Electronic Visit Verification FAQ/Information Guide

Rhode Island Medicaid is publishing the following contact guide for agency providers to use for inquiries regarding Electronic Visit Verification (EVV).

Inquiry	Contact Information
FAQ's	
What does section 12006 of the 21st Century Cures Act require?	Section 12006 of the 21St Century Cures Act (the Cures Act), P.L. 114-255, added Section 1903(l) of the Social Security Act (SSA). Section 1903(l) provides that states must require the use of an electronic visit verification (EVV) system for personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider.
What type of EVV system must be used?	Section 12006(c)(2) provides that section 1903(l) cannot be construed to require the use of a particular or uniform EVV system. However, section 1903(l)(5)(A) provides that the system must be able to electronically verify, with respect to visits conducted as part of personal care services or home health care services, the following: 1) the type of service performed; 2) the individual receiving the service; 3) the date of the service; 4) the location of service delivery; 5) the individual providing the service; and 6) the time the service begins and ends. Section 1903(l)(2) also requires states to provide for a stakeholder process to allow input into the state's implementation of the EVV requirement from providers of PCS and home health services, beneficiaries, family caregivers and other stakeholders.
When do states need to comply with this requirement?	An EVV system must be in place for personal care and home maker services starting January 1, 2021. An EVV system must be in place for Home Health Care Services starting January 1, 2023.

Does the Cures Act require EVV to be used if the care recipient and worker live together?	No. The Cures Act only requires EVV to be used for "in-home visits". CMS has ruled that services provided by live-in workers do not constitute "in-home visits".
If a worker's shift beings in the home but ends in the community (or vice versa) am I required to have EVV for the entire shift?	Worker shifts that begin in the home and end in the community (or vice versa) only require EVV for the portion of the shift that takes place in the home.
Can web-based electronic timesheets with dual verification meet Cures Act requirements for EVV system?	No. CMS confirmed that web-based electronic timesheets with dual verification will not meet Cures Act requirements for EVV systems.
What services will require EVV?	Personal care services (PCS)/Home Maker Services and Home Health Care Services (HHCS) that require an in-home visit by a provider (a list of services can be located on the EOHHS EVV webpage under the link for the Sandata Third Party EVV addendum.
Do I have to use EVV?	In order to continue to provide services subject to EVV and be reimbursed, you will be required to use EVV beginning on 01/01/2021 for Personal Care and Home Maker services and 01/01/2023 for Home Health Care Services. If you do not use an EVV system, claims submitted may not be paid or payment may be recouped.
Who is paying for the EVV system?	If a provider chooses to use a third-party vendor, the provider will pay for the EVV system, including EVV system implementation, provider agency EVV training, and ongoing recurring EVV fees. If a provider uses the current State solution, the Sandata EVV system, the State pays for that system.
Will I need additional staff to manage EVV?	No, you should not need additional staff to manage EVV. It is very important that you make sure that both your caregiver staff and office staff are fully trained and compliant with EVV, which will ensure a smooth and successful EVV implementation for your agency.
Who do I call if I have a question or concern about EVV?	If the question or concern is around the overall EVV program, you should direct your concern to OHHS.EVVEscalation@ohhs.ri.gov If you have questions or concerns regarding the use of the Sandata EVV system, please contact Sandata EVV Customer Success at RIcustomercare@sandata.com to address your concern.
Why is The State of Rhode Island implementing an EVV system?	Congress passed a federal law requiring state Medicaid programs to implement an EVV system for home and community-based services. The law is commonly referred to as the 21st Century Cures Act. The provisions of the Cures Act that address EVV can be found in section 12006 of H.R. 34 (114th Congress) (2015-2016).

Does an EVV system require the Medicaid beneficiary to have an Internet connection, a cell phone, or a landline?	No. CMS notes that there several options available within an EVV system. CMS believes there are EVV system options that meet the six verification criteria specified in the legislation without relying upon a Medicaid beneficiary to supply any technology, including those in which the provider has a phone or electronic tracker available to staff and/or the service recipient.

Inquiry	Contact Information
Sandata State Solution **(CLOSED Solution ONLY)** **Common Questions**	
I am new to EVV and want to use the State EVV SAM solution, what do I do next?	To request your agency be set up, please email RIcustomercare@sandata.com or call 1-855-781-2079. Once you are set up, you will receive a welcome kit with links to the training materials available and video on demand training.
I have been set up with the State EVV SAM system, but have questions about missing authorizations, who do I contact?	Please check the authorization to ensure the benefits have not been exhausted or the authorizations are missing from the portal. If they are missing from the Sandata EVV system only, please email RIcustomercare@sandata.com or call 1-855-781-2079. Please be prepared to provide the member's full name, Medicaid ID, provider ID, member authorization number, name of service, units and date range of authorization. They will provide you with a ticket number.
I am using the State EVV SAM solution and I am missing members, what should I do?	Please email RIcustomercare@sandata.com or call 1-855-781-2079. Please be prepared to provide the member's full name, Medicaid ID, provider ID, member authorization number, name of service, units and date range of authorization. They will provide you with a ticket number.
I am receiving claims denials from Medicaid or managed care organization stating I am missing EVV data-what should I do?	Please review your visits for any exceptions that may not have been cleared. Some common data points to review are log in and log out time, units billed matches units provided, service billed matches service provided. If there are no errors (meaning visits shows no exceptions), please contact: • For Fee For Service-Medicaid-ohhs.evvescalation@ohhs.ri.gov • For Fee MCO-Please contact the appropriate MCO
I am not receiving EVV provider updates, who should I contact?	Please update your contact information with Gainwell technologies to riproviderservices@dxc.com . Please include the primary type of services you provide. Also, please email ohhs.evvescalation@ohhs.ri.gov so the State email distribution list can be updated as well.

	Step	Procedure
How do I add new staff to the State EVV SAM system?	1.	Select **Staff** from the Main Menu.
	2.	Click on **New Staff** from the top right menu bar. The New Staff Wizard will appear.
	3.	Type in the staff member's name and other information shown.
	4.	Click on **Next.**
	5.	If matching entries are found, select the correct entry and click **Next** or click **Next** without selecting a matching entry to create a new Staff folder.
	6.	Select the company(s) to which you want to attach the staff. Then click **Next.** To select all companies, click **Next** without making a selection.
	7.	Select the location(s) to which you want to attach the staff. Then click **Next.** To select all locations, click **Next** without making a selection.
	8.	Select the admission type(s) to which you want to attach the staff. Then click **Next.** To select all admission type(s), click **Next** without making a selection.
	9.	Select the position to which you want to assign the staff. Then click **Next.**
	10.	Now click **Finished** and the folder for the new staff will appear. Staff status is now pending.
	11.	Navigate to Staff →General to activate the staff.

I received an exception for a visit, what does it mean?	1. No Show – when the worker did not call at the scheduled start time. The system will follow up with alerts after 5 and 10 minutes of the scheduled start time if no call has been received from the client's location.
	2. Unknown Client – when a phone call has been received from a phone number that does not match any member's phone number in the database.
	3. Unknown Staff – when a phone call has been received from the client's location but the staff hung up before entering their Santrax ID or has entered a Santrax ID that does not march any staff member's ID in the database.
	4. Unscheduled Visit – when a call has been received from the client's location and a valid Santrax ID has been entered but the visit was not scheduled to occur.
	5. Late visits have been configured according to your payors regulations. Please consult these to obtain more information on what causes a specific service to be "Late".
	6. Missed visits have been configured according to your payors regulations. Please consult these to obtain more information on what causes a specific service to be "Missed".

My client is currently staying at an address other than the service address; can I add the additional address?	To add additional client addresses complete the following steps:
	
	1. Click the add (⊞) icon.
	   A new address record will be created. The header in this new record will read **'Previous Address'**.
	
	2. Enter the label that will identify this address in the **Name** field.
	
	3. Enter an **Address**.
	   Enter the street address in the **Address** field and the zip code in the **Zip** field. Specify an apartment number in the **Apt.** field (if applicable). Entering the **Zip** code will automatically set the **City, County** and **State** fields.
	
	4. Enter the **Phone Numbers** for this location.
	   Up to three phone numbers (home, mobile, work) can be entered, as well as a fax number and an email address. If the **Mobile** phone that was entered has e-mail capabilities, select the **Mobile Email** box.

I have questions about the Fixed Visit Verification devices.	• To request a FVV device, please fill out the FVV Device Request Form [FVV Device Request Form](#) and email to Steven.Corvese@ohhs.ri.gov. • For issues regarding a Fixed Visit Verification Device please email Customer Support: RIcustomercare@sandata.com • For a replacement or return of an FVV device, please fill out this form [FVV Replacement Return form](#) and email to Steven.Corvese@ohhs.ri.gov
I would like caregivers to use a mobile application to check in and out, does Sandata offer one?	Yes, please review the Sandata Mobile Connect (SMC) document for details and instructions. [Sandata Mobile Connect](#)

I would like to be able to view all available training on the State EVV SAM system, is that available?	Yes, the full product training library can be accessed via the Zen Desk login given to providers ([Sandata Technologies (zendesk.com)](#)) - Click Sign In at the top right corner. - Once signed in, scroll to the Training Information Full Product Video Library-LMS Info and Training Guides block. - Click on that block. - Then click on the Full Product Video Library block. - From there you have a list of EVV Video Library, Mobile Connect Video Library or Telephonic Visit Verification Video Library (There is a link in the middle of the page that states "Use the link below to access videos on the following topics", that link will bring you into the video library.

Inquiry	Contact Information
Claims	
Claims processing	Contact the entity that pays or denies your claims. - Managed care organization (MCO): Contact the MCO - Medicaid FFS: - Gainwell Provider Information Line: 401-784-8100

Inquiry	Contact Information
Policy and Compliance	
General EVV topics, such as: - Programs and services required to use EVV 21st Century Cures Act - Rules	Please visit the RI EVV webpage [Electronic Visit Verification (EVV) | Executive Office of Health and Human Services](#) for Programs and services required to use EVV. For information on the 21st Century Cures Act please visit [Electronic Visit Verification (EVV) | Medicaid](#)

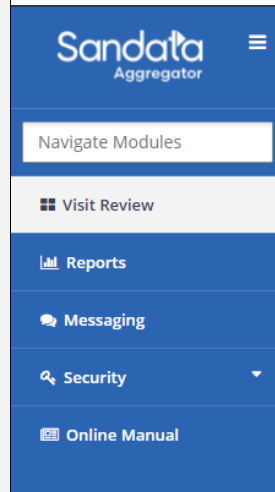| Inquiry	Contact Information
Systems and Training	
EVV Aggregator Portal and standard reports	For agencies with production credentials please log into Sandata | Login
EVV 3rd party vendor systems: • Clock in and clock out methods • Visit transactions • General support • Provider onboarding • Reports • Visit maintenance	• To request testing and production credentials to connect your third-party application to the State of Rhode Island Aggregator, please use the following link RI-EOHHS Home Health Care Services Alternate EVV New Provider Registration Form (Page 1 of 2) (office.com) and a ticket will be opened for you. • If your agency will be using multiple NPIs, your agency will need to enroll separately for each unique NPI ID. • For questions involving the use of your third-party system, please contact your Third-Party vendor
General questions	• Medicaid FFS program providers ohhs.evvescalation@ohhs.ri.gov • MCO program providers email the respective MCO.
How Do I use the TVV system?	• For English Call Reference Guide-English • For Spanish Call Reference Guide-Spanish • For Portuguese Call Reference Guide-Portuguese
What if my Alternate EVV System vendor cannot map its values to Sandata's field values?	The data in the aggregator must be consistent across the program. Therefore, Alternate EVV Systems must send the same values in the format and manner specified in the technical specification. You must use Sandata's EVV system if your vendor cannot accommodate the values, format, or interface requirements defined in the Alternate EVV System Technical Specifications: http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification(EVV).aspx
If my alternate vendor already went through the Sandata certification process, do I need to complete the certification process also?	Yes. Even though one agency has an approved interface to the aggregator, it does not guarantee it will work for your agency. You must complete the testing process to ensure the interface works with your Alternate EVV System and to gain Sandata's interface certification. Additionally, there will be new programs and services with the Home Health Care Services expansion that require re-testing.

| Inquiry	Contact Information
RI Aggregator	
How long is it between when visit information is entered and when I can see it in the Sandata EVV portal?	Visit information is generally available in the Sandata EVV Portal in near real-time.
How do view the visit details in aggregator?	For agencies with production credentials please log into [Sandata	Login](#) Once logged in the tab on the left will say Visit Review The Visit review section is where all information related to visits is located. Access to the functions in this section are controlled by user roles and privileges. The Visit Maintenance section allows users to find visits that require attention. The default results show visits with exceptions. You can change that selection to show all visits. Data in the Aggregator is view only. Corrections need to me made in provider's source EVV platform.

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	To search for a visit:
	  • Navigate to the manage visits screen (Visit review)
	  • Enter the search criteria (example, date range, client, employee, etc.)
	  • Click SEARCH
	  • Click the View Icon to view the Visit Detail Screen
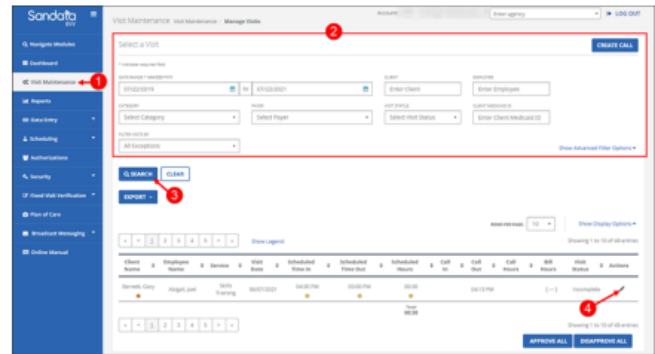
How Do I view Reports in the Aggregator?	The aggregator offers a variety of different reports that allow users to review detailed information about client, employees, and visits. Report types include daily, or date range. You can also set parameters for the reports such as from and to dates, time of day, client etc.,
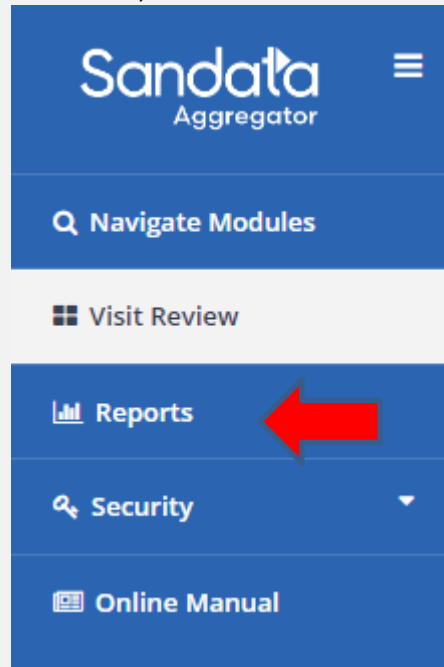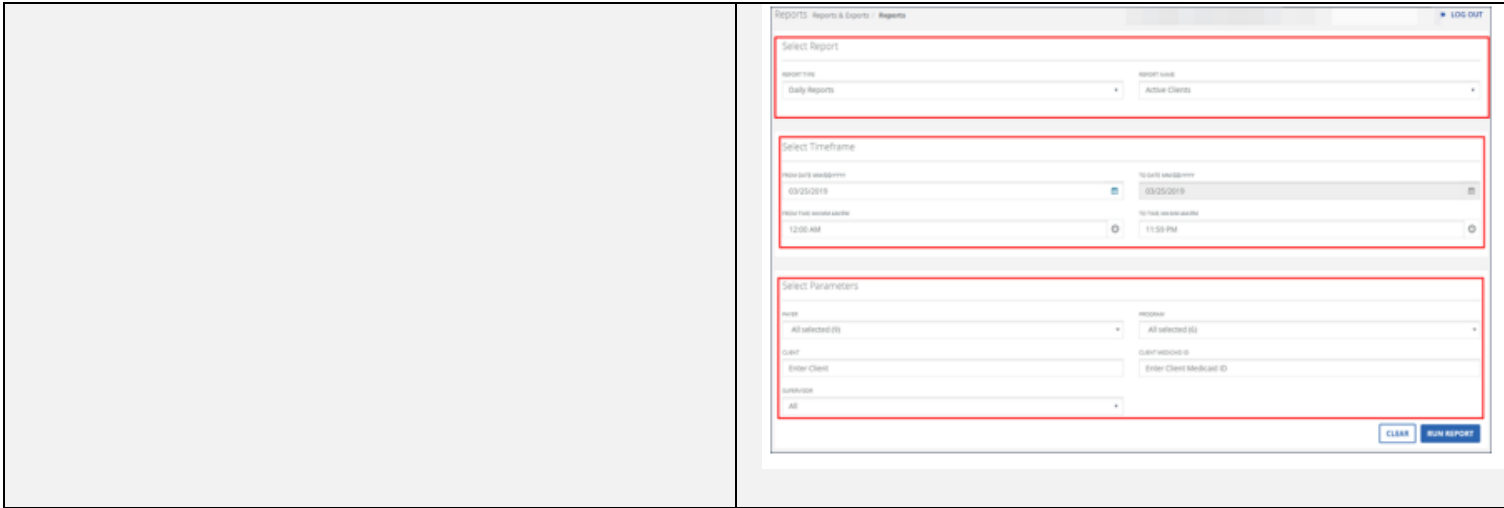
I forgot my password for the aggregator, how can I reset it?	On the log in screen, under your username and password there is a link under the login box to click for password resets.
I have more specific questions about the aggregator, is there somewhere I can view the user manual?	Yes, the detailed user manual is the last tab on the left drop down in the aggregator when you log in. If you click on the link, there is a detailed user manual is provided.
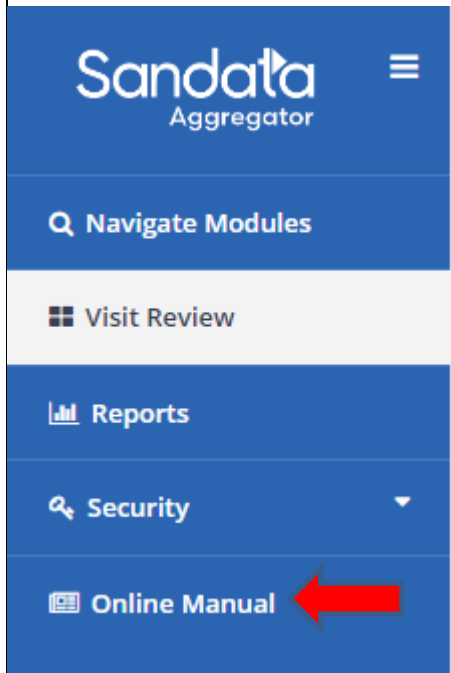
What if I am using the State Solution and want to use a Third-Party Electronic Visit Verification (EVV) System?	Providers may switch from the State Solution to a third-party or Alternate EVV system but, you must comply with all listed documentation that can be found at http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification(EVV).aspx. Providers will be responsible for working with Sandata and for any interface costs charged by their vendors if they choose to use their EVV system. As a reminder, providers are required to have an EVV system in place by January 1st, 2021 for personal care and home maker services and January 1, 2023 for Home Health Care Services, to ensure compliance. Providers who submit claims without EVV visit data as of the respective dates may not be eligible for claims reimbursement. Providers who opt to use a Third-Party or Alternate EVV System must integrate with the Sandata Aggregator which can be initiated by clicking on the following link RI-EOHHS Home Health Care Services Alternate EVV New Provider Registration Form (Page 1 of 2) (office.com) After you have completed testing and credentialing, you will work with Sandata on your go-live date. You will want to prepare your staff for the go-live date and any changes in processes. On your go-live date, your Sandata TVV phone numbers will be disconnected and SMC accounts will be inactivated so that no additional visits will be logged through Sandata. You will be issued a new Sandata Aggregator number to which all your Alt EVV system's visits will be sent. All your visits, from your go-live date forward, will be sent to the Sandata Aggregator. You can log into the Sandata Aggregator for a read-only view of your Alt EVV visits.