



Santrax[®] Payer Management

Electronic Visit Verification™ Solutions

*Increasing the Capacity to Care
Improving the Process of Home Care*

Ohio Olmstead Task Force Meeting EVV Technology Overview

October 4, 2017

Sandata Technologies, LLC

Agenda

- Introductions
- EVV Program Objectives
- EVV Overview and Demo
- Implementation Update
- Resources at a Glance

Objectives for EVV Program

ODM's Program Objectives:

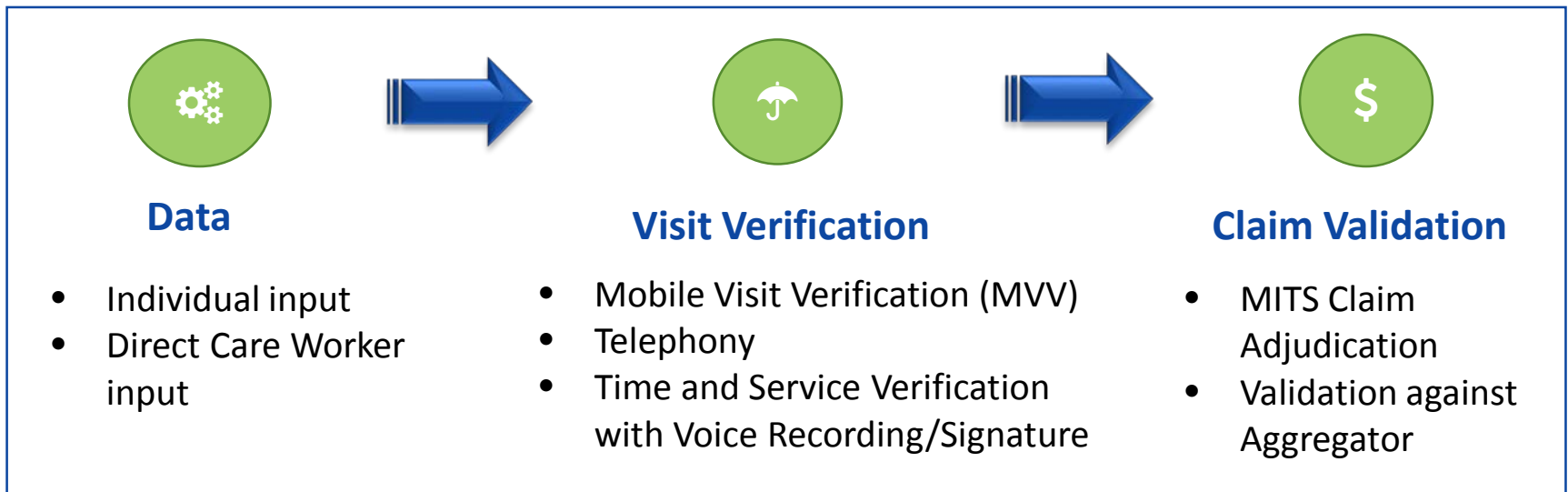
- Ensure the health and welfare of individuals choosing to receive long term services and supports where they live or otherwise receive services in the community
- Improve payment accuracy by using technology to match data on claims with data in service documentation
- Reduce fraud and abuse by requiring verification of service delivery before claims are adjudicated and paid

21st Century Cures Act EVV Mandate:

- Directs States to require the use of an Electronic Visit Verification (“EVV”) system for Medicaid-provided personal care services and home health services.
- 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.

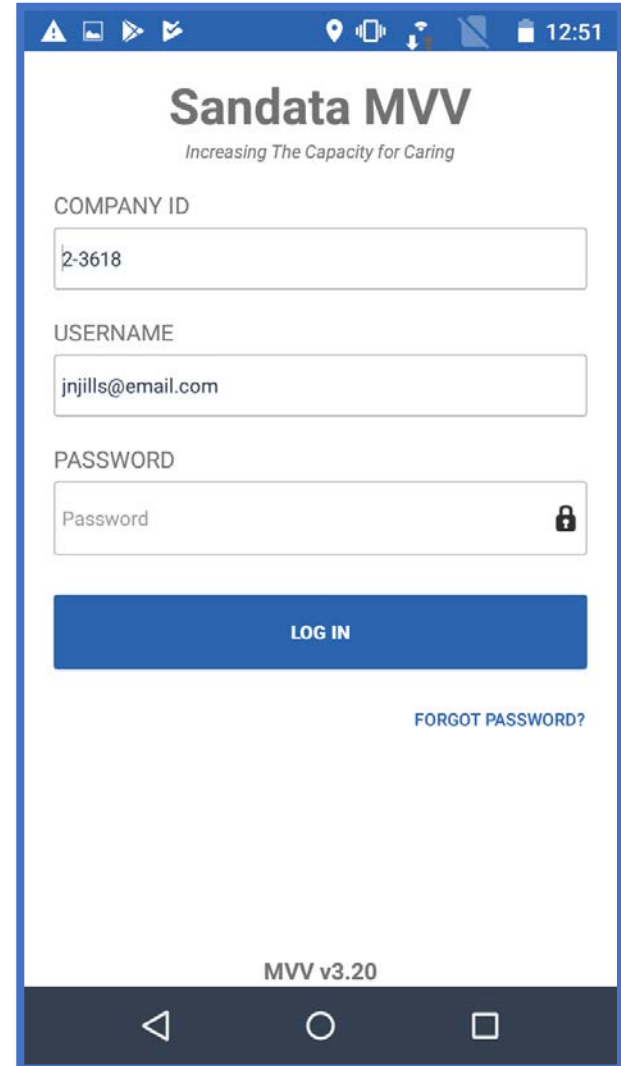
ODM EVV System

A picture is worth a thousand words....



Mobile Visit Verification (MVV)

- Application loaded on ODM MVV device
- Device in the Individual's home supplied by ODM
- Search for Individual by their Medicaid ID for Check in and Check out - GPS confirmation against Individual's address
- Individual's visit and service verification and voice recording/signature

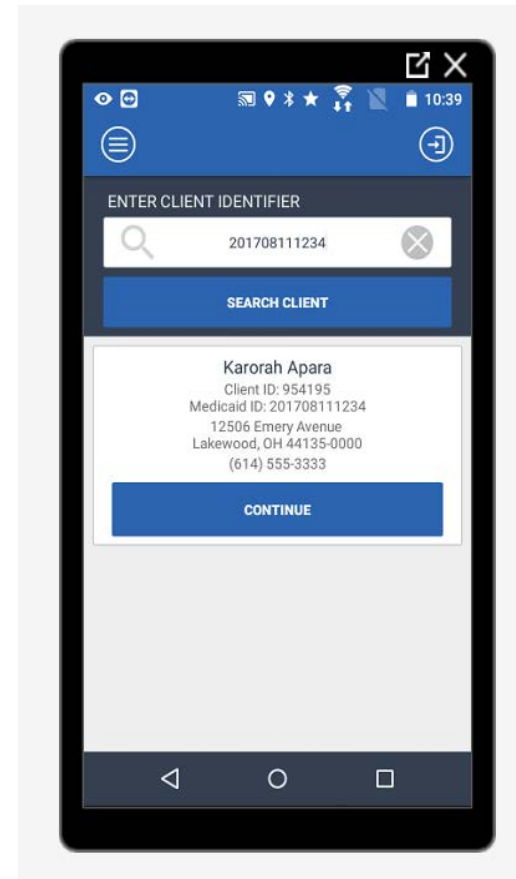
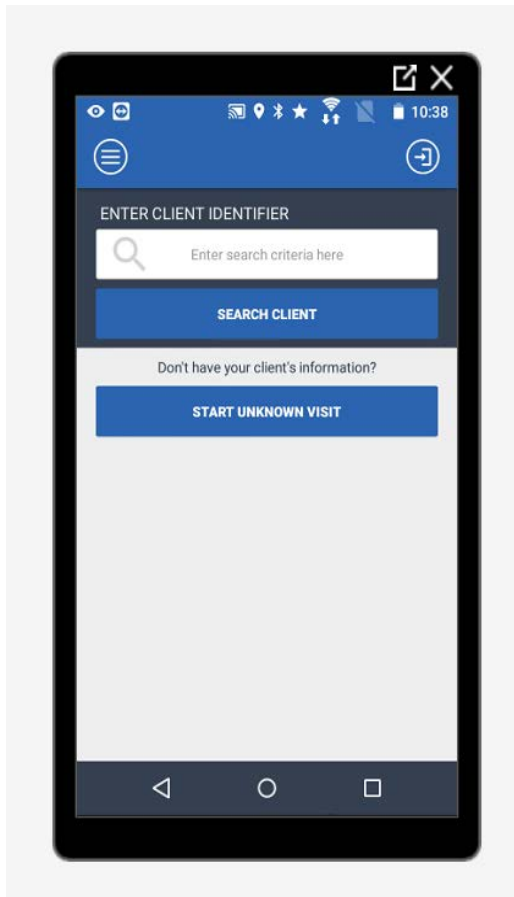


The screenshot shows the Sandata MVV mobile application interface. At the top, the status bar displays various icons and the time 12:51. The app header features the title "Sandata MVV" and the tagline "Increasing The Capacity for Caring". Below the header, there are three input fields: "COMPANY ID" with the value "2-3618", "USERNAME" with the value "jnjills@email.com", and "PASSWORD" with the placeholder "Password" and a lock icon. A blue "LOG IN" button is positioned below the password field. A link for "FORGOT PASSWORD?" is located to the right of the button. At the bottom of the screen, the version "MVV v3.20" is displayed above the Android navigation bar.

MVV Device Demo/Walk Through

Call In

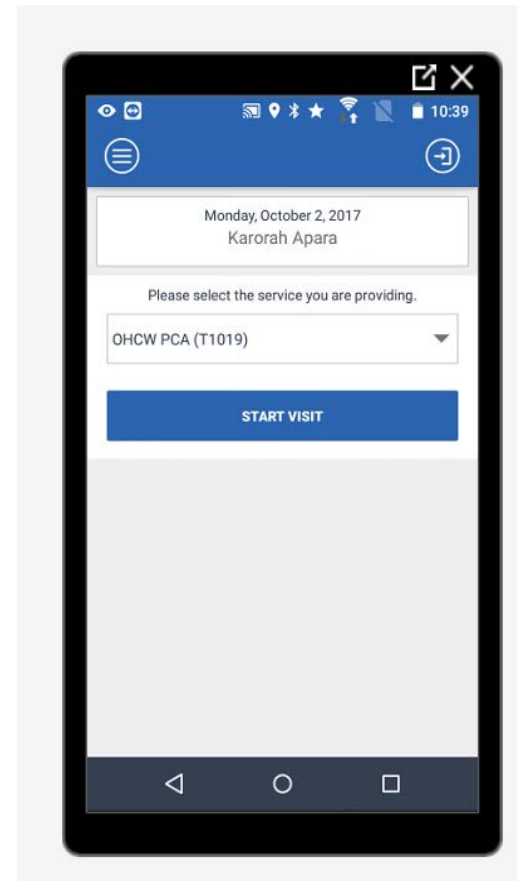
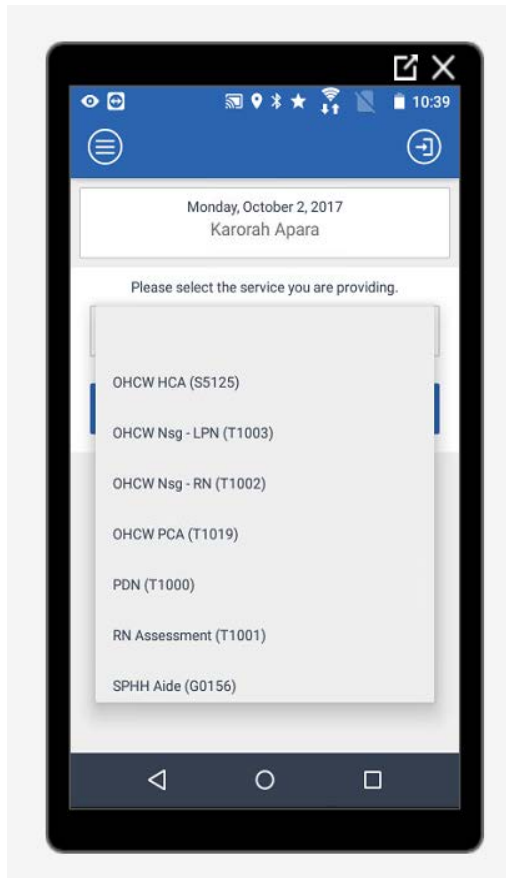
After logging in, Care Worker searches for the Individual they are providing services for by inputting the Individual's Medicaid ID.



MVV Device Demo/Walk Through

Call In

Confirm the Individual, then choose the Service being provided. Hit 'Start Visit'.



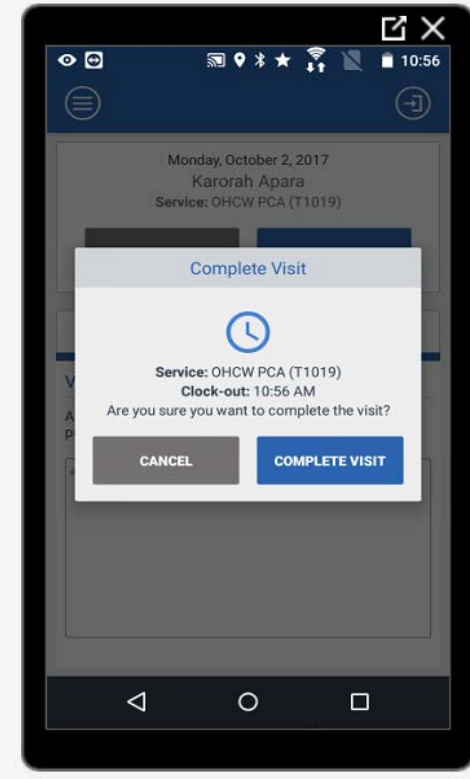
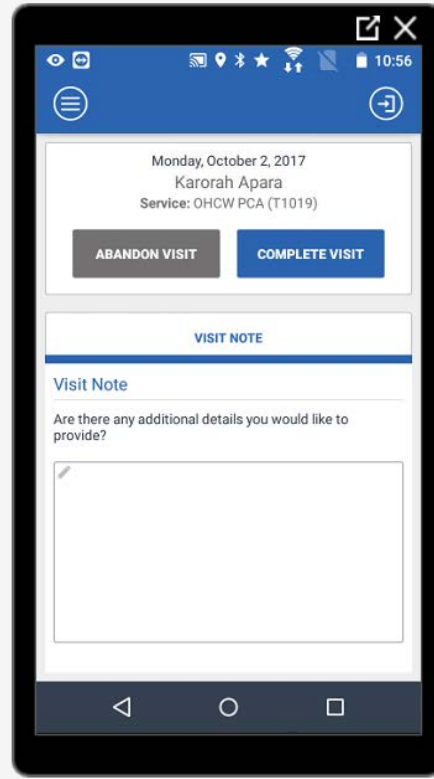
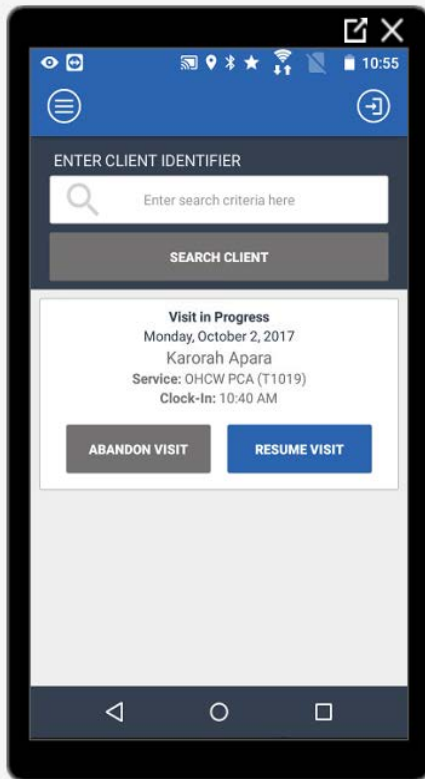
Telephonic Visit Verification (TVV)

- Agency Providers will receive unique toll free numbers
 - 2 English toll free numbers
 - 1 Multi-language toll free number
- Non-Agency providers, as a group, will receive a total of 12 toll free numbers:
 - 2 toll free numbers in each of the following languages:
 - English
 - Chinese Mandarin
 - Russian
 - Somali
 - Spanish
 - Arabic Egyptian
- Uses ANI (Automatic Number Identification – 911 technology) to match the calls to an Individual's phone number and thus DCW location
- DCW enters Santrax ID

MVV Device Demo/Walk Through

Call Out

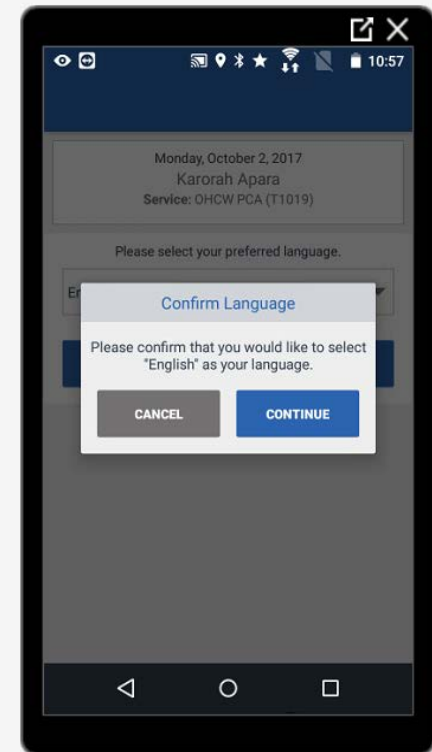
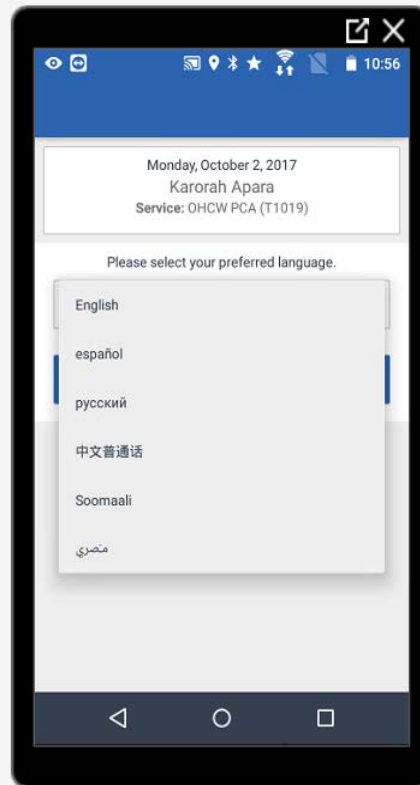
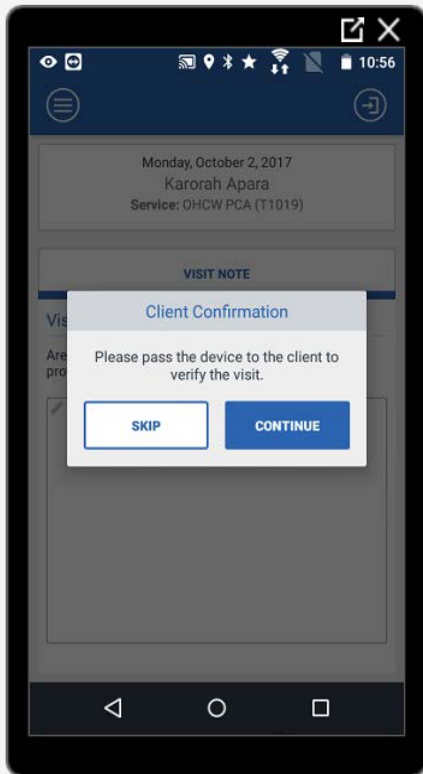
Once the Care Worker logs back into the MVV Device, they will 'resume' their visit and then 'complete' it.



MVV Device Demo/Walk Through

Call Out

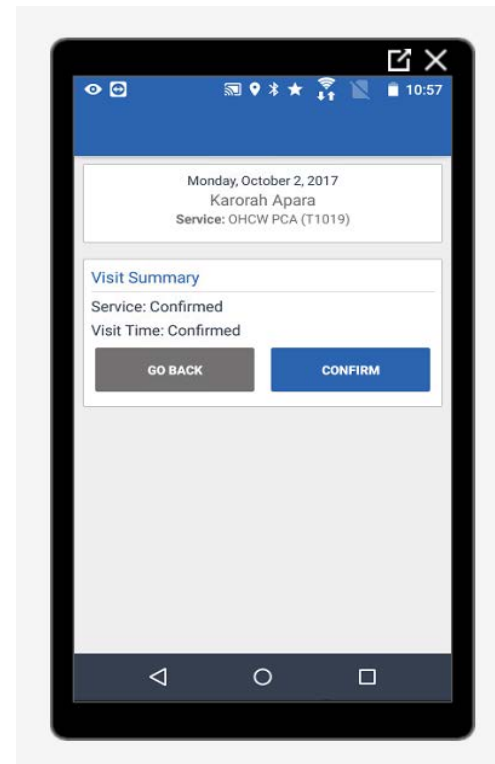
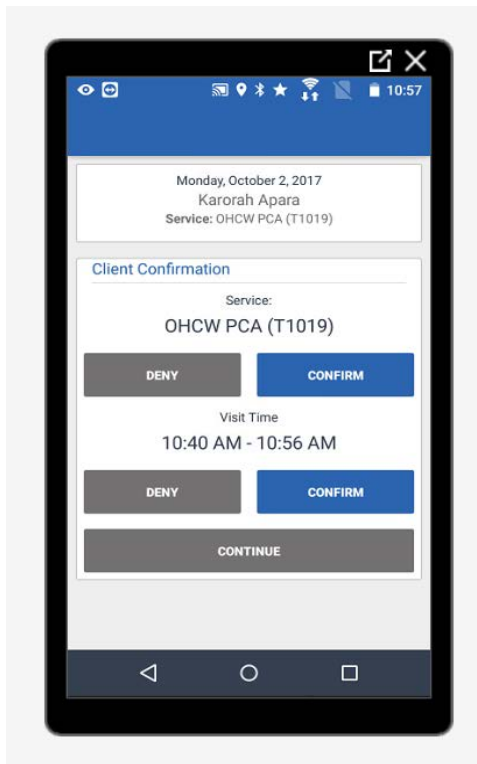
After 'completing' the visit, it's time for you as the Individual to confirm the visit. The Care Worker will hand the phone to you. You will pick the language you prefer and hit 'continue'.



MVV Device Demo/Walk Through

Call Out

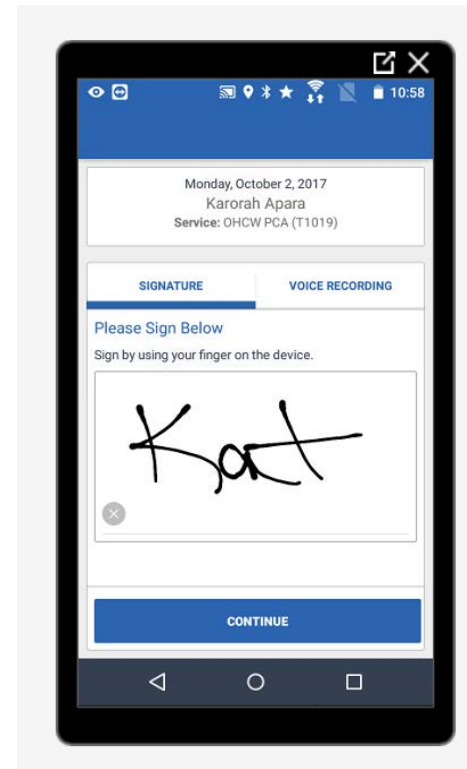
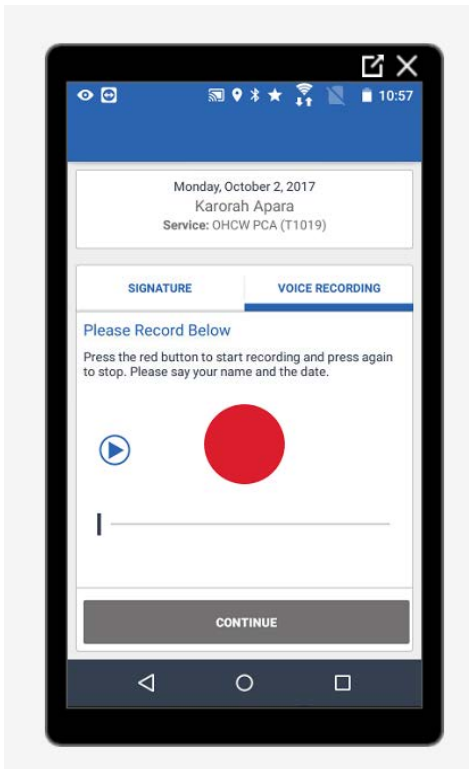
You will be asked to either 'confirm' or 'deny' the date and time of the visit and the service performed. You can confirm one and deny the other as is appropriate. Then you have a chance to review the actions you just took and confirm them.



MVV Device Demo/Walk Through

Call Out

Lastly, you will need to provide a voice recording or signature to complete the visit verification. ODM's preferred method of verification is with a voice recording. Once you hit 'continue', the device will return to the log in screen and it is ready for another Care Worker.



Provider Agency EVV Portal

- Each provider has web based EVV portal
- Agency users are set up based on role based security
- For Agencies servicing greater than 80 Individuals, Sandata will assist in loading your Individuals and DCWs via a formatted Excel spreadsheet
- Agencies servicing less than 80 Individuals input Individual and DCW information
- Non-Agency providers will only input Individual information

The screenshot displays the 'Create Client' form in the Sandata EVV Portal. The interface is divided into several sections for data entry:

- Basic Information:** Includes fields for First Name, Last Name, Middle Initial, Client ID, Medicaid ID, Client Other ID, Supervisor, Gender, Language Preference, Time Zone, and Payer.
- Primary Address:** Includes fields for Address Type, Address Line 1, Address Line 2, City, State, and Zip Code.
- Phone Number:** Includes fields for Phone Type, Phone Number, and an 'ADD' button.
- Emergency Contact:** Includes a note about having only one emergency contact, fields for Relationship to Client, First Name, Last Name, Phone Type, Phone Number, Email Address, Address Line 1, Address Line 2, City, State, and Zip Code.
- Case Information:** Includes fields for Case Number and Case Sequence.

The left sidebar shows navigation options: Dashboard, Visit Maintenance, Reports & Exports, Data Entry, Clients, Employees, Security, and Santrax Manual. The top right corner shows the user account '10010 - STXADMIN' and a 'LOG OUT' button.

EVV for Providers

What do Providers have to do?

- Register for and attend required Training
 - In-person Classroom training, Webinar training, or self-paced
- Input the necessary information into the Provider portal to be ready for launch.
- Utilize the training they were provided to use the MVV device and Telephony.
- Use the EVV Provider portal (or an Alternate EVV system) to review and maintain visit information.
- Submit claims for services rendered in the same way they do today.

EVV for Individuals

What does an Individual have to do?

- One of your HCBS providers will order an MVV device for you
- The device will be delivered to you via Fed Ex. You will need to sign for it when it comes.
- You or one of your Care Workers will open the box and plug in the MVV device..
- It is recommended that you leave the MMV device plugged in so it is always ready when you have a Care Worker visit you.
- When a Worker delivers care, they will log in to the MVV device at the beginning and the end of their visit. At the end of their visit, they will give the MVV device to you to verify the date and time they were there and the service they performed.
- You will 'confirm' or 'deny' the beginning and end visit times and the service the Worker performed.
- You will complete verification by using your voice or signature.

Implementation Timeline

November

November

November

- MVV Device request opens for Providers

December

December

- MVV Device requests for launch are finalized
- Last week in December - begin MVV Device delivery to Individuals

Go Live

January

- Care Workers will begin using MVV Devices or Individual's phones to clock in and clock out
- Individuals start verifying visit date and time and services delivered via voice or signature

Resources At-A-Glance

- State EVV Website: <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>
- ODM EVV email: EVV@medicaid.ohio.gov
- EVV Provider Hotline: 1-855-805-3505
- Upcoming Events
 - Training Registration opens October 2
 - Training begins November 1
 - Device request process begins November 1