



Rhode Island EOHHS Electronic Visit Verification (EVV) Program Provider Training – Phase I

Overview



Agenda

- ⚡ Purpose
- ⚡ Definitions
- ⚡ General Description
- ⚡ Next Steps

Overview of the EVV Program



**RIGHT
MEMBER**



**RIGHT
LOCATION**



**RIGHT
TIME**



**RIGHT
CAREGIVER**



**RIGHT
PLAN OF CARE**

The Sandata Solution:

- **Validates Visits** - at the point of care to guard against allegations of Fraud and Abuse
- **Improves Service Accuracy** - accurate service for the recipients
- **Ensures Billing Accuracy** - Pre-submission validation and electronic transmission for adjudication
- **Provides Service Data Visibility** - both real time and retrospective analytics across all providers to track performance and improve quality

The Sandata Solution Benefits:

- **Reduce Improper Payments**
- **Improvement of Quality** – ensure accurate service of the recipients
- **Improve Program Efficiency** – Complete automation of process from scheduling to adjudication
- **Increase Visibility** – Score carding, benchmarking and real time analytics

EVV Functionality



⚡ EVV stands for Electronic Visit Verification

⚡ EVV is defined as:

- A telephone and computer based system
- Electronically verifies when visits occur, documenting the precise time service begins and ends
- Collects the tasks performed for the recipient
- Visits are verified by the caregiver calling from a recipient's home telephone
- Caregivers are verified by ID number and voice recognition

⚡ EVV will be used to:

- Schedule visits based on authorized services
- Validate Home Care claims prior to submission



RI EOHHS Expectations of Providers

⚡ For Phase I, the EVV program is mandatory for the following services:

- Homemaker
- Personal Care
- Combined Personal Care / Homemaker
- Private Duty Nursing (PDN) – LPN
- Private Duty Nursing (PDN) – RN

⚡ EOHHS Programs included are:

#	Agency	Program Name
1	DEA	DEA Community Home Care Program
2	DEA	DEA Co Pay Level 1
3	DEA	DEA Co Pay Level 2
4	DHS-LTC/AS	Core
5	DHS-LTC-ADULTSERVICE	Preventive
6	OLTSS	Habilitation

RI EOHHS Expectations of Providers



⚡ EVV Preparation:

- At least one person must register for and complete one of these training options
 - One all day Instructor-led Classroom Training
 - Three part Instructor-led webinars
- Completely fill out the online Site Survey
 - Information must be accurate and complete
 - Will be used to configure your system
- After completing training, your Welcome Kit containing account details will be sent via email
 - Prepare and train caregiver on the EVV call process
 - Enter caregiver data into your system
 - Verify recipient data in your system
 - Create and maintain schedules for recipients

Glossary



- **Client:** Recipient
- **Office Staff:** Users that will be logging into the system
- **Field Staff:** Caregivers that will provide services to the recipients and call in and call out for visits
- **Coordinator:** Office staff who will receive alerts when the caregiver assigned to them are late
- **Staff Manager:** Office staff that will receive higher level alerts.
***Above coordinators in the EVV hierarchy.*



Glossary (cont'd)

- **System Admin:** Individuals responsible for security, registering workers in voice recognition and confirming visits with exceptions
- **Visits:** Encounters or Schedules
- **EVV (Electronic Visit Verification):** A telephone and computer based system that electronically records time worked
- **FVV (Fixed Visit Verification):** Alternative for telephony calls when there is no land-line phone or the recipient does not permit the use of their phone
- **MVV (Mobile Visit Verification):** An alternative to telephony where the caregivers start and end visits using an app on their smartphone or tablet device

Santrax Payor Management (SPM)

- ⚡ Sandata will implement an EVV system for each agency
- ⚡ Sandata will ensure the system will support:
 - All program policies and mandates
 - Easy scheduling of authorized services
 - Automated visit data capture
 - Alerts for missed visits
 - Billing claims generated in an approved format
- ⚡ Sandata will provide training materials and support provider agency use of the system

Santrax Payor Management (SPM)

The System includes both Agency Management and Visit Verification (Santrax Payor Management)

1. Agency Management

- Access via the web from any location
- HIPAA compliant data management
- Real-time capture of visit data
- Real-time monitoring; alerts for missed visits
- Robust reporting
- Can resolve visit issues or errors immediately
- Data to support claims submission

2. Visit Verification

- Employees call-in and call out for each individual visit
- Employees use the recipient's home telephone for the EVV process
- Employees will verify their identity using Speaker Verification
- Agency-specific, toll-free numbers are provided
- There is an alternative visit verification process when recipients don't have phones – This will be covered in a later presentation
- Instruction and reference materials will be provided

EVV Data



The EVV system contains and maintains a great deal of information / data:

- Data to be populated by RI EOHHS and Sandata
 - Recipient Data
 - Authorization Data
- Data to be entered by the provider agency
 - Service Delivery Schedules
 - Supplementary information regarding recipients (contacts, diagnosis, physicians).
 - Caregiver & Office Staff Data



Common Questions???

⚡ When does this change happen?

- Agencies must switch over to Sandata EVV on June 1, 2016. Claims for visits prior to June 1st should be submitted via the current process.

⚡ What about existing recipients / staff?

- Recipient and Authorization data will be uploaded to your new EVV database. Staff information must be entered manually.
- It is the Provider's responsibility to verify recipient eligibility and prior authorizations through the State's healthcare portal.

⚡ When will I receive access to my account?

- Upon completion of the online Site Survey and training, you will receive a Welcome Kit email containing your account information, including database URL, login credentials, Call Reference Guide and Getting Started documentation

⚡ Can we change the System Administrator?

- Yes, Sandata can help you change administrator users

“A Winning Solution”



Your recipients

- Assurance of service plan fulfillment

The Home Health Service Provider

- Operational efficiency and optimization of resources
- Ease in Medicaid scheduling and billing
- Additional tools for confirming that recipient services are delivered according to schedule
- Properly formatted billing information, resulting in clean claims and easier claim validation
- Cost savings from reduction of improper payments.



- 📞 Contact Sandata Customer Care if needed
 - 855-781-2079
 - ricustomercare@sandata.com