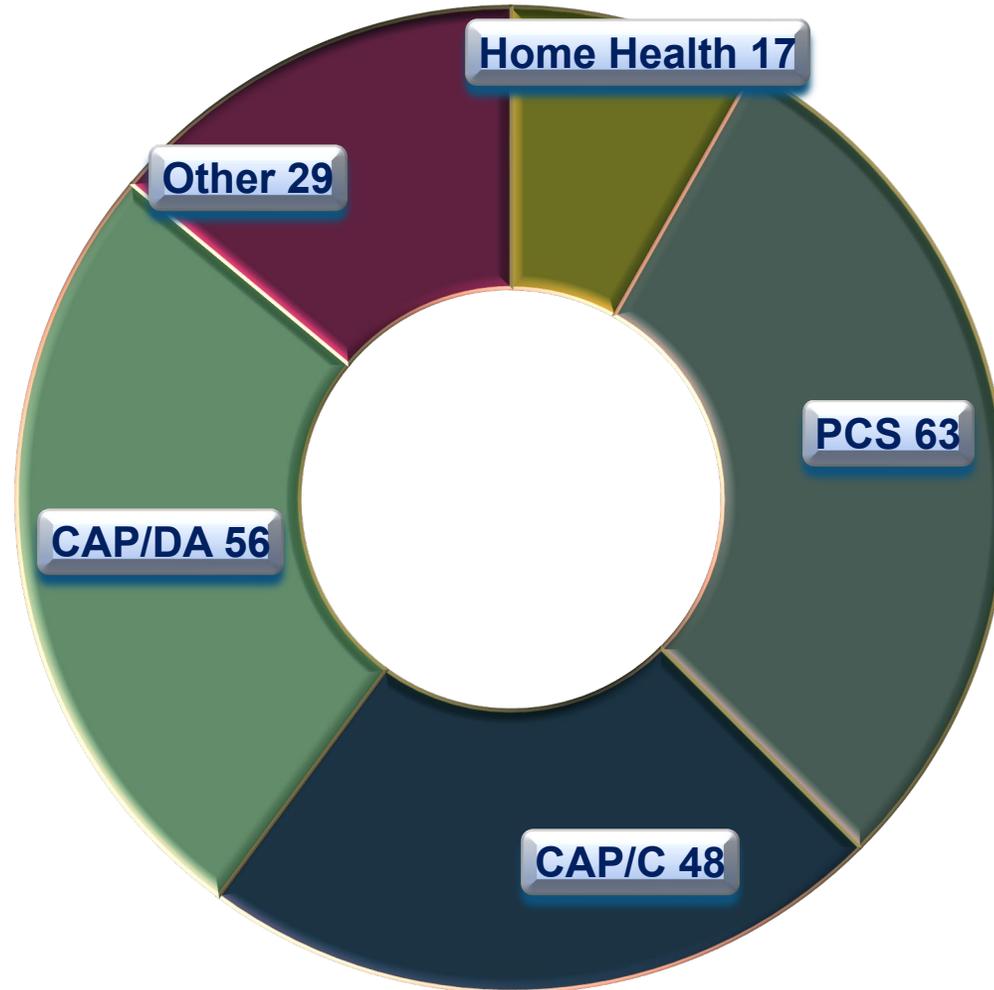


An online method of data collection was used for the 14-question survey. The first six questions gathered contact information about agencies.

Total number of respondents: 89

What service(s) does your agency provide?

| | |
|-------------|----|
| PCS | 63 |
| CAP/DA | 56 |
| CAP/C | 48 |
| Other | 29 |
| Home Health | 17 |



Prior to receiving this communication, were you aware of the Federal 21st Century Cures Act Requirement for Medicaid providers to start using an EVV system to document services?

ALL PROVIDERS



3 3%



**86
97
%**

HOME HEALTH



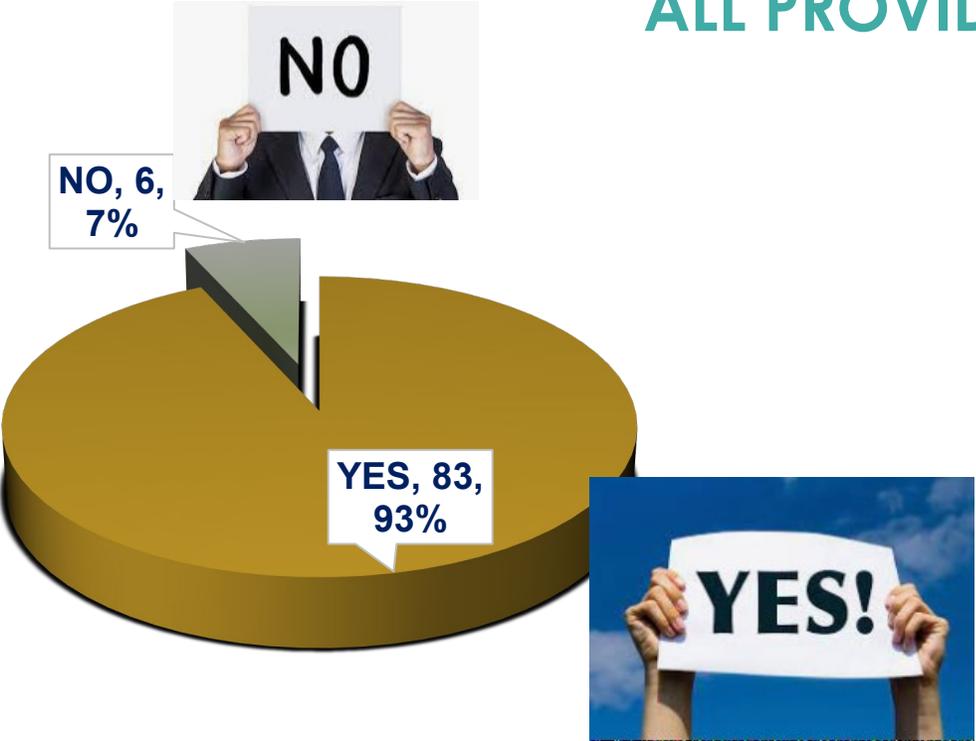
**3
18%**



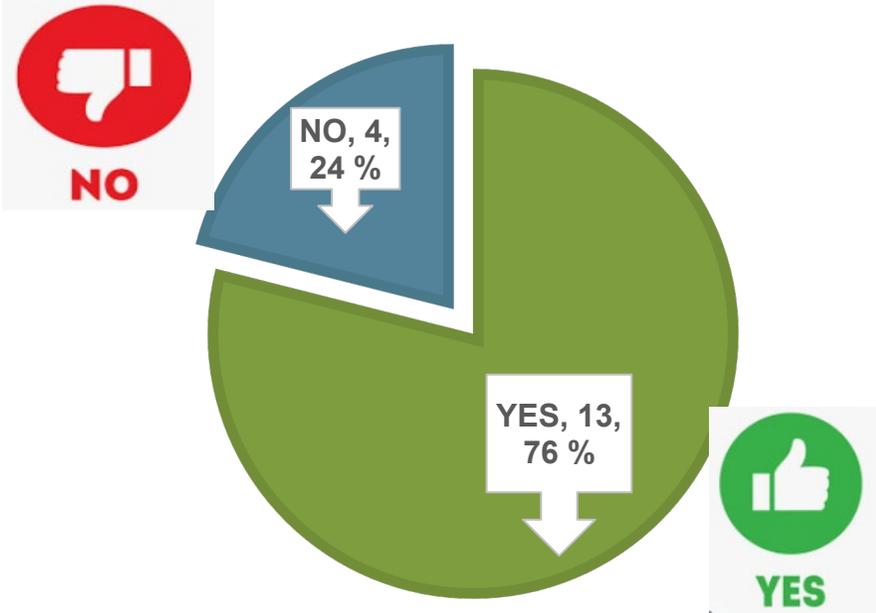
**14
82
%**

Does your agency currently use an EVV system or process for your employees?

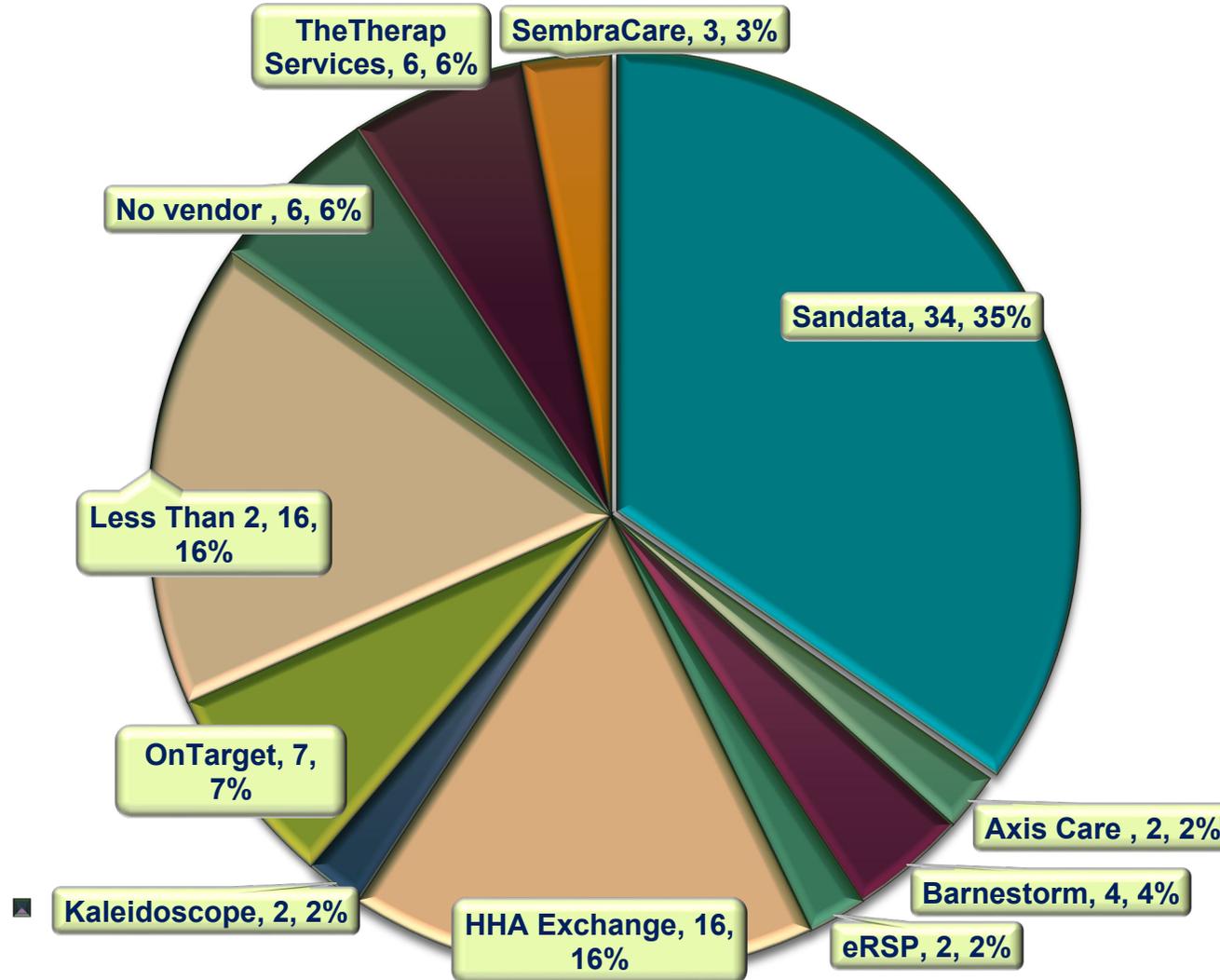
ALL PROVIDERS



HOME HEALTH



What system or vendor do you use for EVV?



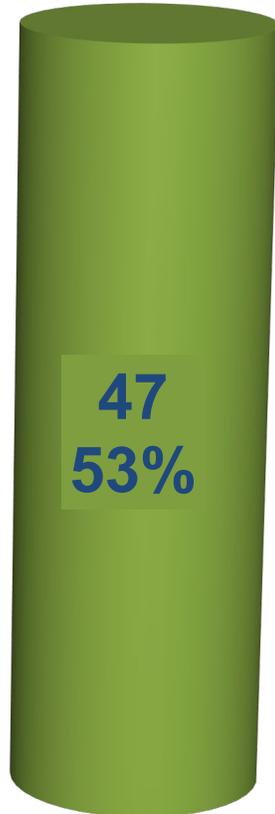
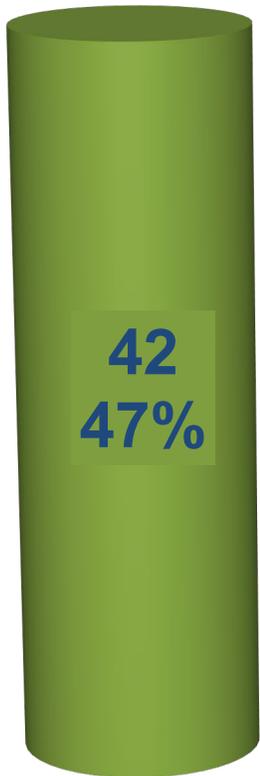
| | |
|----------------------|----|
| Sandata | 34 |
| HHA Exchange | 16 |
| OnTarget | 7 |
| TherapServices | 6 |
| No Vendor | 6 |
| Barnestorm | 4 |
| SembraCare | 3 |
| Axis Care | 2 |
| eRSP | 2 |
| Kaleidoscope | 2 |
| Less than 2: | |
| Ancota | 1 |
| Aveanna | 1 |
| Caretime Application | 1 |
| Caregiver APP by GT | 1 |
| CareWhen | 1 |
| Clearcare | 1 |
| Complia Health | |
| ContinueLink | 1 |
| CubHub | 1 |
| Generations | 1 |
| Geoh | 1 |
| Maxim Healthcare | 1 |
| Riversoft | 1 |
| Setworks | 1 |
| Smartcare | 1 |
| Wellingent | 1 |
| WellSky/ClearCare | 1 |

How is it working for your agency?

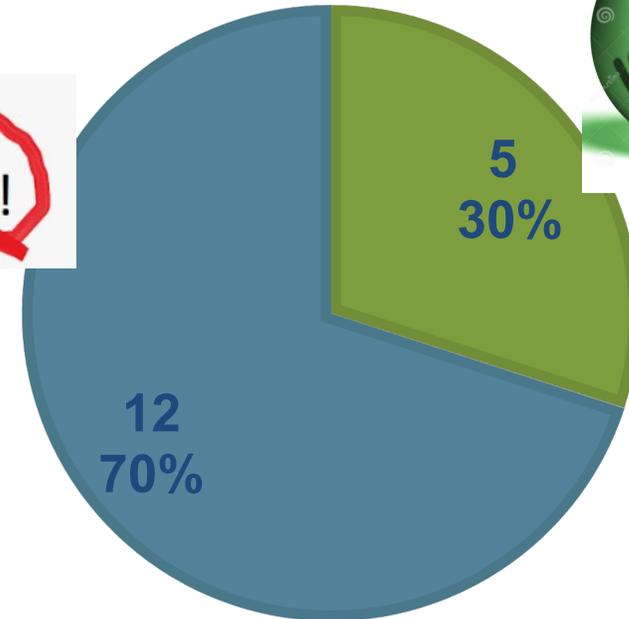
ALL PROVIDERS

Issues

No issues



HOME HEALTH



What are the issues?



Questions & Next Steps

Checklist - Henry Johen

LTSS Care Transition Consultant

Post Meeting Evaluation – Gulzhan Baidildayeva

Closing Remarks – Linda Rascoe





NC EVV CHECKLIST



In compliance with Section 12006 of the 21st Century Cures Act (the Cures Act), P.L. 114-255 was added to Section 1903(l) of the Social Security Act (SSA). Section 1903(l) *requires* the use of an EVV system for Personal Care Services (PCS) and Home Health Services (HHS) that require an in-home visit by a provider for states participating in the Medicaid program.

Programs subject to the EVV requirement include State Plan Personal Care (PCS) [In-Home], Community Alternatives Program for Children (CAP/C), Community Alternatives Program for Adults (CAP/DA), self-directed personal attendant care services, Innovations Waiver, TBI Waiver, Home Health Care Services (HHS) and the 1115 Managed Care Demonstration Waiver.

| Federal Required Data Elements | |
|--------------------------------|--|
| <input type="checkbox"/> | Type of service |
| <input type="checkbox"/> | Individual receiving the service |
| <input type="checkbox"/> | Date of service |
| <input type="checkbox"/> | Location where the service was delivered |
| <input type="checkbox"/> | Individual provider |
| <input type="checkbox"/> | Time service began and ended |

| Choose Your EVV Deployment Mode System) (EVV | |
|--|--|
| <input type="checkbox"/> | Sandata - NC Open Model Vendor |
| <input type="checkbox"/> | HHAeXChange |
| <input type="checkbox"/> | CareBridge |
| <input type="checkbox"/> | Alternate EVV Vendors (Alt EVV) |
| <input type="checkbox"/> | Home Health Care Services (HHS) (Coming January 1, 2023) |
| <input type="checkbox"/> | |

| Methods to Capture EVV Data Elements | |
|--------------------------------------|---|
| <input type="checkbox"/> | Mobile App (Preferred Method) |
| <input type="checkbox"/> | Telephony |
| <input type="checkbox"/> | Manually |
| <input type="checkbox"/> | FVV (fixed visit verification device) -FOBs |
| <input type="checkbox"/> | |
| <input type="checkbox"/> | |

Preparing for EVV

Step 1 Do Your Research to Learn

| | |
|--------------------------|--|
| <input type="checkbox"/> | Federal Rule/Regulations (link) |
| <input type="checkbox"/> | EVV vendors |
| <input type="checkbox"/> | Do a caregivers need to use EVV? |
| <input type="checkbox"/> | How will the change affect you, the beneficiary? |
| <input type="checkbox"/> | How does EVV work? |

Step 2 Make A Plan for Implementation

| | |
|--------------------------|--|
| <input type="checkbox"/> | Include staff roles |
| <input type="checkbox"/> | Set dates and timeline |
| <input type="checkbox"/> | Check the requirements |
| <input type="checkbox"/> | Purchase any needed software or technology |
| <input type="checkbox"/> | |

Step 3 Execute

| | |
|--------------------------|--|
| <input type="checkbox"/> | Schedule multiple trainings with your managers and staff |
| <input type="checkbox"/> | Start reviewing how all this fits together in your agency |
| <input type="checkbox"/> | Be sure to have all Federal EVV Data Requirements for each visit |
| <input type="checkbox"/> | Coordinate with your assigned health plan to identify how to submit claims for billing |
| <input type="checkbox"/> | |

Practices for Preventing Occasional EVV Errors

| Additional Practices | |
|--------------------------|--|
| <input type="checkbox"/> | All EVV data elements must be collected and documented. |
| <input type="checkbox"/> | Assure you are registered as a provider. |
| <input type="checkbox"/> | Avoid manual entry of visits. |
| <input type="checkbox"/> | Be sure that staff understand how to enter information for their visits. |
| <input type="checkbox"/> | Be sure to identify which service you're providing. |
| <input type="checkbox"/> | Check the appropriate codes. |
| <input type="checkbox"/> | Find out how long does it take to get enrolled with your vendor. |
| <input type="checkbox"/> | Learn from the vendor you selected. |
| <input type="checkbox"/> | Make sure your system transfers the required data for payment. |
| <input type="checkbox"/> | Use the appropriate amount of units based on the visit. |
| <input type="checkbox"/> | Participate in all EVV trainings and review trainings on websites. |

Technical Requirements

Technical requirements needed to use Sandata system

- Make sure your account is on the provider's file for Sandata
- Please take the webinar trainings and self-paced videos in EVV Provider Agency Training Video Library
- After training, please contact the Sandata Provider support line 855-940-4915
- Provider Support will give you access to your Welcome Kit and the log-in credentials for your account.

If a Provider chooses to use an Alt EVV vendor

- Call Alt EVV Support 844-289-4246 or email NCAltEVV@Sandata.com
- Include all MIDs (Medicaid ID Numbers)
- Provider contact information
- Vendor contact information

Questions and Next Steps

- Post Meeting Evaluation – Gulzhan Baidildayeva
- Closing Remarks – Linda Rascoe