

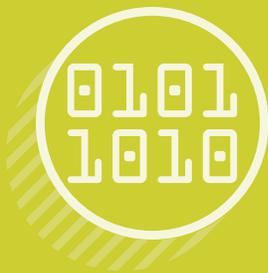
EVV

Electronic Visit Verification Preparation

COMPLIANCE DATE: January 1, 2021

Failure to comply with this requirement will result in claims payment disruption.

What is EVV?



The 21st Century Cures Act directs state Medicaid programs to require providers of personal care services to use an “electronic visit verification” system to document services rendered. Federal law requires that providers use the EVV system to document the following information:

- » Date of service
- » Location of service
- » Individual providing service
- » Type of service
- » Individual receiving service
- » Time the service begins and ends

Providers may choose between two technology options to use for Electronic Visit Verification:

Sandata (State-Sponsored EVV Solution)

This is available to all personal care service providers at no cost to the provider. This solution meets the federal requirements but does not provide additional functionality.

Alternative EVV Solution

Providers may also use any other vendor that has integrated in Indiana with the Sandata solution. Alternative vendors may provide additional functionality to providers.

Available resources

[Electronic Visit Verification:](#) This webpage provides all of the latest IHCP policy guidance on EVV implementation as well as helpful information for both Sandata and alternative EVV vendor users.

[Electronic Visit Verification Training:](#) This webpage contains all of the educational reference material for Sandata users.

How to prepare for implementation

For providers using Sandata (State-Sponsored EVV Solution)

Step 1: Complete the Sandata training

Providers can complete this training using two methods currently:

- » Self-paced online training
- » Instructor-led webinar training session

For instructions on accessing the self-paced training (or to sign up for an instructor-led webinar training session), go to the [EVV Training Registration Quick Reference Guide](#).

Step 2: Receive your login credentials

Once providers have completed the training, they will need to email their certificate of completion to INXIXEVV@dxc.com to receive their agency's Sandata login credentials.

Step 3: Enter your employee and client information

Each employee will have his or her own login information for the Sandata system. The agency will want to create logins for each employee as well as insert information about the agency's clients receiving personal care services.

Step 4: Provide employees with appropriate devices

If the agency is planning to use mobile visit verification using Sandata Mobile Connect, it will want to ensure its employees have access to a smart device. Providers can use either Android or Apple devices. Otherwise, employees should be trained to use telephonic visit verification.

Step 5: Prepare your direct care workers

The agency will want to ensure that their direct care workers have had individual training on capturing visits either through the Sandata Mobile Connect application or through telephonic visit verification.

For providers using an alternative EVV vendor

Step 1: Send an email to EVV@fssa.in.gov

The agency will want to include the agency's name and contact information along with the alternative vendor's name and contact information. This will allow FSSA to determine if the vendor has previously integrated with Sandata in Indiana. If the vendor has not previously integrated, it will be required to pay a one-time fee.

Step 2: Request testing credentials from INAltEVV@sandata.com

Once Sandata has informed the alternative vendor that they are ready to begin testing, the provider agency should request testing credentials for the vendor. These credentials should be provided to the vendor.

Step 3: Work with the vendor to complete the testing process

With the testing credentials, the vendor will prepare a test file that will be submitted to Sandata for approval. The provider agency will need to stay in contact with the vendor during this process. Be sure to have the vendor submit a notification to INAltEVV@sandata.com or [855-705-2407](tel:855-705-2407) once the test files have been submitted to Sandata for review.

Step 4: Complete the self-paced training

While the vendor is testing, the provider agency should complete a brief training on the usage and functionality of the Sandata Aggregator.

Step 5: Request production credentials

With training complete, and once testing has been confirmed, provider agencies will request production credentials that will be used to log into the Sandata Aggregator.

Contact us by phone at **800-457-4584, option 5** or by email at evv@fssa.in.gov



**Office of Medicaid
Policy & Planning**

**Family & Social Services Administration
Office of Medicaid Policy & Planning**
402 W. Washington St., Room W374
Indianapolis, IN 46204