



Electronic Visit Verification Informational Session

Presented by OHHS, DXC, and Sandata
June 1, 2017



Presenters



EOHHS	DXC	SANDATA
Ralph Racca Administrator	Kelly Leighton Provider Service Supervisor	Lisa Berlinguet VP of Account Management
Bruce McIntyre Chief of Program Integrity	Marlene Lamoureux Provider Service Representative	Pat Bilow Director of Product Management



Frequently Asked Questions



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

(<http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerificationEvv.aspx>)

- 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**



FVV Devices



1. FVV devices: requests, returns, and replacements being handled by Gerry Bedrick.
 - Gerry.Bedrick@ohhs.ri.gov
 - (401) 784-3832
2. Reminder that the FVV Acknowledgement forms:
 - Need to be completed by the agency and signed by the member
 - Agency is to retain the original signed form and fax or email a copy to Gerry Bedrick
3. If you have requested and received FVV devices and have not installed the devices in the recipient's home, the devices **MUST** be returned to Sandata. The State pays a monthly fee for each device. Please do **NOT** request a device if you will not be installing it in the recipient's home.



Interim Payments



1. Interim payments are being handled by John Mansolillo
 - John.Mansolillo@ohhs.ri.gov
 - (401) 784-3850
2. Important dates:
 - Global email sent to providers on May 5, 2017
 - Deadline to submit request is close of business on June 1, 2017
 - Payment date set for June 16, 2017



Sandata 6.9.17 release highlights



New - 7th Day Worked Staff Summary Report

The new 7th Day Worked Staff Summary report, located in the Staff section of the Reporting screen, is intended to support the Department of Labor overtime regulations. The report will identify staff who have worked 7 days in a payroll week. The report can be run for a 7 day period and will use the payroll week ending setting (location then company) and overtime hours setting (defined on the company record) for the system to automatically set the payroll week ending date. The overtime hours setting will be used to define the Hours over OT Threshold calculation.

Prerequisite: None

Filters:

- Company: [Dropdown]
- Location: [Dropdown]
- Staff: [Dropdown]
- Staff Manager: [Dropdown]
- Coordinator: [Dropdown]
- Positions: Community Living Support Services, Certified Nursing Asst, Companion
- Date: 05/17/2017

Group By: [Dropdown]

Sorting: [Dropdown]

Table:

7th Day Worked Staff Summary Report	Position = LPN, Date = '04/04/2017.Tax'	Staff Name	7th Day Total W/Hours	Hours Eligible for 7th Day Overtime Only
Week Ending: 04/07/2017	Staff ID		8.00	41.88 1.88 6.12



Reminder



- RI Medicaid converted member ID numbers from 9 digit Social Security numbers to randomly generated 10 digit ID numbers.
- Providers may still enter the Social Security number in the Healthcare Portal when verifying eligibility. When the eligibility response is returned, the new number will be listed for the beneficiary's ID. Providers should make note of the new ID number and use that number for verifying prior authorizations and submitting claims.
- For individuals who are new to Medicaid since the conversion, this is critical as only the new MID will be recognized for claim processing.



Upcoming



1. Hands-on (classroom) refresher training: dates still being determined
2. Pediatric and skilled (FFS): internal discussions are underway
3. MCO implementation: no additional information is available at this time
4. Referral list – once DHS and DEA case management staff receive training (which is being scheduled), then providers will receive instructions on how to use
5. Shift Differential Automation – EOHHS and Sandata are finalizing details
6. When will RN assessments for DEA copay be billable? DEA copay services are paid by state only funds; at this time there is no funding set aside for the payment of these assessments
7. When will RN assessments for BHDDH be billable? Internal discussions are underway as system modifications are needed to allow payment for these claims
8. Will DEA clients (waiver and copay) be in Sandata before home care services begin? DEA waiver authorizations can be entered by CAP agencies once the eligibility is in the system; DEA copay authorizations are still a manual process – EOHHS is looking to automate this process to lessen the time it takes for authorizations to be manually entered and internal discussions are underway



Contacts



1. If you did not receive an email from Nancy Lee advising you of today's meeting, please send an email to Nancy Lee at Nancy.Lee@ohhs.ri.gov so you can be added to the list.
2. For Sandata EVV system questions or issues, please first reach out to Sandata Customer Care at (855) 781-2079 or via email to RICustomerCareEmail@sandata.com.
 - When emailing Sandata Customer Care, please also cc: Nancy.Lee@ohhs.ri.gov.



Contacts, continued



- Human Services (Core, Preventive (SSI) authorizations, as well as patient share and address changes)

Shawn Masse

E-Mail: Shawn.Masse@dhs.ri.gov

Phone: (401) 415-8480

Ariel Mota

E-Mail: Ariel.Mota@dhs.ri.gov

Phone: (401) 415-8468

- Human Services (patient issues such as change in units, etc.)

Frank McAleer

Email: Frank.McAleer@dhs.ri.gov

Phone: (401) 415-8463

Sandra Cipriano

Email: Sandra.Cipriano@dhs.ri.gov



Contacts, continued



➤ BHDDH (authorizations)

Donna Phillips

E-Mail: donna.phillips@bhddh.ri.gov

Phone: (401) 462-1833

➤ 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

➤ Health and EOHHS Human Services (Preventive (non-SSI) and Habilitation)

Linnea Tuttle

Email: linnea.tuttle@ohhs.ri.gov

Phone: (401) 462-6278

Fax: (401) 462-4266

Questions / Wrap Up

