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# State of Rhode Island Electronic Visit Verification All Provider Meeting

January 29, 2021



# Welcome to the Electronic Visit Verification All Provider Meeting

- **Welcome**
- **Housekeeping**
- **EVV Billing and Exceptions**
- **Sandata Support**
- **Resources for Providers**
- **Refresher**
- **Next steps**
- **Questions and Closing**

- The purpose of today is to discuss EVV billing and exceptions. We will not be reviewing technical questions.
- When you ask a question please provide your name and organization.
- Please keep your phone/computer on mute when you are not speaking.
- Action items and questions will be captured throughout the meeting - Verbal and chat.

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# EVV Billing and Exceptions



- **How do I know if I need to use EVV?**
  - As of January 1, 2021, all Rhode Island Medicaid Providers who bill for Personal Care Services (PCS) are required to have an EVV visit record in order to receive claims reimbursement.
  - Providers who render Home Health Care Services will not be required to submit EVV data until January of 2023.
  - A list of services which are included are on the following slides.

# Services and modifiers

## Services & Modifiers

Payer	Program	HCPCS	Mod1	Mod2	Mod3	Mod4	Description
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	U1				Combined Homemaker & Personal Care U1
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	U1	UJ			Combined Homemaker & Personal Care U1 UJ
RI MEDICAID	ALL	55125	U1	UH			Combined Homemaker & Personal Care U1 UH
Payer	Program	HCPCS	Mod1	Mod2	Mod3	Mod4	Description
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	TV				Personal Care TV
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	U9				Personal Care U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	UJ	U9			Personal Care UJ U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	UH	U9			Personal Care UH U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55125	TV	U9			Personal Care TV U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55130					Homemaker
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	55130	TE				Homemaker – LPN TE
RI_UNITED	All	59122					Home Health Aide (HHA)

# Services and modifiers-Continued



Payer	Program	HCPCS	Mod1	Mod2	Mod3	Mod4	Description
RI_UNITED RI_NHP							
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U1	TV			Combined Homemaker & Personal Care U1 TV
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U1	U9			Combined Homemaker & Personal Care U1 U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U1	UJ	U9		Combined Homemaker & Personal Care U1 UJ U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U1	UH	U9		Combined Homemaker & Personal Care U1 UH U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U1	TV	U9		Combined Homemaker & Personal Care U1 TV U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125					Personal Care
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	UJ				Personal Care UJ
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	UH				Personal Care UH



# Services and modifiers-Continued

CDS:

## 1 Payers & Programs

Payer ID	Program/Waiver Name	Program ID	Programs & Waivers Covered	Covered Services	Description
RI Medicaid	BHDDH	CDB		S5125, S5130, S5130L, T2017, T2017 U1U2, T1019	CDS Behavioral Health
RI Medicaid	PC	CDP		S5125, S5130, S5130L, T2017, T2017 U1U2, T1019	CDS Personal Choice
RI Medicaid	IP	CDI		S5125, S5130, S5130L, T2017, T2017 U1U2, T1019	CDS Independent Payer

## 2 Services & Modifiers

Payer	Program	HCPCS	Mod1	Mod2	Mod3	Mod4	Description
RI Medicaid	CDB	S5125					Attendant Care Service, High Acuity
RI Medicaid	CDP	S5125					Attendant Care Service, High Acuity
RI Medicaid	CDI	S5125					Attendant Care Service, High Acuity
RI Medicaid	CDB	S5130					Homemaker Services not otherwise stated
RI Medicaid	CDP	S5130					Homemaker Services not otherwise stated
RI Medicaid	CDI	S5130					Homemaker Services not otherwise stated
RI Medicaid	CDB	T2017	U1	U2			Habilitation
RI Medicaid	CDP	T2017	U1	U2			Habilitation
RI Medicaid	CDI	T2017	U1	U2			Habilitation
RI Medicaid	CDB	T1019					Personal Care Services
RI Medicaid	CDP	T1019					Personal Care Services
RI Medicaid	CDI	T1019					Personal Care Services
RI Medicaid	CDB	S5130	TE				Community-Based Support
RI Medicaid	CDP	S5130	TE				Community-Based Support
RI Medicaid	CDI	S5130	TE				Community-Based Support

# How do I submit EVV Visit?



## For the SAM users:

- Mobile Visit Verification (MVV)
- Telephony Visit Verification (TVV)
- Fixed Visit Verification (FVV)

## For Third Party Users:

- Please verify with your vendor on options available for visit verification

## Manual Visit

- Santrax Agency Management (SAM) Closed EVV system
- Alternate/Third-Party EVV (Alt EVV) Open EVV system

# Address Issues



The addresses that are currently in the State systems are the members mailing address.

We do recognize that this may cause confusion/problems with providing EVV services.

- For those utilizing the SAM system, the State has opened the ability to add a secondary address in the system. For instructions on adding the secondary address/phone number, please visit the Sandata document library and review page 6 of the Client Personal Screen.
- For those using a third-party system please check with your vendor on how to add a secondary address, or please update the patient information to reflect the physical address where the member is located.

# Exceptions



The number one exception the State is seeing right now is “No Show” with 34.8% of all exceptions.

Some tips on how to avoid these exceptions are:

1. Log into your system and review all upcoming scheduled visits at the top of the hour to make sure that the scheduled direct care staff have called in for their visits
2. When you are notified that a scheduled direct care staff will not be available for a visit, update the schedule with the replacement direct care staff
3. Remind direct care staff that they are expected to call in and out for every visit. Offer training for direct care staff who need additional support on how to call in and out.
4. Confirm that the phone number for your client's profile is accurate. If there are additional phone numbers for the client, you can add a secondary number on the client record (note: if you are using a third-party vendor, please check with your vendor on that option).

## Exceptions-continued



The top exceptions are:

Exception	Description
No Show	No call received within 5 minutes of the scheduled start.
Unknown Client	Call was not made from a registered phone number. May be a new phone or employee cell.
Unknown Employee	Staff is not registered, punched in the wrong ID, or hung up before receiving a time stamp.
Unscheduled Visit	Call(s) received that do not match any schedule. Can be an event was not scheduled or originally had a different caregiver or time.

## How do I know it's OK to bill?



In order to be “**OK to BILL**” schedules must meet the following criteria:

- Valid Authorization.
- Schedule matches the authorization.
- Service was provided according to the authorization.
- Caregiver call times match the schedule, or in the case of an exception, the schedule was manually confirmed.
- A primary diagnosis is in the recipient's profile.

It is important to clear all exceptions and reinforce auto-verification to ensure claims will pay.

# Sandata Support

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In preparation for the January 1, 2021 implementation, Sandata has planned and prepared for the EVV Mandate to ensure that the level of support and service increases during the initial implementation. It was anticipated that there would be an initial increase of questions and inquiries. Sandata has increased call center staffing to 120% of projected volumes to ensure we are able to handle calls, emails, as well as chats for our providers. This will ensure that as providers call, email, or chat their issues will be triaged and resolved as quickly as possible.

We also want to ensure you are aware of the readiness plans and how Sandata will be supporting our program, agency providers, non-agency providers, as well as providers using alternate EVV systems over the next few weeks and months ahead. We will be reviewing key data points from each of the main areas and adjusting the plan accordingly to ensure that our support and service levels remain constant.

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There are three main components and focal points that were considered for the readiness plan:

1. Customer Care Support and Staffing
2. Customer Care Alternate EVV Support
3. Readiness Resources for Providers

We understand that the next few weeks and months ahead may be challenging as providers adapt to the new compliance requirements, however, we are confident in the methodology set forth by Sandata as well as the ability to be dynamic as needs change.

Our goal is to ensure your program is compliant, our providers are successfully using the system, and that we are partnering with you along the way.

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- **SAM Providers**

- Questions or Issues with the SAM EVV system, please contact Sandata's Customer Care via e-mail at [Rlcustomercare@sandata.com](mailto:Rlcustomercare@sandata.com) or 1-855-781-2079.

- **Alt. EVV/Third-Party**

- Questions or Issues with the Alt. EVV/Third-Party system, please contact Sandata's Customer Care via e-mail at [rialtevv@sandata.com](mailto:rialtevv@sandata.com).

- **EVV Program Questions and Update**

- EVV Website hosts Provider Communications, Program Updates, Alt. EVV Technical Specifications, Frequently Asked Questions (FAQs), and supplemental training documentation. [http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification\(EVV\).aspx](http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification(EVV).aspx)
- You should always ask for your ticket number when you contact Sandata Customer Care for an issue. If a Customer Care ticket has not been acknowledged after two (2) business days (a response from Sandata acknowledging the ticket or issue), you may escalate with the ticket number to Meg Carpinelli via e-mail at [Margaret.Carpinelli@ohhs.ri.gov](mailto:Margaret.Carpinelli@ohhs.ri.gov)  
**\*Please note-you should not email Meg directly with an issue. You must open a ticket with Sandata first. If the ticket is not acknowledged after 2 business days, you can then escalate.**

- **SAM Providers**

- Self-Paced Training is still available for Providers who are using the Santrax Agency Management (SAM) system and as refreshers.
- The Self-Paced Training can be found via the following link:

[http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/training\\_reg\\_announcement.pdf](http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/training_reg_announcement.pdf)

- **Alternate/Third-Party Providers**

- Alt. EVV/Third-Party Providers were required to complete a brief self-paced training which was provided as part of the testing integration process with Sandata.

### **What if I am not receiving e-mail communications?**

- Please make sure that EOHHS, Gainwell Technologies and the Managed Care Organizations (MCOs) have the most up to date contact information (E.g., Contact name, phone, Mailing Address and e-mail) for your agency.
- If there are any changes to your contact information, please reach out to your Gainwell Technologies Provider Representative to update.

# Questions?

