ELECTRONIC VISIT VERIFICATION NEWSLETTER

Ohio | Department of Medicaid

WHAT IS THE EVV NEWSLETTER?

The "EVV Newsletter" is a tip sheet to help providers use Electronic Visit Verification (EVV). It answers common questions that are asked by providers. It also contains important information and reminders about the EVV program from the Ohio Department of Medicaid (ODM).

This twenty-first issue of EVV Newsletter includes the following information:

- GPS Distance Exception Report
- Good Faith Exemption Approved
- EVV Stakeholder Advisory Group
- Common Issues in Alt EVV Demonstrations
- Locked Accounts and Password Resets

WHO DO I CONTACT?

If you have technical questions, need help with a device, or need help with the EVV portal, please contact the EVV Provider Hotline at **855-805-3505** or email **EVVProviderHelpDesk@etraconline.net**. ***Please note: in order to receive communication back from the EVV Provider Hotline email address, you must have already registered for an account in eTRAC. Please also make sure that the email address you have registered in eTRAC is one that you check often.**

If you have general EVV questions or would like to report a problem, please email the EVV Unit at **EVV@medicaid.ohio.gov** or leave a message in the voicemail box at **614-705-1082**.

If you need to change your email, update your contact information, or have claims questions, please contact the ODM Provider Assistance Hotline at **800-686-1516**.

USING THE GPS DISTANCE EXCEPTION REPORT

The GPS Distance Exception Report shows mobile visit that were made from a location that does not match to an active individual's address.   This report can be run only as a daily report for providers.   You may want to utilize this report to review calls that were made outside of the expected distance from an individual address(es) listed in the system. This report will capture the individual, employee, visit date, call time, service and the closest individuals address.   While no exceptions are displayed for GPS issues that are identified for your individuals, we continue to capture the GPS coordinates at the start and end of the visit for informational purposes only.

Report Parameters
Account: 6002
For: 4/3/2019 - 4/3/2019 11:59:59 PM

GPS Distance Exception

ACCOUNT: Agency 1 Train the Trainer (6002)
PAYER: Buckeye
PROGRAM: SP

CLIENT ID	CLIENT NAME	CLIENT MEDICAID ID	EMPLOYEE ID	EMPLOYEE NAME	EMPLOYEE EMAIL	ACTUAL CALL DATE	ACTUAL CALL TIME	SERVICE	DISTANCE (FT)	CLOSET CLIENT ADDRESS
931016	Davidson, Dave	210987654321		Doe, Jane	JANE@MAILINATOR.COM	04/03/2019	01:57 PM	G0300_SP	28	
931016	Davidson, Dave	210987654321		Doe, Jane	JANE@MAILINATOR.COM	04/03/2019	01:58 PM	G0300_SP	29	
931016	Davidson, Dave	210987654321		Doe, Jane	JANE@MAILINATOR.COM	04/03/2019	02:56 PM	G0300_SP	35	
931016	Davidson, Dave	210987654321		Doe, Jane	JANE@MAILINATOR.COM	04/03/2019	02:57 PM	G0300_SP	34	
931016	Davidson, Dave	210987654321		Doe, Jane	JANE@MAILINATOR.COM	04/03/2019	03:56 PM	G0300_SP	35	
Sub Total # of Visits		5								

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REQUEST FOR GOOD FAITH EXEMPTION APPROVED

The 21st Century Cures Act requires state Medicaid programs to implement electronic visit verification for personal care services no later than January 1, 2020. The federal statute also gives states the opportunity to request a one-year extension to January 1, 2021.   Ohio's request for a good faith exemption was approved on December 6, 2019.

EVV STAKEHOLDER ADVISORY GROUP

The next meeting of the EVV Stakeholder Advisory Group will be held on Wednesday, January 15, 2020 in the Ohio Department of Medicaid offices at 50 West Town Street, Columbus, OH. Please submit suggested agenda topics to EVVPolicy@medicaid.ohio.gov before the close of business on Friday, January 3, 2020.

Stakeholders can participate in the EVV Stakeholder Advisory Group meetings in person or remotely. It is important to register for the meeting before the meeting starts if you are participating remotely. If you would like to participate in the meeting and have not received an appointment, please contact EVVPolicy@medicaid.ohio.gov.

COMMON ISSUES IN ALTERNATE EVV SYSTEM DEMONSTRATIONS

Alternate system demos are underway. The demonstrations completed to date have been very informative and some common issues have been identified. Those issues include:

- **Multiple addresses.** Alternate EVV systems are required to have the ability to capture multiple addresses for each individual receiving services. During the demonstration, the vendor and provider must show that at least three addresses where services are consistently provided can be associated with an individual.
- **Exceptions.** The Visit Maintenance portion of the checklist includes requirements for each standard exception. During the demonstration, each vendor and provider must show a visit where these exceptions occur and demonstrate the process of clearing those exceptions.   If an exception cannot occur in an alternate system, the vendor and provider must show ODM that the exception cannot occur. For questions about specific exceptions, vendors and providers are encouraged to contact Alternate EVV Support at OHAltEVV@sandata.com.
- **Attestation.** Each manual entry and edit, including any made to clear exceptions, must include an attestation asserting that documentation supporting the entry is present. While the vendor has flexibility in the manner in which the attestation is captured, a check box with standard language is a common solution. Text fields are generally not an appropriate solution unless the vendor can show an automated way that the text field is used to populate the record sent to the aggregator.
- **Data Transmission.** Many vendors have indicated that only "complete" visits are sent to the Sandata aggregator. Because all data must be transmitted to the aggregator within 24 hours of collection, this is an inappropriate solution. The Alternate System Technical Specifications include information about sequencing replacement visits when a visit is updated after the initial transmission.

Vendors and providers can contact the Alternate EVV Support with any questions about the requirements as they prepare for their demonstrations. Questions about the EVV Demonstration Checklist should be sent to EVVPolicy@medicaid.ohio.gov.

*Please note: All support requests that <u>do not relate to Alt EVV</u> must still continue to be submitted to through the EVV Provider Hotline at 855-805-3505 or EVVProviderHelpDesk@etraconline.net.

ALTERNATE SYSTEM DEMONSTRATION REQUIREMENT TIMELINES

On October 16, 2019, ODM implemented a requirement that all alternate EVV systems successfully complete a demonstration in order to obtain and maintain certification. The demonstration requirement applies to systems certified prior to October 16, 2019, systems working toward certification on October 16, 2019, and providers who began the certification process after October 16, 2019.

When determining the impact of the new demonstration requirement, it is important to remember that each provider/vendor combination is required to complete the certification process.

Providers and Vendors Certified On or Before October 16, 2019

Many providers and vendors had completed the Sandata certification process **on or before to October 16, 2019**. Each provider/vendor combination that had completed the certification process and moved into production on or before October 16, 2019 will maintain certification while working toward completion of the demonstration requirement. The demonstration requirement must be completed on or before June 30, 2020. Vendors failing to successfully complete the demonstration requirement before July 1, 2020 will result in decertification and providers will be required to transition to Sandata.

Providers and Vendors Who Requested Testing Credentials On or Before October 16, 2019

Providers and vendors who requested testing credentials **on or before October 16, 2019** can continue working with Sandata toward certification. They can move into production when the Sandata process is complete so long as they are actively working toward completion of the demonstration requirement. The demonstration requirement must be completed on or before June 30, 2020. Vendors failing to successfully complete the demonstration requirement before July 1, 2020 will result in decertification and providers will be required to transition to Sandata.

Providers and Vendors Who Requested Testing Credentials After October 16, 2019

The revised alternate system certification process implemented on October 16, 2019 gives providers and vendors the ability to request a demonstration as soon as aggregator training is complete and testing credentials are requested. Providers and vendors who requested testing credentials **after October 16, 2019** are encouraged to schedule a demonstration at their earliest convenience. Production credentials will not be available until the demonstration is completed successfully.

Questions about the Alternate System Demonstration Timelines can be sent to EVVPolicy@medicaid.ohio.gov.

LOCKED ACCOUNTS OR PASSWORD RESET REMINDER

The most common calls into the EVV Provider Hotline are surrounding locked passwords or password resets. Many providers have reported confusion when knowing which EVV credentials to use when logging into the Sandata Mobile Connect (SMC) application as opposed to logging into the EVV portal. In order to help provide clarity around this topic, here are some helpful tips to keep in mind when it comes to EVV login credentials:

- **For agency providers,** the initial login credentials to the EVV portal will come from the agency's Welcome Kit. The first person at the agency who uses the credentials is responsible for creating additional user accounts for administrative staff.
  - o Agency providers do not have any employees set up for them in EVV by Sandata. In order to receive login credentials for SMC, an agency must set up intended SMC users as employees with the "Mobile user" checkbox checked. Once this is completed, the initial SMC temporary password will be emailed to that employee.

o   For clarification, the term "employee" refers to a direct care worker who provides services to an individual. The term "user" means a staff member who typically does administrative work and would be managing visits in the EVV portal.

- **For non-agency providers**, the username you will use for your EVV portal login credentials and a temporary password are included in your Welcome Kit. Since you do not have employees to set up, Sandata has already set you up as your own employee under your account. This means that you also have initial login information included in your Welcome Kit to log into the SMC application.

All Providers:

When logging into your **Sandata EVV portal**, you must always include the "STX" and then your Sandata account number in the *Agency* field.

When logging into the **SMC application**, you must always include a "2-", followed by your Sandata account number in the *Company ID* field.

Passwords:

Your passwords for SMC and EVV portal can be set up to match. If you would like your passwords to be the same, use the "Forgot Password" function on both the EVV portal and SMC application to go through the password reset process. Then you can choose the same password for both logins.

Locked Accounts:

- **For Agency users,** you should contact your Agency admin to unlock your EVV or SMC accounts.
- **For Non-Agency users,** you should contact the EVV Provider Hotline at **855-805-3505 to unlock your account.**