

EOHHS Provider Workshop

Introduction to Electronic Visit Verification

March 2016



Agenda

- ⚡ Introductions
- ⚡ EVV Program Goal and Scope
- ⚡ Electronic Visit Verification (EVV)—
What is it?
- ⚡ EVV Value to Providers
- ⚡ EVV System Overview & Demo
- ⚡ Provider Next Steps
- ⚡ Meeting Close



⚡ Rhode Island--EOHHS

⚡ Ralph Racca

⚡ Karen Young

⚡ Nancy Lee

⚡ Peggy Farrish

⚡ Tom Bouchard

⚡ HPE Participants

⚡ Kelly Leighton

⚡ Marlene Lamoureux

⚡ Deb Meiklejohn



⚡ Sandata Participants

⚡ Jamie Richardson

⚡ Sandy Wiggins

⚡ Donna Ramos



EVV Program Goal



EVV system goal is to enhance program efficiencies and quality assurance for the various in-home and community-based care and services administered by the departments that are included under the umbrella of EOHHS.



Electronic Visit Verification (EVV): What is it?



Electronic Visit Verification is an in-home visit scheduling, tracking and billing system that employs controls within the delivery of home based services to ensure client's quality of care. The EVV system will be specifically configured to support EOHHS program requirements.

⚡ Rhode Island EVV Functionality includes:

- **Electronic Visit Verification** –Tracks Time and Tasks
- **Provider EVV Web System** –View and manage HCBS services
 - **Provider Scheduling Module** –Schedule visits based on authorized services
 - **Provider Billing Module**—Validates HCBS claims prior to submission
- **Jurisdictional View**— EOHHS can view and report on all HCBS activity



- ⌚ **Services Included:**
 - ⌚ Personal Care: S5125 (with modifiers)
 - ⌚ Homemaker: S5130
 - ⌚ Personal Care/Homemaker: S5125 U1 (with modifiers)

- ⌚ **Members:** ~5,800 (Fee For Service Only)

- ⌚ **Providers:** ~50 Home Care Agencies

- ⌚ Multiple EOHHS Departments involved in Home Care

Programs Included (fee for service)



⚡ Division of Elderly Affairs

- Community Waiver Program
- Co-Pay Levels 1 & 2

⚡ Department of Human Services

- Core Community Services
- Preventive Community Services
- Habilitation Community Service

⚡ Department of Behavioral Health, Developmental Disabilities and Hospitals (BHDDH)

- Community based services



Provider EVV Benefits

- ⚡ Sandata Agency Management/Scheduling tool at no cost to the provider
- ⚡ Visit Verification at no cost to the provider
- ⚡ Automatic receipt of client and care plan data in EVV system
- ⚡ Simple and automated claim submission
- ⚡ Opportunity to eliminate paper time sheets
- ⚡ Technology to improve agency business processes
- ⚡ Reduced risk of failed audits due to more accurate billing
- ⚡ Training will be provided by Sandata through multiple venues

Recipient EVV Benefits



- ⚡ Opportunity to eliminate time sheets
- ⚡ Assurance that services will not be disrupted
- ⚡ Captures Check in and Check out—GPS confirmation
- ⚡ Captures Visit Tasks
- ⚡ Improves Continuity of Care



EVV Vendor/Sandata Introduction



- ⚡ **Home Care Focus:** Sandata is 100% focused on the Home Care industry, providing solutions at each stakeholder level (Payer, Provider, Client)
- ⚡ **Extensive Provider Experience:** In use by 3,500 homecare agencies across the country
- ⚡ **Market Leading Scale & Utilization:** 650K+ clients and 200K homecare visits managed each day
- ⚡ **Innovation:** Industry leading EVV technology processing more than 150 million calls annually
- ⚡ **Scalable, Integrated SaaS Solution:** Integrated SaaS platform – agency management, payer management, point-of-care, and EVV – serving the entire post-acute continuum





EOHHS Jurisdictional View Quality Oversight and Management

Provider SaaS EVV System

Caregiver EVV

- Data integration with EOHHS/HPE Systems
- Scheduling
- Restricts Agencies from scheduling outside of authorization limits
- Monitor and Correct Visits
- Reporting

- Telephony EVV with Speaker Verification
- Mobile Verification (BYOD)
- Fixed Visit Device



Billing/ Claims Submission

- Providers will submit claims via EVV system
- EVV system will validate claims against EOHHS criteria
- 837 is created and sent to HPE



Participants



Authorizations



Providers



Santrax Electronic Visit Verification (EVV)



Electronic Visit Verification –Tracks Time and Tasks

- ⚡ Telephony, Mobile EVV, and Fixed Visit Verification
- ⚡ Caregiver ‘checks in’ at visit start
- ⚡ Caregiver ‘checks out’ and documents tasks
- ⚡ Speaker Verification on all telephony verifications



Client’s line verification: Uses ANI to match caller’s phone number to provider account and caregiver location



Mobile Visit Verification: Triangulates location using GPS



Patented Fixed Visit Verification Device

Electronic random number match device



Caregiver EVV Call Reference Guide



Call Reference Guide:

«COMPANY_NAME»

Agency Account Number: STX«ACCOUNT»

Write your Santrax ID number above for easy reference.

Dial:
1-«Primary_Phone»
Or
1-«Secondary_Phone»

Features:

Standard

Calling Instructions

STX«ACCOUNT»

Calling In: When arriving at the client's home, make sure you have the following information:

- Your Santrax ID.

Remember: When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

-  Dial any of the toll-free numbers assigned to your agency.

 Santrax will say: "Welcome, please enter your Santrax ID."

If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.

-  Press the numbers of your Santrax ID on the touch tone phone.

 You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.

 Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done."

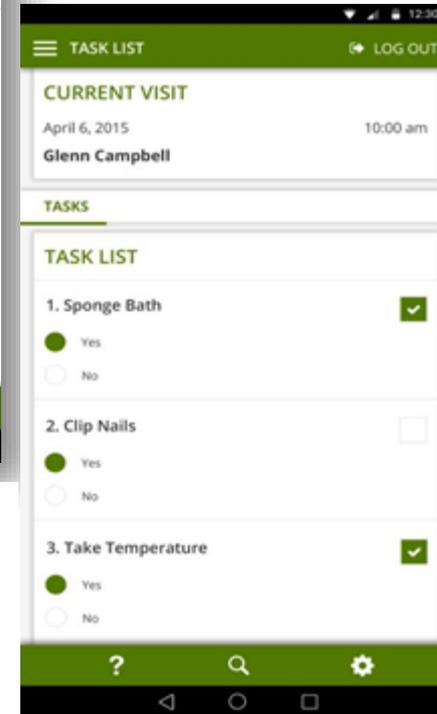
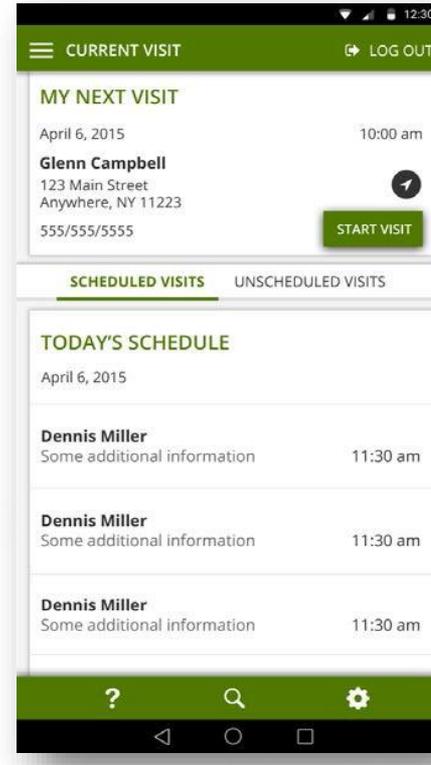
-  Hang up.



Mobile Visit Verification (MVV)



- ⚡ Application loaded on caregiver's 'smart' device (IOS and Android)
- ⚡ Bring Your Own Device and Data Plan
- ⚡ Caregivers can access their schedules
- ⚡ Captures Check in and Check out—GPS confirmation
- ⚡ Captures Visit Tasks
- ⚡ Detailed device specifications and MVV set up will be provided closer to EVV training



Provider Web Agency Management System

- ⚡ Providers receive data directly from EOHHS systems
- ⚡ Extensive scheduling capabilities provided with EVV system
- ⚡ Provider can view, manage, and correct HCBS visits
- ⚡ Supports real time alerts
- ⚡ Sandata will also integrate with current agency scheduling system
 - Schedules to EVV system
 - EVV Visit data back to scheduling system

New Events

Frequency: PRN Visits Single Event Ordered Frequency Recurring Every... Days By Weekday: Mon Fri Tue Sat Wed Sun Thu

Date(s): Begin: 12/09/2013 End: 12/31/2013

Client(s): Alterations, Evelyn (K0002018-P2)

Service: Bill Type: Pay Type:

Staff: Abercrombie, Rose (HHA)

Times: Times: 10:00 11:00

Event Code(s): DEF-Default

Comments:

Authorizations

Auth Ref No	Service	Max	Remaining	Begin Date	End Date
201	55125	0	N/A	9/18/2012	3/31/2014

Status, Company, Etc.: Status: Location: Company: PoS: Shift Group: PoS Direction: To From N/A

Provider EVV System—Scheduling



- Extensive scheduling capabilities provided with EVV system
- Supports provider varied schedule needs, i.e. recurring, permanent.
- Sandata can also integrate with current agency scheduling system
 - Schedules to EVV system
 - EVV Visit data back to scheduling system

Auth Ref No	Service	Max	Remaining	Begin Date	End Date
201	S5125	0	N/A	9/18/2013	3/31/2014

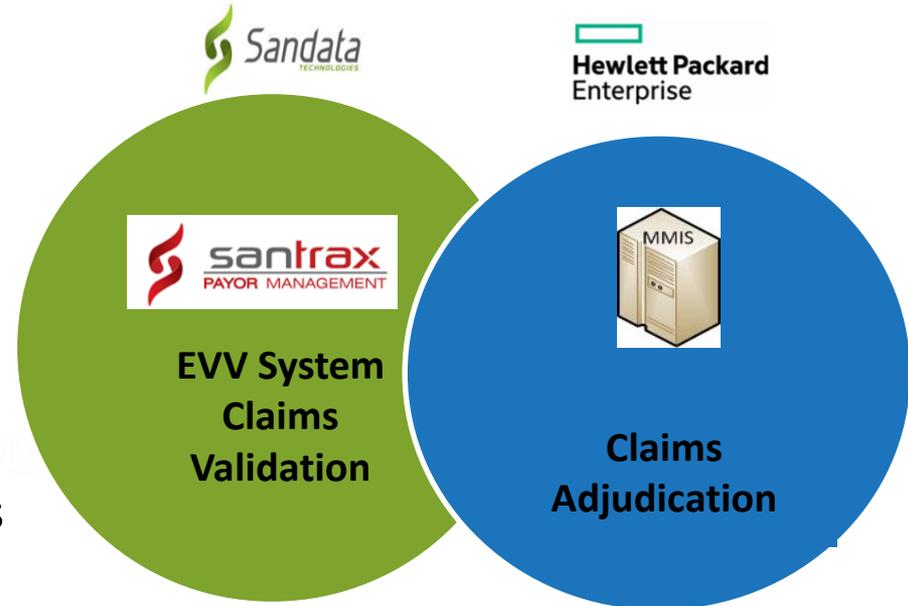
Schedule visits based on authorized services



Provider EVV System –Billing



- ⚡ All claims are validated in the EVV system prior to direct submission
 - Right Recipient
 - Authorized Services
 - Right Caregiver type
 - Verified Visit Data
- ⚡ Only validated claims can be submitted for payment
- ⚡ EVV Check in and Check out determines visit duration for claim
- ⚡ 837 formatted to EOHHS/HPE specifics
- ⚡ Easy to use provider claims submission process



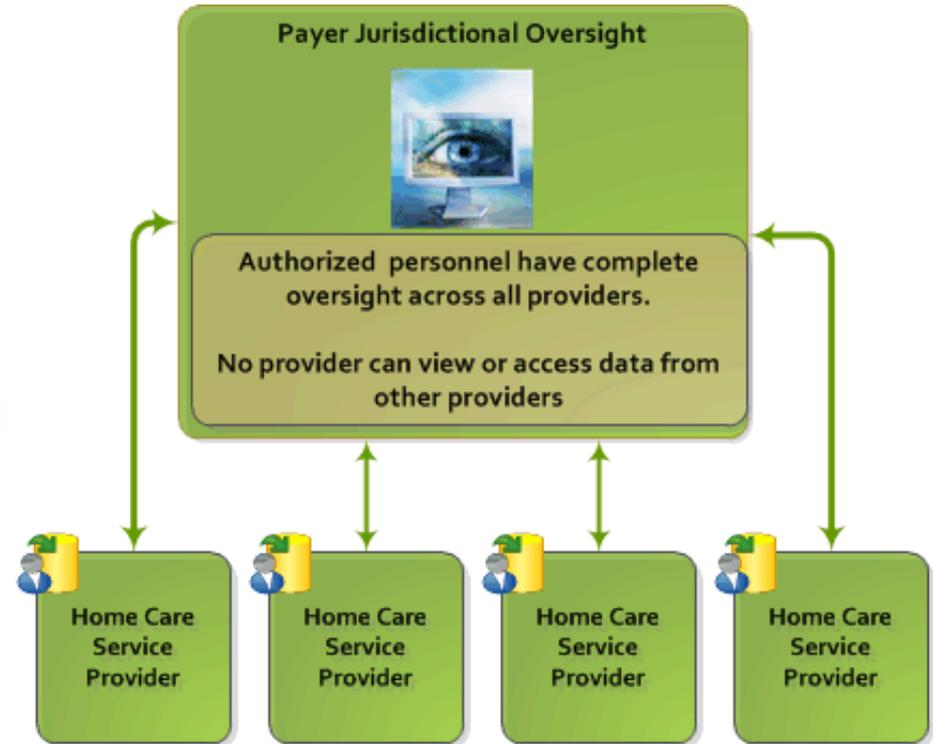
Validates claims prior to submission



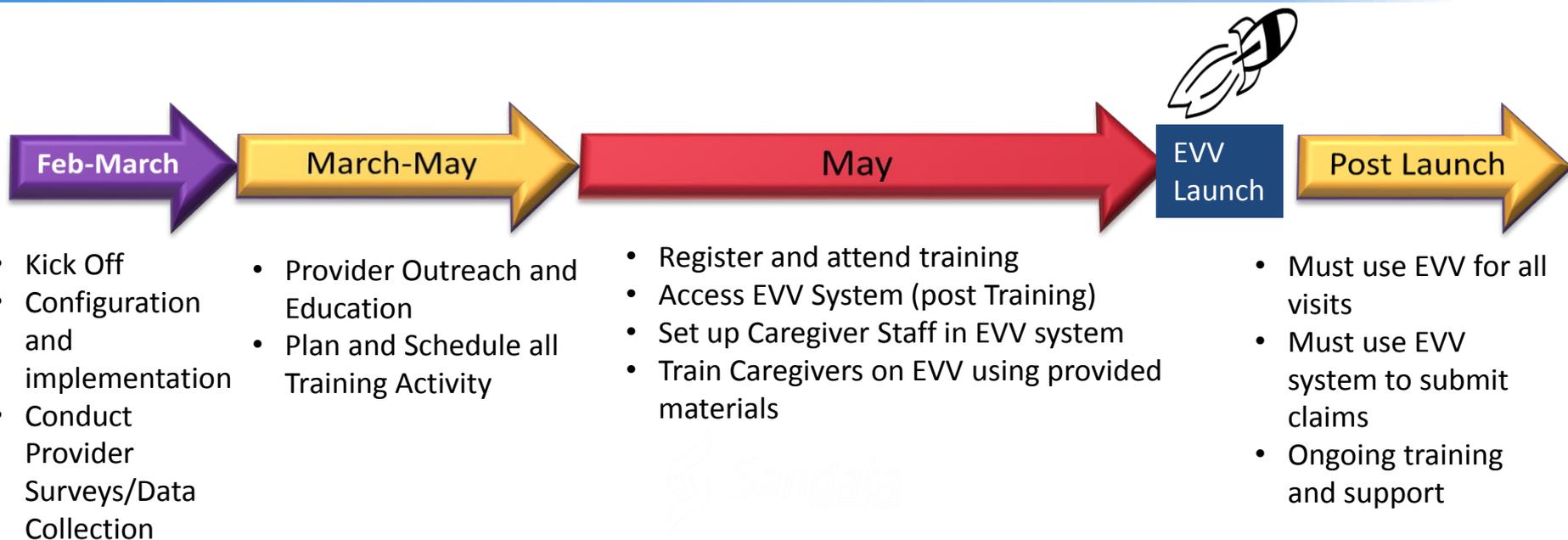
EOHHS Jurisdictional (JV) View & Reporting



- ⚡ EOHHS will have JV system
- ⚡ JV provides accurate, up-to-date data which enables monitoring of HCBS services
- ⚡ Detailed visit information is available via reporting and extract to data warehouse
- ⚡ Supports EVV Compliance Management



Provider EVV Timeline



Targeting June 2016 EVV Program Launch 



Next Steps



- ⚡ EOHHS adding EVV page to website to communicate EVV updates, including:
 - EVV Program Timelines and Updates
 - Provider Survey access
 - Training Details and registration
 - Ongoing EVV program updates
- ⚡ Providers need to prepare their agency for EVV, including:
 - Ensure Caregivers aware this will be required for future visits
 - Planning for EVV Training Activity; who will attend training, how will your agency train all staff
- ⚡ Additional EVV program information will be provided on the EOHHS website in the near future.

