RI EOHHS: Alternate EVV Vendor Town Hall
Home Health Implementation
August 19, 2022
Welcome and Town Hall Guidelines

• The focus of this Town Hall is to review the necessary steps and share essential information for Alternate Electronic Visit Verification (EVV) vendors to exchange production data with the RI EOHHS Aggregator successfully.

• During the Town Hall, all participants have been placed on mute.

• Post presentation-specific questions using the Q/A feature. Sandata will moderate the Q/A and answer questions during the presentation, time permitting.

• Technical questions not answered during the presentation and will be answered after the Town Hall.

• We will be sending a survey after the Town Hall. We welcome and encourage feedback.
### Discussion Topics Presented by Sandata

- Welcome and Town Hall Guidelines
- RI EOHHS Home Health Care Services Status and Process Overview
- EVV Vendor Specification
- Configuration for RI EOHHS
- Common Alternate EVV Vendor Support Issues
- Integration Best Practices
- Alternate EVV Vendor and Provider Agency Support Resources
RI EOHHS Home Health Status and Process Overview
RI EOHHS Provider Self-Registration Process

Provider Agencies

- Provider Agencies will complete the RI EOHHS Home Healthcare Services Third Party Alternate EVV Registration form to indicate their vendor selection and initiate the Alternate EVV Process.
  - Platform indicator of RI EOHHS or Alternate EVV System vendor + vendor contact information
  - Provider identifier (NPI)
  - Provider agency contact information
  - Sandata reviews registration responses
- The next call to action by the provider agency will be aggregator training by using Sandata on Demand.
RI EOHHS Provider Registration Process

**Provider Agencies**

- Provider Agencies must register after 7/13/2022.

- Once in the portal, Provider Agencies will indicate that they are planning to use the RI EOHHS EVV system or an Alt EVV system.

- Based upon the choice of an Alt EVV system by the Provider Agency in the portal, Sandata will confirm the provider’s selection to both the provider and their selected Alt EVV system vendor.

- This will initiate the Alt EVV Certification process.
Alternate EVV Vendors

- Existing and New EVV Vendors will need to go through this process.
- Receive testing credentials and testing certification checklist from Sandata.
- The checklist will guide the vendor through what must be included in the files and uploaded during testing.
- Testing can begin upon receipt of the information.
- If testing is unsuccessful, Sandata will return the checklist marked with erroneous files/scenarios to the Alternate EVV vendor.
- Tests can be resubmitted until all errors have been corrected.
- Email completed checklist and information to Sandata at Rlaltevv@sandata.com for validation.
Alternate EVV Vendor Testing & Certification Continued

Certification

- Alternate EVV Vendor completes testing – Successful or Unsuccessful
  - Sending of client (member) data
  - Sending of employee (caregiver) data
  - Sending of visit data
  - Sandata reviews and approves completed testing checklist submitted to Sandata
  - Final Step will be to receive production credentials
EVV Vendor Specification
Understanding the Alt EVV Vendor Specification

The Alternate EVV Vendor specification is available on the RI EOHHS website.

https://eohhs.ri.gov/providers-partners/electronic-visit-verification-evv

The Alternate EVV Vendor specification contains three sections:

- Client
- Employee
- Visit
General Overview:

General Processing Rules:

- Required data that is missing, malformed, or incomplete as defined in the specification will be rejected.

- Optional data that is provided with an invalid value (one not listed in this specification) may result in a record rejection.

- Any record without a sequence number will be rejected.
  - Sequence numbers are per unique record for each kind of transmission (client, employee, visit).
  - Records will be processed in the order received using the assigned sequence number.

- Header information must be included in each transmission for each record (client, employee, visit), or the transmission will be rejected.
Client Overview

Four Segments for client records
  • Client General - Required
  • Client Address – Required
  • Client Payer – Required
  • Client Phone – Optional, recommended for additional phone

Identifiers are used for matching logic
  • ProviderID: NPI
  • ClientIdentifier: RI Medicaid ID (10 digits)
    • This value must be sent for the client in all Visit records.
Sample ClientFields

<table>
<thead>
<tr>
<th>Client General Information</th>
<th>Description</th>
<th>Expected Value</th>
<th>Validation Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ClientQualifier</strong></td>
<td>Describes what type of identifier is being sent to identify the client. Should be the same as the value used by the Payer if a client feed is provided by the payer</td>
<td>&quot;ClientOtherID&quot;</td>
<td>String match = &quot;ClientOtherID&quot;</td>
</tr>
<tr>
<td><strong>ClientIdentifier</strong></td>
<td>Payer assigned client identifier identified by ClientQualifier. If client information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided.</td>
<td>RI Medicaid ID exactly 10 digits including leading 0s</td>
<td></td>
</tr>
<tr>
<td><strong>ClientFirstName</strong></td>
<td>Client’s First Name</td>
<td>Max Length 30</td>
<td>Special Characters . ’ - space supported</td>
</tr>
<tr>
<td><strong>ClientMiddleInitial</strong></td>
<td>Client’s Middle Initial</td>
<td>Max Length 1</td>
<td>Can be NULL</td>
</tr>
<tr>
<td><strong>ClientLastName</strong></td>
<td>Client’s Last Name</td>
<td>Max Length 30</td>
<td>Special Characters . ’ - space supported</td>
</tr>
<tr>
<td><strong>ClientMedicaidID</strong></td>
<td>Unique ID provided by the State Medicaid program to the client.</td>
<td>RI Medicaid ID exactly 10 digits including leading 0s</td>
<td></td>
</tr>
</tbody>
</table>

--

JSON Client

```json
{
    "ProviderIdentification": {
        "ProviderQualifier": "SandataID",
        "ProviderID": "123456"
    },
    "ClientQualifier": "ClientOtherID",
    "ClientIdentifier": "96641",
    "ClientFirstName": "Test",
    "ClientMiddleInitial": "T",
    "ClientLastName": "Client",
    "ClientMedicaidID": "1234567890"
}
```
Employee Overview

- One Required Segment for Employee (Caregiver, Care Workers)
  - Employee General

- Identifiers are used for matching logic
  - ProviderID: NPI
  - Employeidentifier: 9-digit (4 leading 0s with the last 5 digits of the SSN)

- Employee Validation
  - Employeidentifier format
  - Employeidentifier will be matched to existing records:
    - No Match = Insert New Record
    - Yes Match = Update existing
### Sample Employee Fields

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Expected Value</th>
<th>Validation Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee General Information</strong></td>
<td>Required segment. This segment provides the basic information about the employee.</td>
<td></td>
<td>[Required]</td>
</tr>
</tbody>
</table>
| EmployeeQualifier        | Value being sent to uniquely identify the employee.                         | String match = "EmployeeSSN"            | 9 DIGITS NO DASHES FORM: #
|                          | Employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided and should be defined as the same value. | 4 leading zeros to mask + last 5 of SSN (e.g. 0000xxxxx) |  |
| EmployeeIdentifier       | Employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided and should be defined as the same value. | EmployeeSSN                              | 4 leading zeros to mask + last 5 of SSN (e.g. 0000xxxxx) |
| EmployeeOtherID          | Unique employee identifier in the external system.                          | Vendor Employee Identifier               | Max Length 64 Can be NULL Format: ####### |
|                          |                                                                            |                                          | Max Length 16 If TIMESTAMP is used: YYYYMMDDHHMMSS (Numbers only; no characters) |
| SequenceID               | The Third Party EVV visit sequence ID to which the change applied           | Third Party EVV Visit Sequence ID        | Max Length 30 Max Length 60 Space Characters . - space supported |
| EmployeeLastName         | Employee's last name                                                       | Employee's Last Name                     | Max Length 30 Max Length 60 Special Characters . - space supported |
| EmployeeFirstName        | Employee's first name                                                      | Employee's First Name                    | Max Length 64 Can be NULL FORMAT: xxx@yyy.zzz RULES: @ and extension (zzz) are required to validate email address. |
| EmployeeEmail            | Employee's email address                                                    | Employee's Email Address                 | Max Length 64 Can be NULL FORMAT: xxx@yyy.zzz RULES: @ and extension (zzz) are required to validate email address. |

```json
{
    "ProviderIdentification": {
        "ProviderQualifier": "SandataID",
        "ProviderID": "123456"
    },
    "EmployeeQualifier": "EmployeeSSN",
    "EmployeeIdentifier": "000099999",
    "EmployeeOtherID": "2222",
    "SequenceID": 99811930002,
    "EmployeeLastName": "Employee",
    "EmployeeFirstName": "Test",
    "EmployeeEmail": "dummy@sandata.com"
}
```
Visit Overview

- One Required Segments for Visit Records
  - Visit General

- Three Conditional Segments for Visit Records
  - Calls
  - Visit Exceptions Acknowledgement
  - Visit Changes

- Identifiers are used for matching logic
  - ProviderID : NPI
  - VisitOtherID values: ID from Vendor System
    - This value must be consistent for all submissions of an individual visit.
  - ClientIdentifier: RI Medicaid ID (10 digits)
  - EmployeeIdentifier: 9-digit (4 leading 0s with the last 5 digits of the SSN)
Visit Overview

- Procedure Code Validation
  - PayerID, PayerProgram, ProcedureCode, and Modifier(s) must match to a valid record defined in specification.

- ClientIdentifier must match to existing client record in the agency’s account.

- EmployeeIdentifier must match to existing employee record within the agency's account.

- Optional Segments 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.
## Sample Visit Fields

### JSON Visit

```json
{
  "ProviderIdentification": {
    "ProviderID": "123456",
    "ProviderQualifier": "SandataID"
  },
  "VisitOtherID": "123456789",
  "SequenceID": 111,
  "EmployeeQualifier": "EmployeeSSN",
  "EmployeeOtherID": "2222",
  "EmployeeIdentifier": "000099999",
  "GroupCode": null
}
```

### Visit Overview:

**Visit General Information**

- **VisitOtherID**: Visit identifier in the external system
  - Expected Value: Visit Identifier
  - Validation Rule: Max Length 50, Special Character underscore supported

- **SequenceID**: The Third Party EVV visit sequence ID to which the change applied
  - Expected Value: Third Party EVV Visit Sequence ID
  - Validation Rule: Max length 16, If TIMESTAMP is used: YYYYMMDDHHMMSS Numbers only; no other characters

- **EmployeeQualifier**: Value being sent to uniquely identify the employee.
  - Expected Value: "EmployeeSSN"
  - Validation Rule: String match = "EmployeeSSN"

- **EmployeeOtherID**: Unique employee identifier in the external system, if any.
  - Expected Value: Vendor Identifier
  - Validation Rule: Max Length 64, Special Character underscore supported

- **EmployeeIdentifier**: Employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided and should be defined as the same value.
  - Expected Value: EmployeeSSN
  - Validation Rule: Max Length 6, Can be NULL

- **GroupCode**: This visit was part of a group visit. Group Code is used to reassemble all members of the group.
  - Expected Value: Group Code
  - Validation Rule: Special Character underscore supported
## Appendix 2: New Payer/Program/Service Mapping

<table>
<thead>
<tr>
<th>Payer</th>
<th>Program</th>
<th>HCPCS</th>
<th>Mod1</th>
<th>Mod2</th>
<th>Mod3</th>
<th>Mod4</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RI_UNITED, RI Medicaid-I</td>
<td>RUH, MB1, MB3, MC1, MD1, MD2, MD3, MD4, MD5, MH1, MP1, MP2</td>
<td>S9122</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Home Health Aide (HHA)</td>
</tr>
<tr>
<td>RI_TUFTS-I</td>
<td>RTI</td>
<td>99501</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Newborn HH</td>
</tr>
<tr>
<td>RI_UNITED-I</td>
<td>RUI</td>
<td>99505</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>HH ET RN</td>
</tr>
<tr>
<td>RI Medicaid-I, RI_TUFTS-I</td>
<td>MB1, MB3, MC1, MD1, MD2, MD3, MD4, MD5, MH1, MP1, MP2, RTI</td>
<td>G0151</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PT in Home</td>
</tr>
<tr>
<td>RI Medicaid-I, RI_TUFTS-I</td>
<td>MB1, MB3, MC1, MD1, MD2, MD3, MD4, MD5, MH1, MP1, MP2, RTI</td>
<td>G0152</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>OT in Home</td>
</tr>
<tr>
<td>RI Medicaid-I</td>
<td>MB1</td>
<td>G0153</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ST in Home</td>
</tr>
<tr>
<td>RI_NHP</td>
<td>RNH</td>
<td>G0154</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Skilled Nursing</td>
</tr>
<tr>
<td>RI Medicaid-I, RI_TUFTS-I, RI_NHP</td>
<td>MB1, MB3, MC1, MD1, MD2, MD3, MD4, MD5, MH1, MP1, MP2, RTI, RNH</td>
<td>G0155</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SW in Home</td>
</tr>
<tr>
<td>RI_TUFTS-I</td>
<td>RTI</td>
<td>G0157</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PT Asst in Home</td>
</tr>
</tbody>
</table>
Visit Exceptions

- Exceptions ensure data align to program definition for the RI EOHHS EVV program.

- RI EOHHS exceptions target Cures required data for compliance.

- All RI EOHHS exceptions will cause visit rejections; therefore, are not “acknowledgeable” via the API.
  - For example: An Invalid Service provided on a Visit transmission for the RI EOHHS EVV program will require correction before the visit will be accepted.

<table>
<thead>
<tr>
<th>Exception Code</th>
<th>Exception Name</th>
<th>Description</th>
<th>Resolution Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Unknown Client</td>
<td>Exception for a visit that was performed for a client that is not yet entered or not found in the EVV system.</td>
<td>FIX</td>
</tr>
<tr>
<td>1</td>
<td>Unknown Employee</td>
<td>(Telephony only) Exception for a visit that was performed by a caregiver who was not yet entered or not found in the EVV system (At the time the visit was recorded).</td>
<td>FIX</td>
</tr>
<tr>
<td>23</td>
<td>Missing Service</td>
<td>Exception when the service provided during a visit is not recorded or present in the system.</td>
<td>FIX</td>
</tr>
<tr>
<td>2</td>
<td>Visits Without Any Calls</td>
<td>Exception thrown when a visit is recorded without an “in” call and without an “out” call for the visit.</td>
<td>FIX</td>
</tr>
<tr>
<td>3</td>
<td>Visits Without In-Call</td>
<td>Exception thrown when a visit is recorded without an “in” call that began the visit.</td>
<td>FIX</td>
</tr>
<tr>
<td>4</td>
<td>Visits Without Out Call</td>
<td>Exception thrown when a visit is recorded without an “out” call that completed the visit.</td>
<td>FIX</td>
</tr>
<tr>
<td>5</td>
<td>Unscheduled Visit</td>
<td>(Scheduling only) This occurs when a visit is started or completed without a schedule in place for that member+service+caregiver.</td>
<td>FIX</td>
</tr>
</tbody>
</table>
Visit Overview:

Additional Visit Rules:

- The Alternate EVV system is expected to be able to handle a visit that crosses calendar days for a maximum of 24 hours.

- AdjInDateTime and AdjOutDateTime elements should only be sent with a value if the time provided in the Call segment was adjusted from the electronically collected value and will include a change log and reason code for the adjustment.

- The Alternate Data Collection System is required to send a reason code for all changes.
  - ‘Other” reason code requires additional information explaining the change in Appendix 3. Alternate data collection system must collect the additional information and include it in the Reason Memo when transmitting the visit to Sandata.
  - Only send change log and reason codes for changes on a subsequent transmission of a visit after the initial visit submission.
Common Alternate EVV Questions and Best Practices
Common Support Issues

Invalid Credentials

- **Error Message:** "Request contains the following providers that are not authorized for the given Account & Credentials: [ProviderID]"

- **Root Cause:**
  Likely the provider ID is incorrect.
  - Could be a mismatch.
  - Could be formatted incorrectly.

- **What can we do to troubleshoot?**
  - Review the Account & Credentials that were sent to the vendor are correct.
  - May involve Sandata Alt EVV Support for additional troubleshooting.
Common Support Issues

Client Not Found – Error Code -1021 (Client Record)

- **Error Message**: “Client Not Found”
- **Root Cause**:  
  - Client doesn't exist in Agency Account  
  - Client record failed to be created  
  - Transmission of visit data with incorrect Client Identifier

- **What can we do to troubleshoot?**  
  - Check Aggregator to ensure Client record was successfully added to the Provider agency account.  
  - Check the format and ensure the correct value is in the correct field  
  - Ensure Visit Client Identifier match client identifier on client record.  
  - Possible Next Steps:  
    - May involve Sandata Alt EVV Support for additional troubleshooting  
    - Visit maintenance to correct Client Identifier
Common Support Issues

Worker Not Found – Error Code -1031 (Visit Record)

- **Error Message**: “Worker Not Found”
- **Root Cause**:
  - Employee not properly specified
  - Employee Identifier is not correctly formatted. For example: the Employee ID was provided as only 8 digits or maybe dropping leading 0s
  - Improper transmission format where a valid Employee Identifier is in the wrong field
- **What can we do to troubleshoot?**
  - Check Aggregator to ensure Employee record was successfully added to the Provider agency account.
  - Check the format and ensure the correct value is in the correct field
  - Possible Next Steps:
    - May involve Sandata Alt EVV Support for additional troubleshooting
    - Visit maintenance to correct Employee Identifier
Common Support Issues

Service ID – Error Code -553 (Visit Record)

- **Error Message:** “Error during retrieving service service_id entered”
- **Root Cause 1:**
  - Missing service in visit
    - All visits must include the service provided to the member to be verified
- **What can we do to troubleshoot?**
  - Check for the valid service to ensure the Provider has the correctly formatted value in the correct field
  - Possible Next Steps:
    - May require Sandata investigation of service code and visit processing with Sandata Engineering teams
    - Visit maintenance to correct or add the service code
Common Support Issues

Service ID – Error Code -553 (Visit Record)

- **Error Message:** “Error during retrieving service service_id entered”
- **Root Cause 2:**
  - Incorrectly formatted service in visit
  - All services and modifiers are case sensitive and must use capital letters.
  - For example: If S5125 is a valid service code than a visit submitted as s5125 will reject for incorrect case.

- **What can we do to troubleshoot?**
  - Check for the valid service and order to ensure the Provider has the correctly formatted value in the correct field
  - Possible Next Steps:
    - May require additional investigation of service code and visit processing with Sandata Engineering teams
    - Visit maintenance to correct or add the service code
Integration Best Practices

1. Send Client (Member) Records First.
   • Send all Clients as soon as possible.
   • Check status to ensure Client loaded successfully.

2. Send Employee (Caregiver) Records Second.
   • Send all Caregivers as soon as possible.
   • Check status to ensure Employee loaded successfully.

3. Send Visits after verifying that Clients and Employees have loaded successfully.

4. Continue to send visits on your defined schedule.
   • Send new clients as they are created, or an existing record is updated.
   • Send new employees as they are created, or an existing record is updated.
Alternate EVV Vendor Support Resources

RI Alt EVV Website:
• Resources for Alternate EVV Vendors
• https://eohhs.ri.gov/providers-partners/electronic-visit-verification-evv

Sandata RI EOHHS Alternate EVV Vendor Support:
• Email: RImaltevv@sandata.com
Thank You!