



Sandata

Get more right from the start

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.

Agenda

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 Vendor Testing & Certification

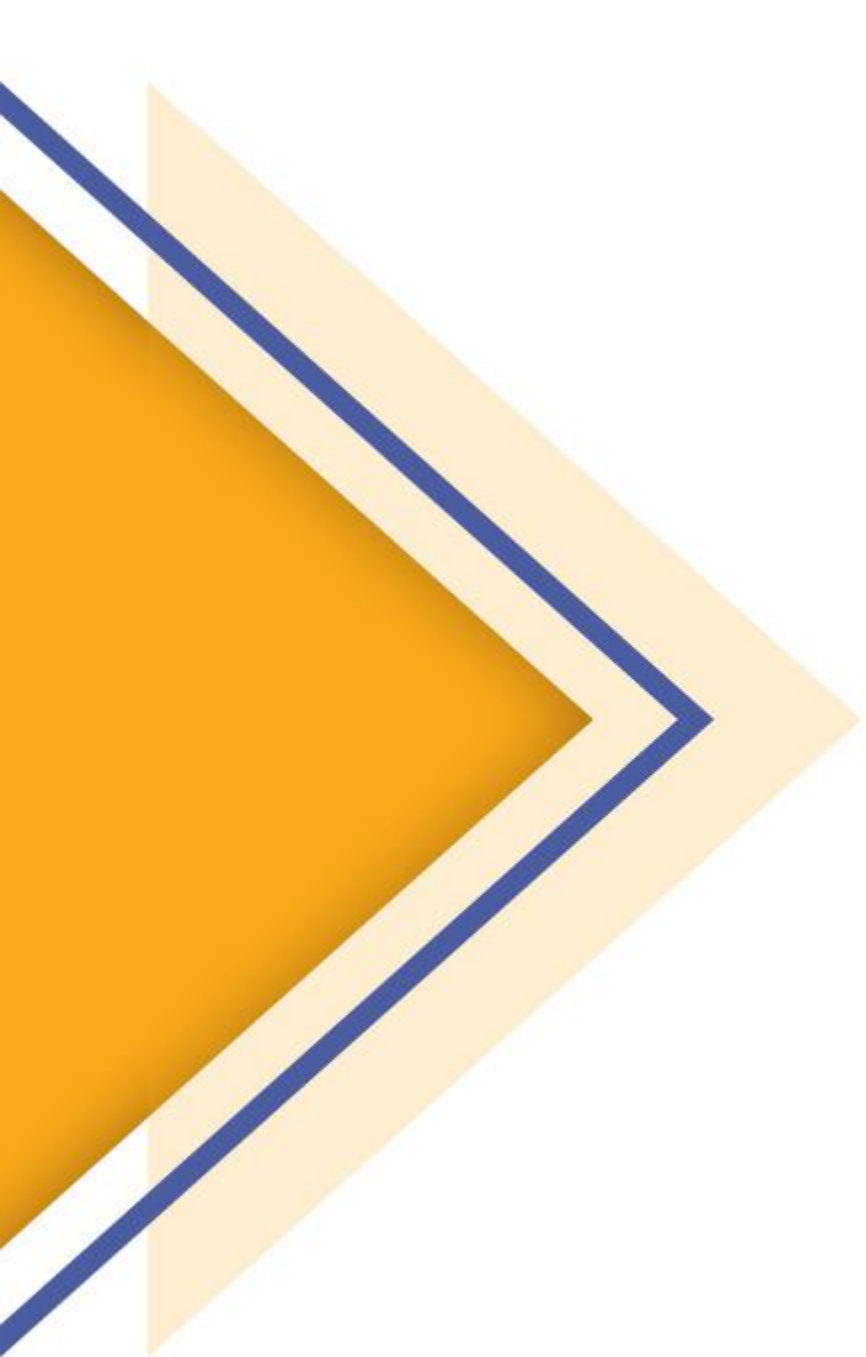
Alternate EVV Vendors

- 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.



Client Overview:

Sample ClientFields

JSON Client

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

	Description	Expected Value	Validation Rule
Client General Information	<i>Required segment. Additional fields may be required depending on the program; fields below may be ignored if a Payer Client feed is implemented.</i>		[Required]
ClientQualifier	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	"ClientOtherID"	String match = "ClientOtherID"
ClientIdentifier	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.	RI Medicaid ID 10 digits	RI Medicaid ID exactly 10 digits including leading 0s
ClientFirstName	Client's First Name.	Client's First Name	Max Length 30 Special Characters . ' - space supported
ClientMiddleInitial	Client's Middle Initial	Client's Middle Initial	Max Length 1 Can be NULL No Special Characters
ClientLastName	Client's Last Name.	Client's Last Name	Max Length 30 Special Characters . ' - space supported
ClientMedicaidID	Unique ID provided by the State Medicaid program to the client.	RI Medicaid ID	RI Medicaid ID; exactly 10 digits including leading 0s

Employee Overview

- ▶ One Required Segment for Employee (Caregiver, Care Workers)
 - Employee General
- ▶ Identifiers are used for matching logic
 - ProviderID: NPI
 - EmployeeIdentifier: 9-digit (4 leading 0s with the last 5 digits of the SSN)
- ▶ Employee Validation
 - EmployeeIdentifier format
 - EmployeeIdentifier will be matched to existing records:
 - No Match = Insert New Record
 - Yes Match = Update existing

Employee Overview:

JSON Employee

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

Sample Employee Fields

Element	Description	Expected Value	Validation Rule
Employee General Information	<i>Required segment. This segment provides the basic information about the employee.</i>		[Required]
EmployeeQualifier	Value being sent to uniquely identify the employee.	"EmployeeSSN"	String match = "EmployeeSSN"
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	9 DIGITS NO DASHES FORMAT: ##### 4 leading zeros to mask + last 5 of SSN (e.g. 0000xxxx)
EmployeeOtherID	Unique employee identifier in the external system.	Vendor Employee Identifier	Max Length 64 Can be NULL Format: #####
SequenceID	The Third Party EVV visit sequence ID to which the change applied	Third Party EVV Visit Sequence ID	Max Length 16 If TIMESTAMP is used: YYYYMMDDHHMMSS (Numbers only; no characters)
EmployeeLastName	Employee's last name	Employee's Last Name	Max Length 30 Special Characters . ' - space supported
EmployeeFirstName	Employee's first name	Employee's First Name	Max Length 30 Special Characters . ' - space supported
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.

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

Visit Overview:

JSON Visit

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

Element	Description	Expected Value	Validation Rule
<i>Required segment. This segment provides the base data regarding an EVV visit. If a visit is changed (corrections, alterations, updates) over time, the same visit may be delivered multiple times, each sharing the same VisitKey, but each change represented with a different Sequence ID- ascending over time- to allow the state's Aggregator system to keep the changes ordered appropriately. Each update to a visit should also be accompanied by a Visit Change segment.</i>			
Visit General Information [Required]			
VisitOtherID	Visit identifier in the external system	Visit Identifier	Max Length 50 Special Character <under score> supported
SequenceID	The Third Party EVV visit sequence ID to which the change applied	Third Party EVV Visit Sequence ID	Max length 16 If TIMESTAMP is used: YYYYMMDDHHMMSS Numbers only; no other characters
EmployeeQualifier	Value being sent to uniquely identify the employee.	"EmployeeSSN"	String match = "EmployeeSSN"
EmployeeOtherID	Unique employee identifier in the external system, if any.	Vendor Identifier	Max Length 64 Special Character <under score> supported 9 DIGITS
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	NO DASHES FORMAT: ##### 4 leading zeros to mask + last 5 of SSN (e.g. 0000xxxxx)
GroupCode	This visit was part of a group visit. Group Code is used to reassemble all members of the group.	Group Code	Max Length 6 Can be NULL Special Character <under score> supported

Services and Modifiers (example)

Appendix 2: New Payer/Program/Service Mapping

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

Visit Exceptions

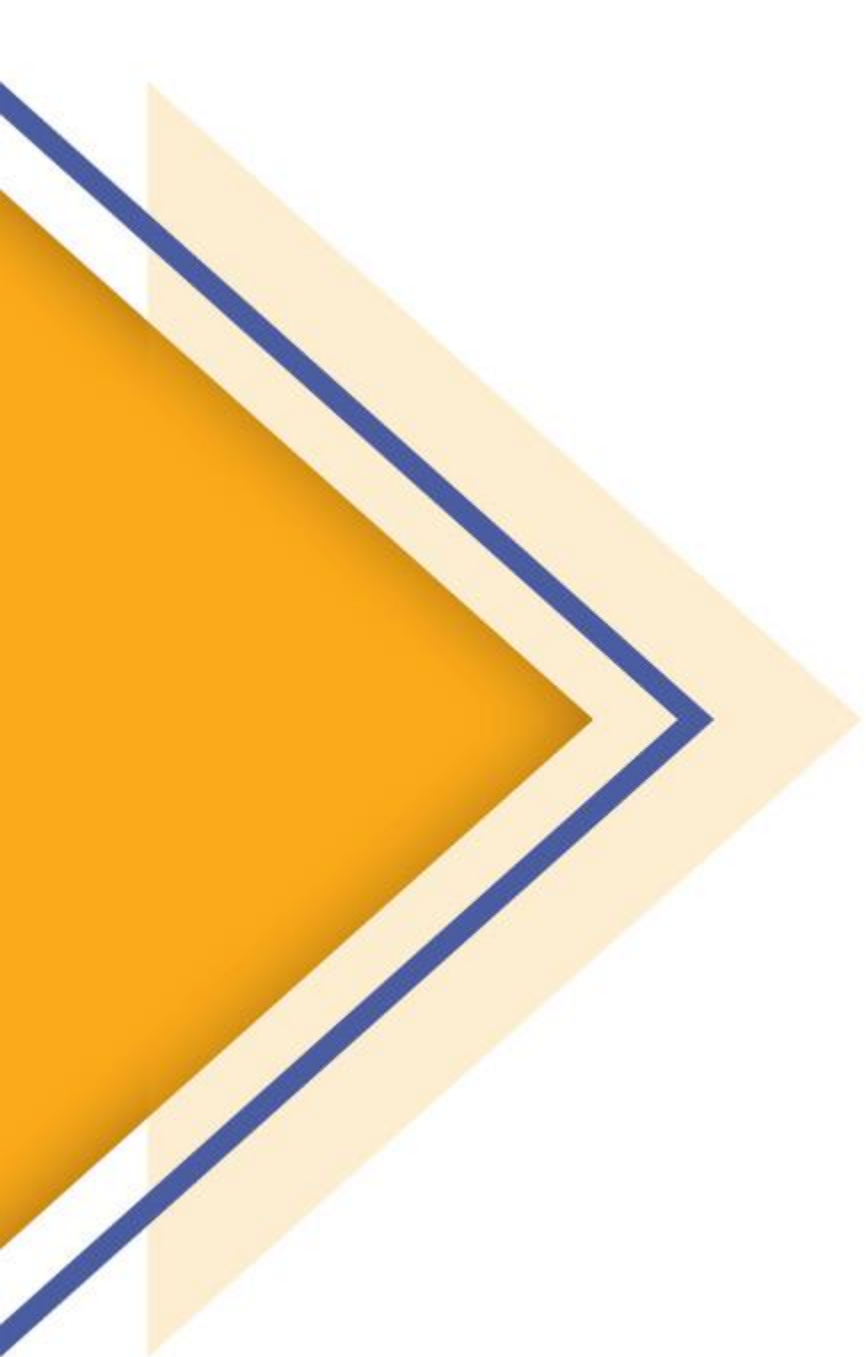
- ▶ Exceptions ensure data align to program definition for the RI EOHHS EVV program.
- ▶ RI EOHHS exceptions target Cures required data for compliance.
- ▶ All RI EOHHS exceptions will cause visit rejections; therefore, are not “acknowledgeable” via the API.
 - For example: An Invalid Service provided on a Visit transmission for the RI EOHHS EVV program will require correction before the visit will be accepted.

Exception Code	Exception Name	Description	Exception Resolution Type
0	Unknown Client	Exception for a visit that was performed for a client that is not yet entered or not found in the EVV system.	FIX
1	Unknown Employee	(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).	FIX
23	Missing Service	Exception when the service provided during a visit is not recorded or present in the system.	FIX
2	Visits Without Any Calls	Exception thrown when a visit is recorded without an "in" call and without an "out" call for the visit.	FIX
3	Visits Without In-Call	Exception thrown when a visit is recorded without an "in" call that began the visit.	FIX
4	Visits Without Out Call	Exception thrown when a visit is recorded without an "out" call that completed the visit.	FIX
5	Unscheduled Visit	(Scheduling only) This occurs when a visit is started or completed without a schedule in place for that member+service+caregiver.	FIX

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.

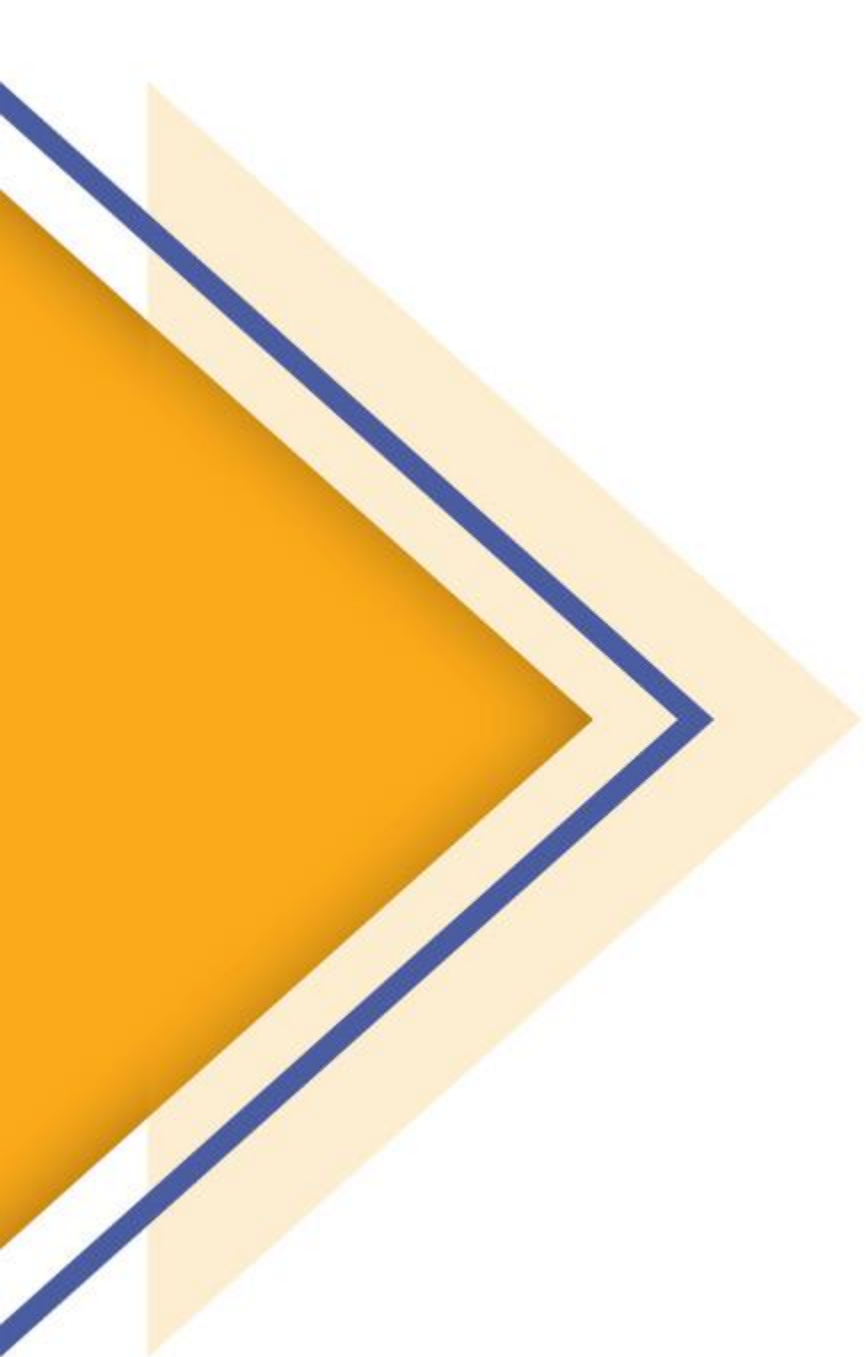
Alternate EVV Vendor Support Resources

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: RIaltevv@sandata.com



Thank You!