



Electronic Visit Verification Informational Session

Presented by OHHS, HPE, and Sandata
October 27, 2016



Presenters



| EOHHS | HPE | SANDATA |
|----------------|-------------------|------------------------------------------------|
| Bruce McIntyre | Kelly Leighton | Sal Sparacino Regional VP of Provider Sales |
| Ralph Racca | Marlene Lamoureux | Pat Bilow Director of Product Management |
| Nancy Lee | | Lisa Berlinguet VP of Account Management |



Frequently Asked Questions



On the EOHHS Website, under the Providers and Partners tab, in the Electronic Visit Verification Section are:

- Copies of all trainings, webinars and instructional guides
- One set of FAQ's for the clients
- Two sets of FAQ's for the providers
- <http://www.eohhs.ri.gov/>
 - <http://webtraining.sandata.com/sam/>
 - **Username: samtraining Password: radiant26**



EVV Program



1. A job aid was created with detailed instructions on how to make 2 phone calls in and out when an aide is scheduled for 2 recipients in the same household. It has been emailed to providers and posted to the EVV website.
2. A Caregiver is able to call in and call out regardless of a schedule or authorization being present.

If the client is in EVV, the calls will generate an Unknown Client exception. Once the client is in the system the client and visit can be matched to clear the exception.



Prior Authorizations



1. DEA copay authorizations

2. New client authorizations are not in Sandata with the correct authorization start date. The authorizations are starting on the day Sandata receives the file not on the day agencies start the case. We can not bill for those visits out of Sandata; how do we bill for those visits?

- a. As providers verify prior authorization status, they are noting that some authorizations for dates prior to 10/2/16 are appearing in the Healthcare Portal but are not visible in Santrax. With the implementation of the “umbrella” authorizations and to eliminate the use of blanket authorization, the criteria was set to pick up only prior authorizations with an end date equal to or greater than the transition date of 10/2/16, therefore retroactive prior authorization details with an end date prior to 10/2/16 will not be included in the EVV authorization for use within the Santrax system.

Providers will not be able to manually or automatically verify the visits for those authorizations added after 10/1/16 for dates prior to 10/1/16, and will not be able to submit claims for those authorizations through Sandata. However, claims may (and should) be submitted in the manner in which you submitted your claims prior to the implementation on EVV.

Please contact Marlene Lamoureux at 401-784-3805 or marlene.lamoureux@hpe.com if you have any questions.



Prior Authorizations Contact Persons



- Elderly Affairs (DEA Co-Pay and DEA Waiver Program)
Melody Rodrigues
E-Mail: melody.rodrigues@dea.ri.gov
Phone: (401)462-0568
Fax: (401)462-0525

- Human Services (Core, Preventive (SSI))
Stephanie Terry
E-Mail: Stephanie.terry@dhs.ri.gov
Phone: (401) 536-4702
Fax: (401) 462-6339

- Health and EOHHS Human Services (Preventive (non-SSI) and Habilitation)
Michelle Szylin
Email: michelle.szylin@ohhs.ri.gov
Phone: (401)462-2127
Fax: (401)462-4266



Event Codes



1. Can Sandata automatically convert calls to the evening event code? Our agency has interfaced with Sandata and our current system has the evening modifier built into that system (we don't have to do any extra clicking to schedule after 3PM).
 - a. EVV does not presently support this functionality but it is being reviewed.



Patient Responsibility/Co-Pays



1. Patient responsibility share



Phone Numbers



1. If the phone number is not in Santrax or is incorrect, the provider can add additional phone numbers for the recipient in any of these fields: mobile, work, or fax; EVV will do the call matching off of any of the phone numbers.

The Home number field should not be changed as this phone number is populated by the feed and would get over written in future data loads.



Fixed Visit Verification Devices



1. Will aides using the FVV device be paid for making calls to Sandata outside of their scheduled time?
 - a. This is a decision that the agency will have to determine.
2. Reminder re: FVV acknowledgment form
 - a. When FVV devices are shipped to providers and installed in members' homes, providers need to have the member sign the acknowledgment form. The original should be retained in the provider's office and a copy faxed to Nancy Lee at 401-462-3350.

<http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerificationEVV.aspx>

Navigate to FVV Resources section --> FVV Acknowledgement Form

Reason Codes

1. There is no reason code in Sandata that there was a Sandata error or MVV had an error.
2. Is there a way to add more reason codes?



Schedules



1. Status of visits that cross shifts
 - a. Sandata team is investigating this and will provide updates as new information arises.

2. Allow the ability to schedule without the presence of an authorization.
 - a. This in production and a job aid was emailed to providers yesterday (10/26/16).



Next Steps



1. Upcoming Phases

a. BHDDH

b. Personal Choice / Self Directed

c. MCOs

Questions / Wrap Up

