

# EVV Stakeholder Advisory Group

July 21, 2021

# Sandata Mobile Connect Updates

## Sandata Mobile Connect (SMC) Updates

- Sandata frequently releases updates to its Sandata Mobile Connect (SMC) application. Updates can include:
  - » Security updates
  - » Feature updates
  - » Issue fixes
- Providers who are using SMC on the ODM-provisioned devices receive these updates automatically
- Providers who use SMC on their personal smart devices must ensure updates get installed
- About 1,200 caregivers are receiving several communications due to out-of-date app versions
  - » Versions older than 1.1.573 will not be supported after 7/31/2021

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# RFI and RFP Updates

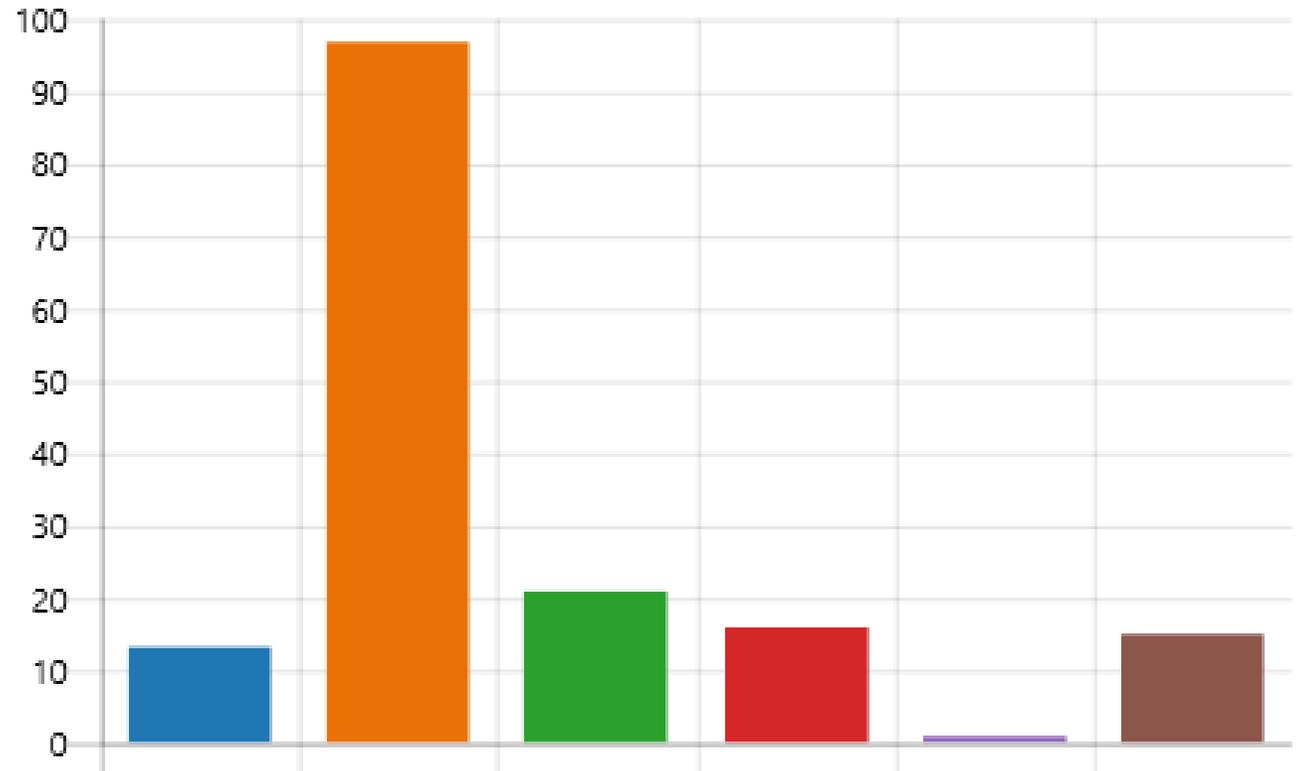
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## Request for Information

- The Request for Information was posted from April 20, 2021 until June 1, 2021
- We received more than 130 responses to at least one question.
- ODM is currently reviewing the responses as we develop the RFP.
  - » Much of the feedback aligns with feedback and recommendations from the EVV small groups.

# Who Responded?

Individual who receives services	13
Provider	97
Family member	21
Advocate	16
Trade Association	1
Other	15



# **Small Stakeholder Group Recommendations Progress Report**

## Small Groups

- 5 small groups met earlier this year to focus on specific topics.
  - » EVV and Individuals Receiving Services
  - » Support for Providers
  - » Technical Issues
  - » Alternate EVV Systems
  - » EVV and Home Health Therapies
- The small groups developed 92 recommendations for improvement in Ohio's EVV program.
- ODM is reviewing the recommendations and beginning work to implement some of the suggested changes.

## Suggestions That Have Been Implemented

- The Support for Providers Group recommend that a ticketing system be implemented for the EVV mailbox.
  - » ODM implemented Zendesk for all EVV inquiries. Providers now get an immediate acknowledgement of the inquiry along with a ticket number.
- The Home Health Therapies group asked ODM to ask whether capturing the identity of a contracted therapy company was sufficient when capturing “who provided services.”
  - » ODM reached out to CMS and confirmed that home health therapies are subject to EVV. CMS also indicated that the identity of the actual therapist must be captured when a contracted therapy company is used by the Medicare certified home health agency.

## Suggestions That Have Been Implemented

- Several groups discussed challenges with finding information on the website.
  - » ODM implemented a new website, including changes to information about EVV. The new site has an improved search function.
  - » The link for information for case managers has been moved to give it increased visibility.
  - » Outdated information is being removed from the website or updated.
  - » Information about EVV training for providers was reorganized so that it was easier for providers to find.
- The group focused on individuals noted that the Sandata Provider Hotline sometimes gives incorrect information.
  - » ODM is working closely with Sandata to ensure accuracy of responses. ODM monitors the Aging ticket report, holds a weekly Operations meeting and performs regular operations reviews.
  - » When a ticket number is provided to ODM, the specific inquiry is researched in detail and addressed with Sandata as appropriate.

## Work In Progress

- In order to address feedback from several groups, a new document for care managers is being drafted. This document will provide a complete high level program overview in addition to guidance specific to care managers.
- ODM is updating the Fact Sheet for Individuals in response to suggestions from the group focused on EVV and Individuals Receiving Services.
- Several groups identified an administrative burden related to using EVV. ODM is currently working with Sandata to eliminate the Unmatched Phone Number exception.

## Work In Progress

- ODM is updating the Frequently Asked Questions with a focus on reading level. They will be posted on the website.
- ODM and Sandata are working together to resolve specific issues with the alternate system technical specifications that have been identified. This will include updates to specifications and outreach with providers and vendors.
- Continued review of recommendations to identify priorities and opportunities to implement changes for positive impacts.
- Developing subcommittees that will meet in between full stakeholder group meetings.