



# EVV Provider Forum

May 25, 2022

Delaware Division of Medicaid and Medical Services

# Today's Agenda

Welcome and Introductions

Provider Survey

State Issued Devices

Alternate EVV File Specifications

Questions and Answers

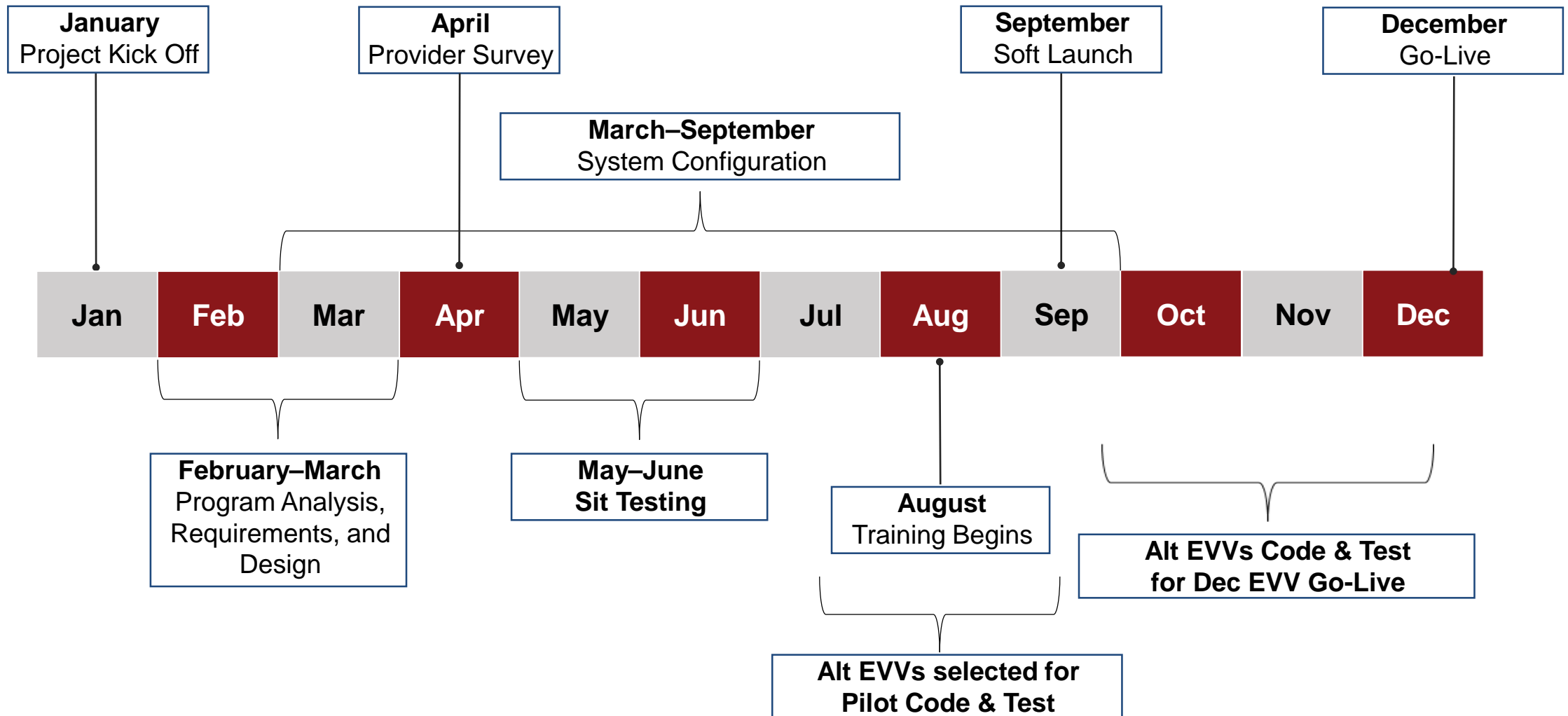
# EVV Provider Survey

- The provider survey is now live. Please complete your survey ASAP if you have not done so already.
- All providers who provide services subject to EVV must respond.
- Only 1 response per agency please.
- Deadline for completion is 5/27/2022.
- Survey can be found @ [DE DHSS Provider Electronic Visit Verification \(EVV\) Survey](#)
- Link emailed to the EVV list serve and is also on DMMA EVV web page

# State Issued Devices

- State-issued devices are only available to providers who are using Sandata, as their EVV solution.
  - Providers are encouraged to utilize the bring your own device method for the downloading of the Sandata application on to workers devices.
  - For providers where this is not feasible, the State will make devices available.
  - Providers should only request the actual number of devices needed, back-up devices will not be provided.
- Providers who have their own alternate EVV system may not receive state-issued devices.

# EVV Implementation Timeline





# Sandata

Get more right from the start

## Providers using an Alternate EVV Vendor

# Welcome

- ▶ This is a high-level review of the information Alternate Electronic Visit Verification (EVV) vendors will need to exchange EVV data with the DE-DHSS Aggregator successfully.
- ▶ Questions will be collected post this discussion and answered in the next monthly Provider Forum.



# DE-DHSS Status and Process Overview



# DE-DHSS Provider Self-Registration Process

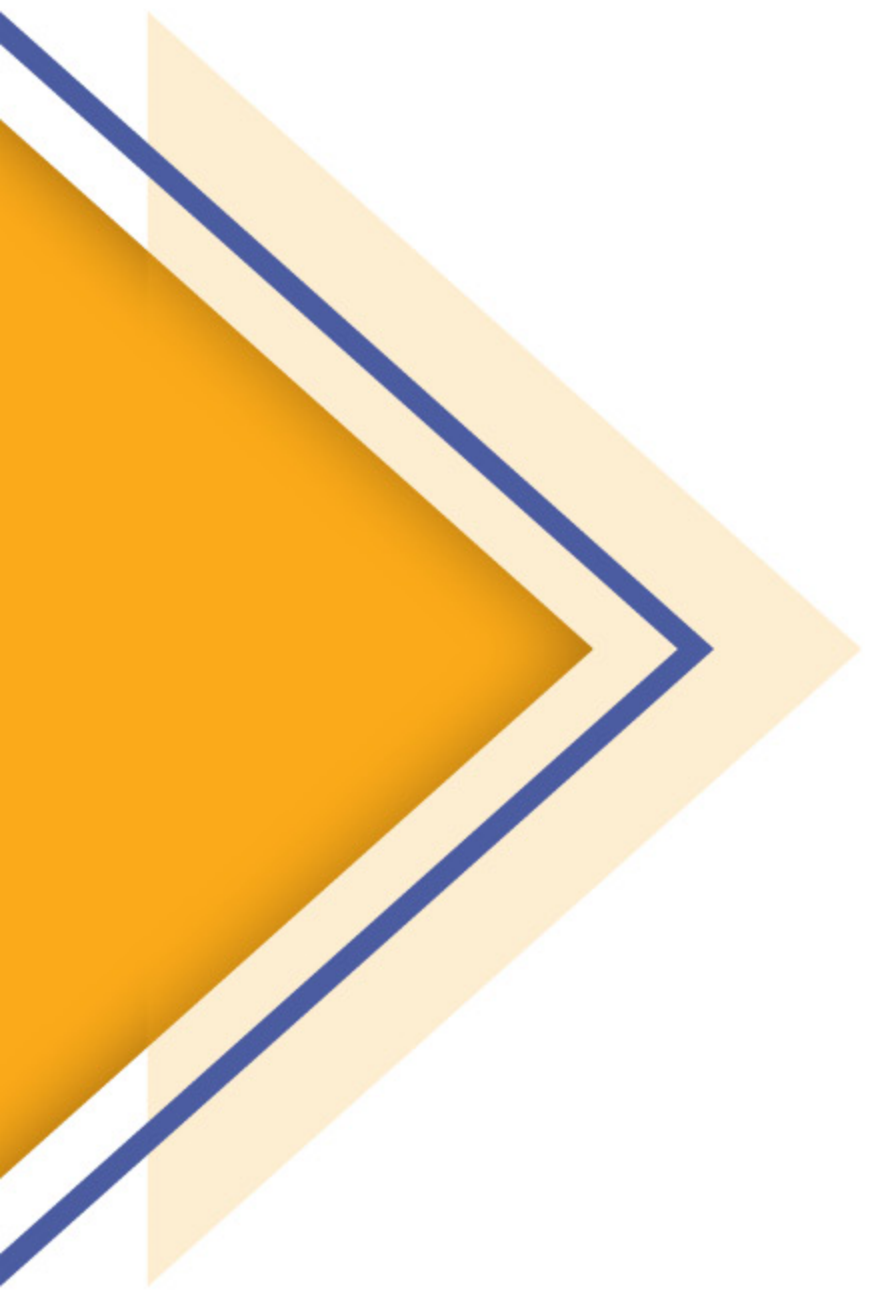
- ▶ Provider Agencies (Future Actions)

- Provider Agencies will complete the DE-DHSS Self-Registration through the portal. Registration will include the platform indicator of:
  - DE-DHSS state supplied solution or
  - Alternate EVV System vendor and vendor contact information.

# Alternate EVV Vendor Testing & Certification

## ▶ Alternate EVV Vendors (Future Actions)

- Will be contacted by Sandata.
- Receive testing credentials and testing certification checklist from Sandata.
- The checklist will guide through what must be included in the files and uploaded during testing.



# EVV Vendor Specification

# Client Overview

- ▶ Four Segments for client records:
  - Client General - Required
  - Client Address - Required
  - Client Payer - Optional
  - Client Phone - Recommended
  
- ▶ Identifiers used for matching logic:
  - ProviderID value: MCD (DE Medicaid ID) ID 10 digits
  - ClientIdentifier: MID (DE Medicaid ID) 10 digits including leading zeros

# Client Overview

## ▶ Client Validation

- Client General (parent) segment is required
  - ClientIdentifier length
- ClientAddress segment is required
- ClientPhone segment is recommended



# Employee Overview

- ▶ One Required Segments for Employee (Caregiver, Care Workers) Records
  - Employee General
- ▶ Identifiers are used for matching logic
  - ProviderID value: MCD (DE Medicaid ID) ID 10 digits
  - EmployeeIdentifier: First3 letters of the last name + Last 4 digits of SSN (AAA####)
- ▶ Employee Validation
  - EmployeeIdentifier will be matched to existing records to:
    - No Match = Insert New Record
    - Yes Match = Update existing



# Visit Overview

- ▶ One Required Segments for Visit Records
  - Visit General
- ▶ Four Conditional Segments for Visit Records
  - Calls
  - Visit Exceptions
  - Visit Changes
  - Visit Task
- ▶ Identifiers are used for matching logic
  - ProviderID value: MCD (DE Medicaid ID) ID 10 digits
  - VisitOtherID values: ID from Vendor System
  - ClientIdentifier: MID (DE Medicaid ID) 10 digits including leading zeros
  - EmployeeIdentifier: First 3 letters of the last name + Last 4 digits of SSN (AAA####)



# Visit Overview

- ▶ Procedure Code Validation
  - PayerID, PayerProgram, ProcedureCode, & Modifiers must match to a valid record define in DE-DHSS Alt EVV specification.
- ▶ ClientIdentifier must match to existing client record.
- ▶ EmployeeIdentifier must match to existing employee record.
- ▶ Optional Segment are required based on the condition for the segment.
  - Example: When a change is required for a visit previously sent to the State Aggregator, the updated visit will require the VisitChange Segment.





# Visit Exceptions

- Exceptions ensure data aligns to program definition for the DE-DHSS program.
- DE-DHSS exceptions will cause incomplete visit status; and therefore, are not acknowledgeable via the API.
- For errors, correct the missing or incorrect data and resubmit the transaction.

| Exception Code | Exception Name           |
|----------------|--------------------------|
| 0              | Unknown Clients          |
| 1              | Unknown Employees        |
| 2              | Visits Without Any Calls |
| 3              | Visits Without In-Calls  |
| 4              | Visits Without Out-Calls |
| 23             | Missing Service          |

# Frequently Asked Questions

## What is a Group Visit as defined by Sandata?

- ▶ Group Visits are used to identify a caregiver providing care to a group of clients. Also used for multiple caregivers involved in individual or group care.
- ▶ A Group Visit code that is generated by the alternate EVV system can be provided to link multiple visit transmissions as a group visit for reporting.
  - Code is a maximum of 6 alphanumeric characters.

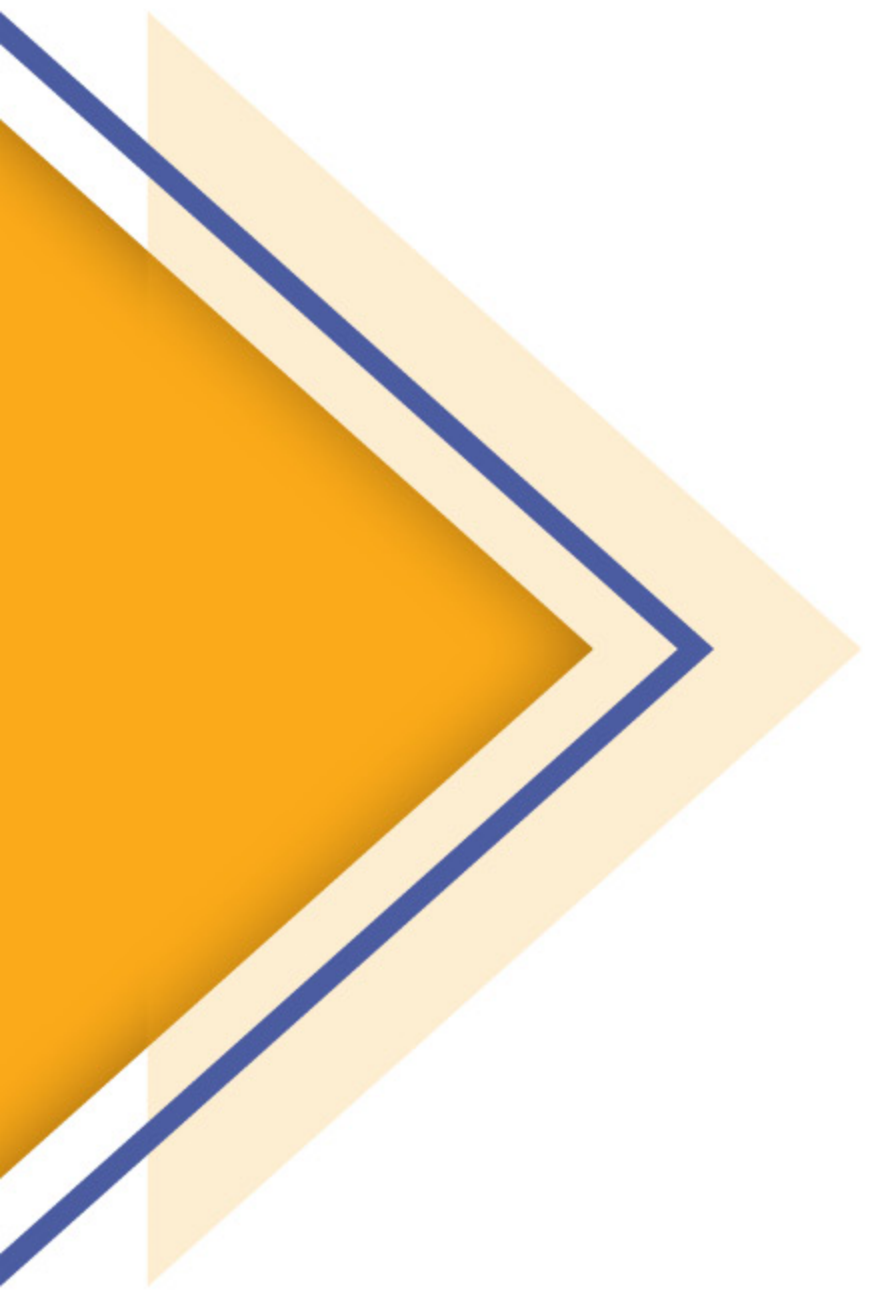
## How is client/employee/visit transmission status communicated?

- ▶ JSON transmission status is provided in the response message.
- ▶ Record transmission processing status is then queried by the EVV Vendor for the processing status of each record provided.

## How are providers able to view visit status and make corrections?

- ▶ Providers will have access to the DE-DHSS aggregator for review of the visit information submitted by the EVV Vendor
- ▶ Providers will perform visit corrections and adjustments in the Alternate EVV system to be retransmitted to DE-DHSS aggregator.





Thank You!

# Q&A/Wrap Up



# Additional Questions and Information

- Additional questions may be emailed to:  
DHSS\_DMMA\_EVV@delaware.gov
- DMMA will periodically post new information on our EVV webpage:  
[https://dhss.delaware.gov/dmma/info\\_stats.html](https://dhss.delaware.gov/dmma/info_stats.html)