Introductions – Sandata, EVV Vendor

• Jamie Richardson, Sandata VP of Business Development, DHHS Contract Manager
• Tim Nyberg, VP Implementation
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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
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.
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 your own device and data/WIFI
- ADA 508 and HIPAA compliant
Sandata Mobile Application

**COMPANY ID:**
2-10104

**USERNAME:**
Jrichardson@sandata.com

**PASSWORD:**

*Note: all fields are required.*

**START VISIT**

Service: PDN (T1000)
Clock-In: 10:36 AM

Are you sure you want to start the visit?

- [NO]
- [YES]
Monday, September 10, 2018

EVELYN ALTERATIONS

Service: PDN (T1000)

VISIT SUMMARY

Clock-In: 10:36 AM
Clock-Out: 10:39 AM

Visit Note:

GO BACK CONFIRM
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
- Provider Forums
- Survey
- EVV Website
- Outreach

Collaboration
- System Demos
- EVV FAQs Posted
- Targeted Forums
- 3rd Party EVV

Training & Support
- Provider Support
- EVV System Training
- EVV System Access

Adoption
- Monitoring & Outreach
- Provider Feedback
- Targeted Training & Support

Compliance
- CMS Certification
- Program Reporting
- Claims Processing

North Carolina EVV Program Go Live 1/1/21
What’s next?

- 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?

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?

- Additional Stakeholder sessions to be planned in November and December
- Continue to check the EVV webpage for news and updates:

  medicaid.ncdhhs.gov/evv