

IHCP Live: Electronic Visit Verification (EVV)

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
2020



HELP SUPPORT OMPP WITH AN EVV SURVEY

<https://www.surveymonkey.com/r/CPZY9S6>

Tell us about your exposure with EVV thus far!



Agenda

- 21st Century Cures Act
- Getting Ready for Implementation
- EVV Resources Available
- Helpful Tools



21st Century Cures Act

- Requires providers of personal care services and home health services to use an electronic visit verification (EVV) system to document services rendered
 - Personal care services - January 1, 2021*
 - Home health services - January 1, 2023

***Good Faith Effort exemption delayed final implementation by one year.**



Overall Requirements

- EVV captures the following details:
 - **Type** of service performed
 - **Individual receiving** the service
 - **Date** of the service
 - **Location** of service delivery
 - **Individual providing** the service
 - **Time** the service begins and ends



Rationale for Policy

- **Federal Law** – required under Section 1903(l) of the Social Security Act
- **Reduce Fraud, Waste, and Abuse** – ensures services are billed according to services authorized and performed
- **Improves Overall Quality of Services**



Does EVV Impact Me?

- **Criteria for Service Inclusion:**

- Personal care service (Includes activities of daily living or instrumental activities of daily living)
- Authorized for coverage through a federal home and community-based services authority (1915(c), 1915(i), 1915(j), 1915(k), 1115)
- Provided in the home



Does EVV Impact Me?

| Impacted Services | |
|--|-----------------------------------|
| Medication Training and Support (AMHH population) | Respite Care |
| Skills Training and Development (AMHH and CMHW population) | Unskilled Respite Care |
| Attendant Care | Residential Habilitation (Hourly) |
| Homemaker Services | Residential-Based Habilitation |
| Participant Care and Assistance | |

If you provide these services and do not submit an EVV record with these claims starting on January 1, 2021, you will not receive reimbursement for these services.



Getting Ready for EVV Implementation



Two Options for EVV Implementation

- The Indiana Health Coverage Programs (IHCP) uses the **Open Vendor Model**:
 - Sandata (State-sponsored EVV solution)
 - Alternative EVV solution (meeting the same requirements)



The IHCP allows providers to use any alternative EVV solution that satisfies the requirements from the 21st Century Cure Act.



Sandata (State Solution)

Step 1: Complete the Sandata Training

- Self-paced training
- Scheduled online webinars

Step 2: Receive Your Login Credentials

- Send your certificate of completion to INXIXEVV@dxc.com to receive login credentials



Sandata (State Solution)

Step 3: Enter Your Employee/Client Information

- Login information for each employee
- Information for all members who you serve

Step 4: Provide Employees with Appropriate Devices

- Sandata Mobile Connect (for mobile visit verification)
- Telephonic visit verification



Sandata (State Solution)

Step 5: Prepare Your Direct Care Workers

- Santrax ID and telephonic visit verification phone number
- Familiar with the service and task codes

There is **no cost to the provider to use the Sandata (State-Sponsored Solution).**



Alternative EVV Solution

Step 1: Email EVV@fssa.in.gov

- Provide agency's name and contact information
- Provider vendor's name and contact information

If your vendor has not previously integrated with Sandata in Indiana, **the vendor will be required to pay a one-time fee.**



Alternative EVV Solution

Step 2: Request testing credentials from INAltEVV@Sandata.com (*if you are using a vendor that has already completed testing with a vendor, you will have access to production credentials quicker*)

- Follow the steps as provided by Sandata to ensure testing with your vendor can begin

Step 3: Work with your vendor to complete testing

- Coordinate with your vendor during this process



Alternative EVV Solution

Step 4: Complete the self-paced training

- Brief training on the Sandata Aggregator (**not the Sandata State-Sponsored Solution**)
- For additional training, consult with your alternative EVV vendor

Step 5: Request production credentials

- Allows agency to log into the Sandata Aggregator to submit EVV records



January 1, 2021

Claims payment will be disrupted for claims submitted without an EVV record.



Don't wait until the last minute to prepare for EVV implementation!



Important Dates

- By October 1, 2020 – **must** notify the State of your intention to use an alternative EVV vendor
 - Providers who request to use an alternative EVV vendor after October 1 will be required to complete the Sandata State-sponsored EVV solution training.
- By January 1, 2021 – Claims payment processing will begin enforcing EVV requirement










EVV Resources



EVV Resources

The Electronic Visit Verification webpage - located under the Business Transactions tab

The screenshot displays the IN.gov website navigation menu. The 'BUSINESS & AGRICULTURE' tab is selected, leading to a sub-menu where 'Business Transactions' is highlighted. The 'Business Transactions' sub-menu is open, showing a list of resources. 'Electronic Visit Verification' is circled in red. The right-hand side of the page provides a brief description of the EVV system.

| MENU | IN.gov | BUSINESS & AGRICULTURE | RESIDENTS | GOVERNMENT | EDUCATION | TAXES & FINANCE | VISITING & P |
|--|---|---|--|---|---|---|--------------|
|  INDIANA MEDICAID for Providers |  Provider Enrollment |  Provider References |  Provider Education |  Business Transactions |  Clinical Services |  About IHCP Prog | |
| IHCP Provider Healthcare Portal | | | | <h3>Electronic Visit Verification</h3> <p>The IHCP will implement an electronic visit verification (EVV) system for federally required provider documentation of designated personal care and home health services.</p> | | | |
| Eligibility verification | | | | | | | |
| Qualified Provider Presumptive Eligibility (PE) | | | | | | | |
| Electronic Visit Verification | | | | | | | |
| Electronic Data Interchange (EDI) Solutions | | | | | | | |
| Billing and Remittance | | | | | | | |
| Program Integrity | | | | | | | |
| Health Insurance Portability and Accountability Act (HIPAA) | | | | | | | |
| Indiana Medicaid Promoting Interoperability Program | | | | | | | |

EVV Resources

The Electronic Visit Verification Training webpage - located under the Provider Education tab

The screenshot shows the IN.gov website navigation menu. The 'EDUCATION' tab is highlighted in green. Below it, the 'Provider Education' sub-tab is highlighted in blue. The 'Provider Education' sub-tab is expanded, showing a list of training opportunities. The 'Electronic Visit Verification Training' item is circled in yellow. To the right of the list, there is a section titled 'Electronic Visit Verification Training' with a brief description.

Provider Education

- Provider Education Opportunities
- 2020 IHCP Roadshow
- IHCP Live
- Program Integrity Provider Education Training
- Provider Healthcare Portal Training
- PE Qualified Provider Training
- Electronic Visit Verification Training**
- Workshop Registration
- How to Access Virtual Training
- Archived Workshop Presentations

Electronic Visit Verification Training

Check this page for training opportunities around electronic visit verification (EVV) for personal care and home health services.



EVV Resources

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 INXXEVV@dxcc.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 INAIteVV@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 INAIteVV@sandata.com or 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

EVV Implementation Guide

- Provides key requirements
- Provides step by step guide for implementation
- Provides contact information for questions or issues

AVAILABLE ON THE INDIANA
MEDICAID EVV WEBPAGE



Provider Resources Available



Resources Available

- **What resources are available to providers?**
 - [Regional Field Consultants](#)
 - [Provider Reference Materials](#)
 - [Provider Education](#)



Sign Up for Updates!

- Register for updates on the Indiana Medicaid Provider Website:
 - Email Address

Get Important News & Updates

Sign up for email and/or text notices of Medicaid and other FSSA news, reminders, and other important information. When registering your email, check the category on the drop-down list to receive notices of Medicaid updates; check other areas of interest on the drop-down list to receive notices for other types of FSSA updates.



How to resolve questions

- EVV@fssa.in.gov
 - To ask policy-specific questions
 - To get started with an alternative EVV vendor
- INXIXEVV@dxc.com
 - To receive your agency's Sandata State Solution login credentials
- **The IHCP Help Desk: (800) 457-4584, Option 5**
 - For technical assistance using the Sandata State Solution

Provider Relations Consultants



| REGION | FIELD CONSULTANT | EMAIL | TELEPHONE | COUNTIES SERVED |
|----------------------|-------------------|----------------------|----------------|--|
| Illinois Michigan | 1 Jean Downs | INXIXRegion1@dxc.com | (317) 488-5071 | Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St. Joseph, Starke, Steuben, Whitley Chicago, Watseka Sturgis |
| Illinois | 2 Shari Galbreath | INXIXRegion2@dxc.com | (317) 488-5080 | Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware Fountainm Grant, Howard, Huntington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White Danville |
| | 3 Crystal Woodson | INXIXRegion3@dxc.com | (317) 488-5324 | Boonem Hamilton, Hendricks, Johnson, Marion, Morgan |
| Kentucky | 4 Ken Guth | INXIXRegion4@dxc.com | (317) 488-5153 | Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderbirgh, Vermillion, Vigo, Warrick Owensboro |
| Kentucky Ohio | 5 Virginia Hudson | INXIXRegion5@dxc.com | (317) 488-5186 | Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Hancock, Henry, Jackson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne Louisville Cincinnati, Harrison, Hamilton, Oxford |
| | Judy Green | | (317) 488-5026 | All other out of state areas not previously listed |
| Team Lead | Jenny Atkins | | (317) 488-5032 | |



Questions?

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning

