



Meeting Notes

CLIENT: RI-EOHHS EOHHS Provider Project Meeting	
Date:	10/02/2019
Time:	9 AM – 10:30 AM (EST)
Location:	Virks Bldg 1 st Floor Training Room, 3 West Rd, Cranston, RI
Dial-in	

Sandata Attendees	RI Attendees
Axia Pino	Steven Corvese (EOHHS)
Bill Hodge	Meg Carpinelli (EOHHS)
	Hector Rivera (EOHHS)
	25+ Provider Agency Representatives

Discussion Points	Decisions & Actions
EOHHS CMS Cures Act extension	<ul style="list-style-type: none"> EOHHS was granted a Good Faith Effort extension from CMS. This means there will be no FMAP reduction for non-compliance on 1/1/2020. EOHHS is still targeting 1/1/2020 for implementation. EOHHS is required to provide monthly status reporting to CMS.
Testing and Training	<ul style="list-style-type: none"> Configuration and testing are in-progress. Training is targeted for this fall. The different modalities for providers are 3, 2-hour Live Webinar sessions and self-paced LMS modules. This is the train the trainer model. Registration instructions, URL links and provider checklists will be sent to agencies as the training process begins. Providers completing registration and training will receive Welcome Kits with production information and credentials. Sandata will email credentials directly to open EVV providers and not to vendors. This will avoid issues if providers change the EVV vendor they are using and the email address is the username for logins. The goal for “meaningful use” as described by CMS, is for the system use and reporting to reach 90%. It is the expectation of the State that there will be a soft launch and this will give us time to evaluate process or

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	<p>system anomalies during this time.</p>
Open/Closed system providers	<ul style="list-style-type: none"> • EOHHS has sent several notifications including hardcopy letters advising agencies must make a determination on using the open or closed system. CMS has authorized EOHHS to default non-respondent agencies to use the closed system. • Open system providers should ensure they contact their vendors for connectivity, data requirements and testing for this implementation, even though the vendor may have integrated with Sandata in another state. States have unique implementation requirements as outlined in the Alt-EVV addendum. • A new version of the addendum (v1.2) is being validated and will be published to the website shortly. The new specification has some new data elements clearly marked as optional and that will not be provided by RI. • The task list has been expanded based on previous feedback from providers. Although task data is optional (and not required by the Cures Act), the State recommends using the tasks as another data point for service accountability. • Changing from one system to the other requires back-end configuration and development changes that are not simple or instant. Please contact Meg C if you are looking to change from your original response.
System support	<ul style="list-style-type: none"> • A concern was raised about the ease-of-use and support for the closed system. New training and refresher training will be provided to help. RI providers will utilize an exclusive support email address and phone number when having issues with the system. System support tickets are generated and forwarded to Sandata Customer Service/Technical Support teams with response turn-around time generally within 1-2 business days. Meg C. should be copied on emails and escalations if a response is not received within 48 hours. • It was reported that there are issues with call-in/out processing and voice recognition. Specific ticket numbers should be forwarded to Meg C. • Concerns with down-time was brought up. Sandata will continue to work hard at system up-time and to minimize outages and their durations. Sandata has reported 98% up-time over the past 6 months. • Question regarding the process for IP and PCA program. The State is working with Program Integrity on the process for the Fiscal Intermediaries and BHDDH.

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FVV Devices	<ul style="list-style-type: none"> • It was stated that the FVV devices do not work well. State reporting shows 78 out of 98 devices in the field are not being used and a request will be forthcoming for providers to return them. The State is working with Sandata on unrecoverable or lost devices and any costs (e.g., patient dies and device was in the home). • State suggests providers inform residential care managers that there is a device being used for the patient and it will need to be recovered when the patient no longer is receiving services. • If a provider has a defective device, they should email customer support to send back the non-functioning device and obtain a new one. The email address is Rlcustomercare@sandata.com
Additional system functionality	<ul style="list-style-type: none"> • Question, does Sandata have providers who use private pay and other Lines of Business in the closed system. Sandata shared some examples for RI; Cowesett Home Care, Lifetime Medical Support Services, Visiting Angels and Concord Health Services. The representative from Cowesett explained they never completed this setup and asked that they be removed from this list. Sandata will pass this information back. • Some open EVV providers are concerned with not being able to send visit data and claims data in one file. The State requested a quote for this functionality and was advised that Sandata does not currently have this functionality, therefore, not available as an add on. Providers feel this functionality would benefit other States and the cost should not be the sole burden of RI. • Open EVV providers are requesting that the Employee Email field is not a required field because some of them do not have email addresses. Sandata will investigate the request and respond to the State. The State is requesting providers to ask employees to use any number of free email services. Examples, if they have iPhones, they can use iCloud or Gmail for Android users. • Open EVV users will continue to send their claims to the respective payers as they do today. Turn-around time for claims adjudication and remittance is unchanged and is generally within 2 weeks of submission. • Several requests were made for the addition of client signature and voice validation to the closed system. The State will work with Sandata on what the costs are for adding this functionality in the future. • Providers indicated that additional languages (in addition to Spanish) be added to the system. Many of their communities use Russian, Chinese, Hung (Vietnamese) and Portuguese. Sandata noted the SMC system supports up to 16 languages and will respond with a list. The State noted only Spanish is in-scope for this implementation and will work with Sandata on a Change Request quote for additional languages requested by providers.



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Next Up/Coming Soon Follow-Up Items/ To Do List	<ul style="list-style-type: none">• Sandata will work with the State on CR quotes and provide responses to item requests as noted above.• Follow-up provider meeting will be sometime in December 2019.