Rhode Island Executive Office of Health and Human Services
3 West Road, Virks Building, Cranston, RI 02920

December 12, 2023

Dear Valued Home Health Care Service Provider

Rhode Island Medicaid has been at the forefront of implementation of Electronic Visit Verification (EVV) and has been working toward the compliance date of 01/01/2024 for the addition of Home Health Care Services.

For agencies who are using the State solution through Sandata Technologies, Home Health Service Codes, which do not require a prior authorization, are not able to be brought in automatically through the files we receive from our Medicaid Management Information System, as these codes do not require a prior authorization. As such, the state worked with Sandata Technologies on a solution for these specific codes. At this time, you will not see members associated with the following codes in the State provided EVV system:

- G0151
- G0152
- G0153
- G0155
- G0156
- G0299
- X0043
- 99502
- 99502 AJ
- 99502 TD
- S9122
- T1001
- T2042
- T2043

Clients under Payer Medicaid-I will need to manually be added and activated directly in the Sandata Agency Management system.

Attached, please find the updated process for the codes listed above.

We appreciate and value your partnership and look forward to working with you to meet the requirements for Electronic Visit Verification in the most efficient way possible.

Sincerely,

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Interdepartmental Project Manager-Compliance
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Manually Adding a New Client in Sandata Agency Management for the Rhode Island Executive Office of Health and Human Services (RI EOHHS) Electronic Visit Verification (EVV) Program

Sandata

Manually Adding a New Client

Rhode Island Medicaid does not require prior authorizations for some services provided under Home Health Care Services. As such, clients under this payer will need to manually be added and activated directly in the Sandata Agency Management system.

All other member records are imported electronically into the system from payer file transmissions for payers, RI Medicaid, Tufts, United Healthcare and Neighborhood Health Plan of Rhode Island.

Agency users with the appropriate permissions can manually add and activate members in Sandata Agency Management.

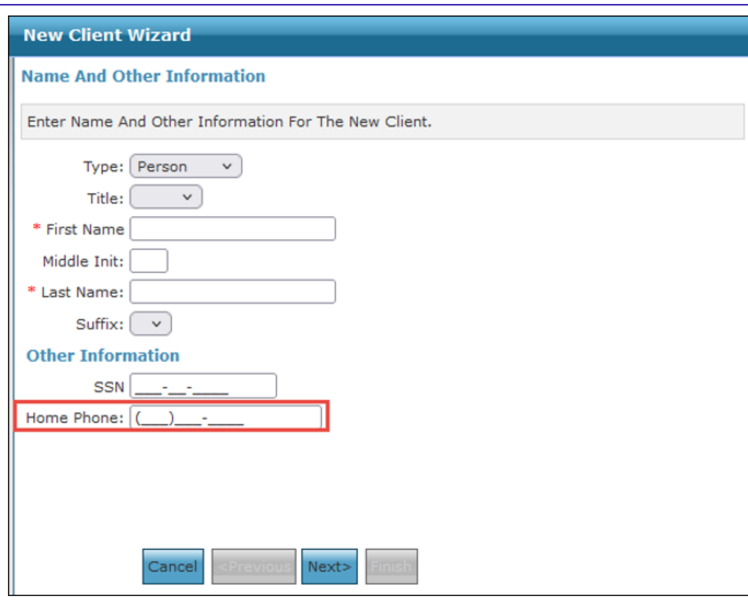
To add and activate a new client in Sandata Agency Management:

1. Click on the **Client** module and then click on **New Client**.
   This launches the New Client Wizard.

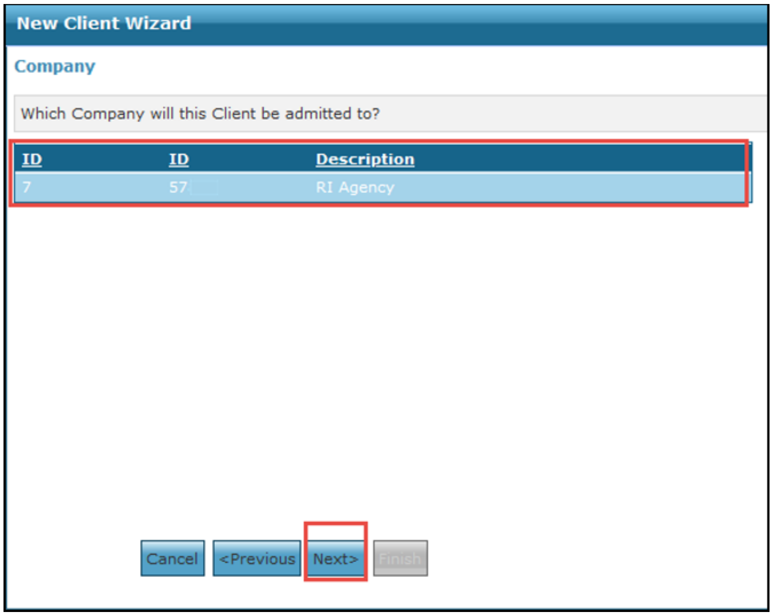
2. Enter the client's information.
   At minimum, the client's first and last name must be entered and are noted with an asterisk (*)

   A. Click **Next**.

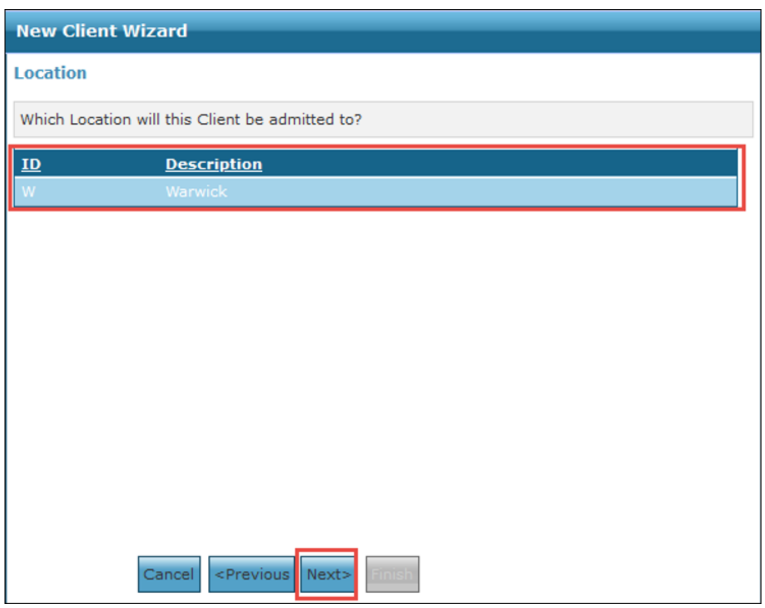
Note:
For telephony visits from the client's home location, the client's phone number must be entered.



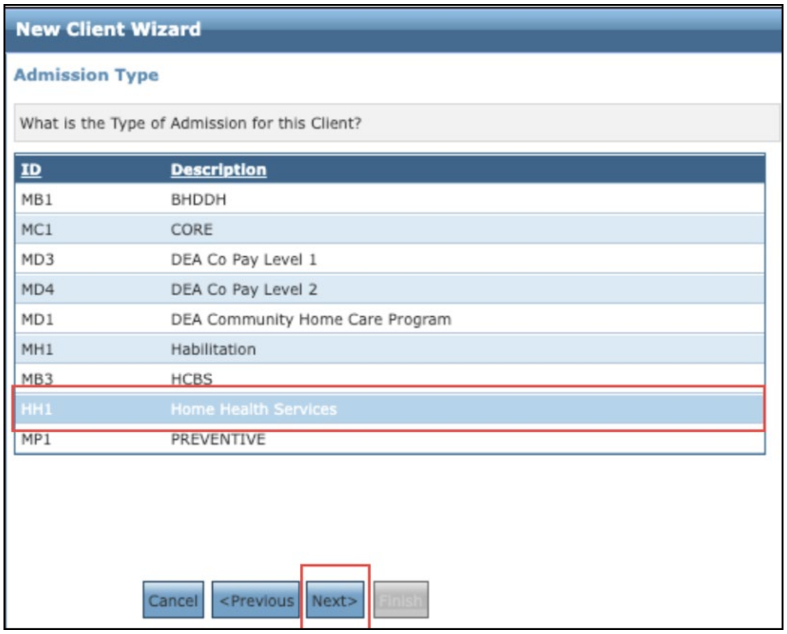
3. Select the company that the client is being admitted to.
   Click **Next**.



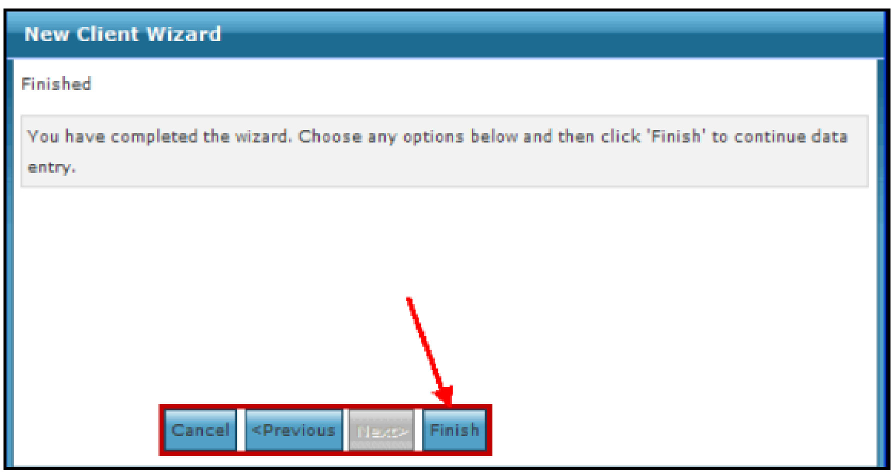
4. Select the location that the client is being admitted to.
   Click **Next**.



5. Select the HH1 Home Health Services Admission Type for the client. Click **Next**.

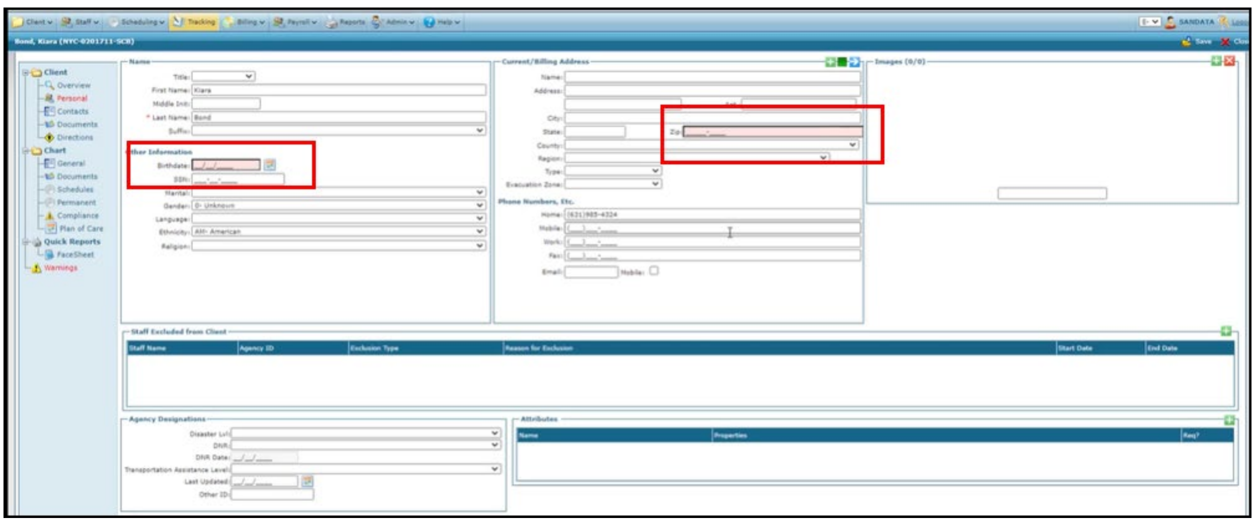


6. Click **Finish** to complete the New Client Wizard and add the client to the system.



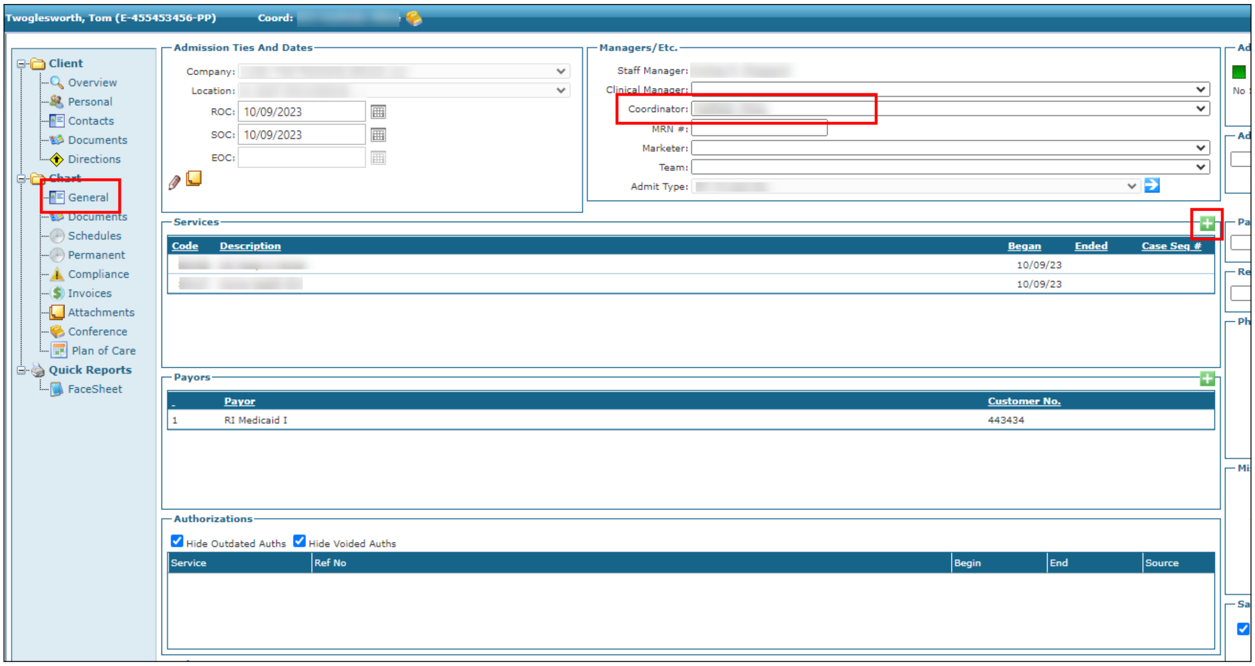
7. Click **Ok** to close the Warning pop-up.
   This pop-up alerts you that there is important missing information from the client's record. Once you click **Ok**, the client's profile will be opened so that that information can be added.

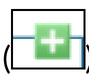
8. Enter the client's Date of Birth, Address, Additional phone numbers or any other important information missing from their profile.



9. Click **General under the Client Chart section**.
   This opens the General tab on the client's profile.

10. Enter the client’s Coordinator information.
    The client’s payer will already be filled in based on the Admission Type selected in the New Client Wizard.



11. Click the green () to open the **Add a Service** window.

12. Select the service from the drop down and add any additional information.
    Click **Save** to complete the client’s profile.