State of Rhode Island
Electronic Visit Verification
All Provider Meeting

December 2nd, 2020

Welcome to the
Electronic Visit Verification
All Provider Meeting

Agenda

- **Welcome**
- **Housekeeping**
- **EVV Program Overview**
- **Key Dates**
- **Training**
- **Program Communication**
- **Program Integrity**
- **Resources for Providers**
- **Questions and Closing**

Housekeeping

- The purpose of today is to discuss EVV and not review technical questions.

- When you ask a question please provide your name and organization.

- Please keep your phone on mute when you are not speaking.

- Action items and questions will be captured throughout the meeting - Verbal and chat.

EVV Program Overview

EVV Program Services

- **How do I know if I need to use EVV?**

  - As of January 1st, 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 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	S5125	U1				Combined Homemaker & Personal Care U1
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U1	UJ			Combined Homemaker & Personal Care U1 UJ
RI MEDICAID	ALL	S5125	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	S5125	TV				Personal Care TV
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	U9				Personal Care U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	UJ	U9			Personal Care UJ U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	UH	U9			Personal Care UH U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5125	TV	U9			Personal Care TV U9
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5130					Homemaker
RI MEDICAID RI_TUFTS RI_UNITED RI_NHP	ALL	S5130	TE				Homemaker – LPN TE
RI_UNITED	All	S9122					Home Health Aide (HHA)

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

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 data?

- Mobile Visit Verification (MVV)

- Telephony Visit Verification (TVV)

- Fixed Visit Verification (FVV)

- Manual Visit

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

What Languages does EOHHS support for EVV?

- The RI EOHHS EVV Program supports the following languages:
  - English (US)

  - Spanish

  - Portuguese will be implemented in 2021

Key Dates

- **Soft Launch**

  o April 2020 – December 31st, 2020.

- **Federal Mandatory Use Date for Cure's Compliance**

  o January 1st, 2021

  o Failure to comply may result in claims denials.

- **Provider Compliance**

  o Alternate/Third-Party EVV Providers who will not be ready by January 1st, 2021

    are required to complete the SAM training until your vendor is ready.

Training

Training

- **SAM Providers**
  - o Live Instructor Webinar Trainings were held from April 8th- April 15th, 2020.
  - o Self-Paced Training is still available for Providers who are using the Santrax Agency Management (SAM) system and as refreshers.
  - o The Self-Paced Training can be found via the following link: **http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/training_reg_announcment.pdf**
- **Alternate/Third-Party Providers**
  - o Alt. EVV/Third-Party Providers are required to complete a brief self-paced training which will be provided as part of the testing integration process with Sandata.

Program Communication

Program Communication

- **EVV Program Communications have been made available via:**
  - E-mail
  - Snail mail
  - Provider newsletter
  - All Provider Meetings
  - EVV Website Updates

- **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.

Program Integrity

Program Integrity

The RI Medicaid program is moving forward with full compliance with the Federal 21st Century Cures Act, Section 12006(a), effective January 1, 2021.

In 2016, EOHHS began implementing Electronic Visit Verification (EVV), an electronic system which verifies that personal care/home cares service visits occur by documenting six points of data:
- Type of Service
- Date of Service
- Location of Service
- Individual Receiving the Service
- Individual Providing the Service
- Time the Service Begins and Ends

EOHHS is focused on ensuring a smooth transition for providers beginning to use EVV for all Medicaid services covered by Federal law. Since 2016, EOHHS has worked with the State's EVV vendor, Sandata, to build and make available the State EVV Solution, Santrax Agency Management (SAM), for all Medicaid providers fee for service claims. Beginning in April 2020, the RI Medicaid program also allowed providers to use third-party EVV systems via an "aggregator" with the Santrax system, to submit EVV records, should they choose not to implement the full Medicaid EVV solution.

To minimize administrative burden and reduce the financial impact when Medicaid claims require EVV records on January 1, 2021, EOHHS began a 'soft launch' implementation to familiarize providers with the use of EVV before incorporating claims editing. This soft launch began in April 2020 and will continue through the end of the year.

As of September 30, 2020, during this soft launch period, EOHHS has seen low utilization of both the State EVV system (SAM) as well as the third-party aggregator system. Out of 10,811 total visits from August 1, 2020-August 31, 2020, only 36% have been submitted and verified by EVV. Further, we are concerned about agency adoption of EVV solutions overall. Currently there are 9 providers who have not completed testing and 12 providers who have not started testing.

We must remind providers that under Federal law, each provider's third-party EVV system must either be fully interfaced with the State vendor, Sandata, or providers must use the State EVV system until the interface is complete by January 1, 2021. Providers must meet this deadline to meet federal compliance and avoid interruption in payments. Providers will not be exempt from using EVV while establishing interfaces with Sandata.

Through our soft launch period, all Medicaid claims subject to EVV requirements have paid even without an EVV record on file to match to the claim. Beginning January 1, 2021, all Medicaid claims submitted to EOHHS that require EVV records will be reviewed for the corresponding EVV record at time of adjudication. Medicaid claims without corresponding EVV records will deny during claims adjudication or, if the claim is paid and does not have valid matching EVV records, it will be subject to review and recoupment.

EVV audits will be conducted in the same manner and procedure as all Medicaid Program Integrity audits, as communicated on May 1, 2020. Results of EVV audits will be formally documented and will allow for provider review and response. Audits finding will document recommendations, may require corrective action and could result in penalties for the billing providers.

EVV audits will commence six (6) months after the federal EVV compliance deadline (January 1, 2021) and will include dates of service back to the start of the compliance period. EVV providers will be notified no later than thirty (30) business days in advance of an audit taking place. This notification will outline the purpose of the audit, the required documentation and the process that will be followed.
To ensure consistency and transparency, Rhode Island Medicaid's managed care organizations will follow the same procedures and timeframes as outlined above.

Resources for Providers

Resources

- **SAM Providers**
  - Questions or Issues with the SAM EVV system, please contact Sandata's Customer Care via e-mail at **RIcustomercare@sandata.com.**

- **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.**

- **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
  - If a Customer Care ticket has not been acknowledged after two (2) business days, you may escalate with the ticket number to Meg Carpinelli via e-mail at **Margaret.Carpinelli@ohhs.ri.gov**

Questions?