



**Indiana FSSA  
Electronic Visit Verification (EVV)  
Supplemental Training Material**

July, 2020  
v 1.1



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**Covered Services**

The covered services table referenced below lists all of the covered services included in the Indiana FSSA Program.

Payer	Program	Program Name	Service Description	Procedure Code	Possible Modifiers	Unit of Measure
IN FSSA	Indiana	FSSA	Residential Habilitation	97535	U7	15 Min
IN FSSA	Indiana	FSSA	Medication Training and Support Services, individual	H0034	UB	15 Min
IN FSSA	Indiana	FSSA	Medication Training and Support Services, family/couple w/individual	H0034	UB, HR	15 Min
IN FSSA	Indiana	FSSA	Medication Training and Support Services, family/couple w/o individual	H0034	UB, HS	15 Min
IN FSSA	Indiana	FSSA	Medication Training and Support Services	H0034	UB, U1	15 Min
IN FSSA	Indiana	FSSA	Medication Training and Support Services, group setting, family/couple w/individual	H0034	UB, U1, HR	15 Min
IN FSSA	Indiana	FSSA	Medication Training and Support Services, group setting, family/couple w/o individual	H0034	UB, U1, HS	15 Min
IN FSSA	Indiana	FSSA	Home and Community-Based Habilitation and Support Services	H2014	UB	15 Min
IN FSSA	Indiana	FSSA	Home and Community-Based Habilitation and Support Services, family/couple w/ individual	H2014	UB, HR	15 Min
IN FSSA	Indiana	FSSA	Home and Community-Based Habilitation and Support Services, family/couple w/o individual	H2014	UB, HS	15 Min
IN FSSA	Indiana	FSSA	Attendant care services agency	S5125	U7, UA	15 Min
IN FSSA	Indiana	FSSA	Attendant care services (non-agency)	S5125	U7	15 Min

Payer	Program	Program Name	Service Description	Procedure Code	Possible Modifiers	Unit of Measure
IN FSSA	Indiana	FSSA	Homemaker service, NOS, (agency)	S5130	U7, UA	15 Min
IN FSSA	Indiana	FSSA	Homemaker service, NOS, (non-agency)	S5130	U7	15 Min
IN FSSA	Indiana	FSSA	Unskilled respite care, not hospice	S5150	UB	15 Min
IN FSSA	Indiana	FSSA	Unskilled Respite Care	S5150	U7, UA, U9	15 Min
IN FSSA	Indiana	FSSA	Respite Care Per Hour	S5151	U7, U5	Per Hr
IN FSSA	Indiana	FSSA	Respite Care 15 Min	T1005	HA	15 Min
IN FSSA	Indiana	FSSA	Residential Habilitation Services, (over 35 hrs/wk)	T2016	U7, U5	Per Hr
IN FSSA	Indiana	FSSA	Residential Habilitation Services, (35 or less hrs/wk)	T2016	U7, U5, UA	Per Hr
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 1 (2 person setting, Algo 3);	T2016	U7, U5, UN, UA	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 2 (2 person setting, Algo 4)	T2016	U7, U5, UN, UB	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 3 (2 person setting, Algo 5)	T2016	U7, U5, UN, UC	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 4 (3 person setting, Algo 3)	T2016	U7, U5, UP, UA	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 5 (3 person setting, Algo 4)	T2016	U7, U5, UP, UB	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 6 (3 person setting, Algo 5)	T2016	U7, U5, UP, UC	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 7 (4 person setting, Algo 3)	T2016	U7, U5, UQ, UA	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 8 (4 person setting, Algo 4)	T2016	U7, U5, UQ, UB	Per Diem
IN FSSA	Indiana	FSSA	Residential Habilitation Daily 9 (4 person setting, Algo 5)	T2016	U7, U5, UQ, UC	Per Diem
IN FSSA	Indiana	FSSA	Participant Assistance and Care	T2033	U7, U5	Per Hr
IN FSSA	Indiana	FSSA	Skills Training and Development, CMHW	H2014	HA	15 min

### Services for Selection During Mobile or TVV Call

The table below lists the codes an employee enters during a telephony call to identify the service and the selection list displayed for selection in the SMC app for a mobile visit check-in.

Selection Code on TVV Call	Telephony Prompt for Read back	Service Selection for Mobile	Program	Service (HCPCS-Modifiers)
101	Residential Habilitation	RBHA (TBI)	Indiana	97535 - U7
102	Medication Training and Support Services, individual	MTS w/indv (AMHH)	Indiana	H0034 - UB
103	Medication Training and Support Services, family/couple w/individual	MTS fam w/indv (AMHH)	Indiana	H0034 - UB, HR
104	Medication Training and Support Services, family/couple w/o individual	MTS fam w/o indv (AMHH)	Indiana	H0034 – UB, HS
105	Medication Training and Support Services, Individual	MTS grp w/indv (AMHH)	Indiana	H0034 – UB, U1
106	Medication Training and Support Services, family/couple w/individual	MTS grp fam w/indv (AMHH)	Indiana	H0034 – UB, U1, HR
107	Medication Training and Support Services, family/couple w/o individual	MTS grp fam w/o in (AMHH)	Indiana	H0034 – UB, U1, HS
108	Home and Community-Based Habilitation and Support Services	STD w/indv (AMHH)	Indiana	H2014 - UB
109	Home and Community-Based Habilitation and Support Services, family/couple w/ individual	STD fam w/indv (AMHH)	Indiana	H2014 – UB, HR
110	Home and Community-Based Habilitation and Support Services, family/couple w/o individual	STD fam w/o indv (AMHH)	Indiana	H2014 – UB, HS
111	Attendant care services agency	ATTC Agency (A&D/TBI)	Indiana	S5125 – U7, UA
113	Attendant care services (non-agency)	ATTC Non-Agency (A&D/TBI)	Indiana	S5125 – U7
115	Homemaker service, NOS, (agency)	HMK Agency (A&D/TBI)	Indiana	S5130 – U7, UA



## Services for Selection During Mobile or TVV Call

Selection Code on TVV Call	Telephony Prompt for Read back	Service Selection for Mobile	Program	Service (HCPCS-Modifiers)
116	Homemaker service, NOS, (non-agency)	HMK Non-Agency (A&D/TBI)	Indiana	S5130 – U7
117	Unskilled respite care, not hospice	Respite (AMHH)	Indiana	S5150 - UB
118	Unskilled Respite Care	RHHA (A&D/TBI)	Indiana	S5150 – U7, UA, U9
119	Respite Care Per Hour	RSPO (CIH/FSW)	Indiana	S5151 – U7, U5
120	Respite Care 15 Min	Respite (CMHW)	Indiana	T1005 - HA
121	Residential Habilitation Services, (over 35 hrs/wk)	RH20 (CIH)	Indiana	T2016 – U7, U5
122	Residential Habilitation Services, (35 or less hrs/wk)	RH10 (CIH)	Indiana	T2016 – U7, U5, UA
123	Residential Habilitation Daily 1 (2 person setting, Algo 3)	RD1 (CIH)	Indiana	T2016 – U7, U5, UN, UA
124	Residential Habilitation Daily 2 (2 person setting, Algo 4)	RD2 (CIH)	Indiana	T2016 – U7, U5, UN, UB
125	Residential Habilitation Daily 3 (2 person setting, Algo 5)	RD3 (CIH)	Indiana	T2016 – U7, U5, UN, UC
126	Residential Habilitation Daily 4 (3 person setting, Algo 3)	RD4 (CIH)	Indiana	T2016 – U7, U5, UP, UA
127	Residential Habilitation Daily 5 (3 person setting, Algo 4)	RD5 (CIH)	Indiana	T2016 – U7, U5, UP, UB
128	Residential Habilitation Daily 6 (3 person setting, Algo 5)	RD6 (CIH)	Indiana	T2016 – U7, U5, UP, UC
129	Residential Habilitation Daily 7 (4 person setting, Algo 3)	RD7 (CIH)	Indiana	T2016 – U7, U5, UQ, UA
130	Residential Habilitation Daily 8 (4 person setting, Algo 4)	RD8 (CIH)	Indiana	T2016 – U7, U5, UQ, UB
131	Residential Habilitation Daily 9 (4 person setting, Algo 5)	RD9 (CIH)	Indiana	T2016 – U7, U5, UQ, UC
136	Participant Assistance and Care	PAC (FSW)	Indiana	T2033 – U7, U5
137	Skills Training and Development	Skills Training	Indiana	H2014 - HA

## Security Settings

This section contains the program requirements specified for logins and passwords.

### For Sandata EVV:

- Username: the email address entered during user account creation.
- Password:
  - Minimum length of 12 characters
  - Must contain at least one upper case letter
  - Must contain at least one lower case letter
  - Must contain at least one number
  - Must contain at least one special character
- Password is valid for 90 days.
- The last 12 passwords are stored in the system and cannot be re-used.

### For Sandata Mobile Connect (SMC):

- Username: the email address entered during account creation.
- Password:
  - Minimum length of 8 characters
  - Must contain at least one upper case letter
  - Must contain at least one lower case letter
  - Must contain at least one number
  - Must contain at least one special character
- Password is valid for 90 days.
- Application Timeout: 5 minutes.
- Application Lock Out: 5 unsuccessful sequential login attempts within 15 minutes.
- Security Questions: 5 security questions must be set up and answered when resetting a forgotten password.

### Reason Codes

Reason codes are used when making all Visit Maintenance changes or updates, including fixing exceptions and when making manual changes to visits. There is also the ability to add a note to provide additional clarification when reason codes are selected. For certain reason codes, the note may be required.

The table below lists the reason codes for the Indiana FSSA Program and if the code requires a note to be entered.

Note that reason code descriptions may be abbreviated for presentation on the Sandata EVV and Sandata Aggregator system.

Code Number	Code Description	Reason Note Required? (Y/N)
10	Caregiver Error	No
20	Member Unavailable	No
30	Mobile Device Issue	No
40	Telephony Issue	No
50	Member Refused Verification	Yes
60	Service Outside the Home	No
99	Other	Yes

## Tasks Performed

Tasks are the actual activities performed during the visit. The Sandata EVV system provides a standard task list across the program that the employee selects from to indicate tasks provided. The list of tasks cannot be limited by employee discipline or service.

- For the Sandata Mobile Connect application, the employee selects as many tasks as appropriate based on the Task Description column in the below table. For each selected task, the employee will specify if it was completed or refused by the client.
- For Sandata Telephony and Sandata Fixed Visit Verification, the employee will select the tasks performed by entering the task ID. The system will validate their keypad entry and, if valid, read back the text in the ‘Task Description’ column.

Task ID	Task Description
01	Bath - Bed/Sponge Bath
02	Bath - Shower/Tub
03	Dress - Assist w Dressing
04	Hygiene - Hair Care/Clean
05	Hygiene - Mouth Care
06	Hygiene - Nail Care
07	IADLs - Meal Prep
08	IADLs - Light House Clean
09	IADLs - Laundry
10	IADLs - Errands
11	IADLs - Med Reminders
12	Mobility - Ambulation
13	Mobility - In/Out Bed
14	Mobility - Transfer
15	Toilet - Bathroom
16	Toilet - Bedside Commode
17	Toilet - Urinal/Bedpan
18	Toilet - Incontinence