

Electronic Visit Verification (EVV)

Frequently Asked Questions

Ohio Department of Medicaid

October 2017

The Ohio Department of Medicaid (ODM) will begin using an Electronic Visit Verification (EVV) system for many home and community-based services on January 8, 2018. EVV is an electronic system that verifies when provider visits occur and documents the precise time services begin and end. Following are Frequently Asked Questions and Answers.

Why is ODM implementing an EVV system?

- Congress passed a federal law requiring State Medicaid programs to implement an EVV system for some 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 at section 12006 of the H.R. 34 (114th Congress) (2015-2016).

GENERAL QUESTIONS

Will EVV apply to services billed directly to Medicaid?

- EVV will apply to selected services billed directly to Medicaid (known as fee-for-service) beginning on January 8, 2018. Those services include the following:
 - ✓ State Plan Home Health Aide
 - ✓ State Plan Home Health Nursing – RN
 - ✓ State Plan Home Health Nursing - LPN
 - ✓ State Plan Private Duty Nursing (PDN)
 - ✓ Ohio Home Care Waiver Nursing – RN
 - ✓ Ohio Home Care Waiver Nursing – LPN
 - ✓ Ohio Home Care Waiver Personal Care Aide
 - ✓ Ohio Home Care Waiver Home Care Attendant
 - ✓ State Plan RN assessment

Will EVV apply to services billed to Ohio's Medicaid Managed Care Plans?

- Services billed to Ohio's Medicaid Managed Care Plans will be included in EVV at a future date.

Will EVV apply to services provided through PASSPORT or the Assisted Living Waiver?

- No, EVV does not apply to services provided through PASSPORT or the Assisted Living Waiver at this time. But if an individual is enrolled in either PASSPORT or the Assisted Living Waiver and uses state plan services subject to EVV requirements, he or she will need a device for those state plan services.

Will EVV apply to services provided through a waiver administered by the Ohio Department of Developmental Disabilities (DODD)?

- No, EVV does not apply to services provided through a waiver administered by DODD at this time. But if an individual is enrolled in a waiver administered by DODD and uses state plan services subject to EVV requirements, he or she will need a device for those state plan services.

What are the benefits of an EVV system?

- It records individual worker's activity, which reduces the likelihood for error or fraud.
- It increases efficiency because reporting is automated and claims submission is cleaner.
- It improves quality of care by making workers' activities transparent and measurable.

Who is Ohio Medicaid's contractor for the EVV system?

- ODM has contracted with Sandata Technologies_LL_C for the EVV system, provider training and technical support.

Who is responsible for installing the Sandata EVV system?

- There is nothing to install. Your agency, including all users, will access the Sandata EVV system via the web. This requires a current web browser and sufficient internet connectivity.

PROVIDER QUESTIONS

How can I ensure that I receive all the information I need about the Ohio Medicaid EVV program?

- You must keep your email and home address current in the Medicaid Information Technology System (MITS). You can update your contact information by logging in to your account on the ODM secure Provider Portal and updating the information under the "demographics" tab. If you have not established your secure account, please call the Provider Hotline at 1 (800) 686-1516 for assistance. The secure Provider Portal can be found at https://www.ohmits.com/prosecure/authtam/handler?TAM_OP=login&URL=%2FPortal%2FDesktopModules%2FiC_Authenticate%2FSignIn.aspx%3FReturnUrl%3D%252fPortal%252fdefault.aspx.

Do I have to use EVV?

- If you provide a service subject to EVV and your claims are sent to Medicaid for payment (known as fee-for-service), you must use EVV beginning on January 8, 2018. The services subject to EVV include the following:
 - ✓ State Plan Home Health Aide
 - ✓ State Plan Home Health Nursing – RN
 - ✓ State Plan Home Health Nursing - LPN
 - ✓ State Plan Private Duty Nursing (PDN)
 - ✓ Ohio Home Care Waiver Nursing – RN
 - ✓ Ohio Home Care Waiver Nursing – LPN
 - ✓ Ohio Home Care Waiver Personal Care Aide
 - ✓ Ohio Home Care Waiver Home Care Attendant
 - ✓ State Plan RN assessment

Do I have to use the Sandata EVV system?

- Non-agency providers are required to use the Sandata EVV system. Agency providers may choose to use an alternate data collection system that has been approved by ODM.

Is there a cost to me for using the EVV system?

- There is no cost to any provider or individual for the Sandata EVV system. However, there may be a cost to agency providers who choose to use an alternate EVV system.

I am an agency provider. If I am already using an EVV technology, do I have to switch to the Ohio Medicaid EVV system?

- You may continue to use your current EVV system but you must meet Ohio Medicaid EVV business requirements and Sandata technical specifications. Both the business requirements and the technical specifications are available on the ODM website.
(<http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>)
- Providers will be responsible for working with Sandata and for any interface costs charged by their vendors if they choose to use their own system.

Are there any exceptions to EVV requirements?

- There are three exceptions to EVV requirements for services subject to EVV. Those exceptions include the following:
 - ✓ Services billed directly to Ohio Medicaid Managed Care Plans
 - ✓ Services provided in a group setting
 - ✓ Services with an expected duration of care of 90 days or less.

How do individuals receiving qualifying home and community-based services receive a device?

- Medicaid providers will be required to request devices for individuals they serve when they are receiving any of the qualifying services. Device requests can be submitted beginning after EVV training is completed at <https://etraonline.net/login>.

How does the EVV device get to the individual?

- Mobile devices will be mailed to the individual receiving services before the EVV program begins. The mobile device will stay with the individual until he or she no longer needs qualifying services. At that time, the device is returned to the vendor at no cost to the provider or individual.

How do I determine the expected duration of care?

- The expected duration of care is the number of calendar days beginning on the first date a qualifying service is provided and ending on the last day when services are expected to be provided.
- The 90 days are calculated from the first day of service, not from the go live date of January 8, 2018. However, providers may use their discretion and judgment around those individuals whose expected duration of services are expected to end by March 30, 2018.

What happens if I need to run errands for my individual prior to arriving at his or her home to provide authorized services?

- EVV does not affect access to care or provision of services. If the service you are providing allows errands (as do services available through the Ohio Home Care Waiver), and the services are on the Person-Centered Services Plan (PCSP), you can continue to complete errands for the individual prior to arriving at the individual's home.
- In this instance, the caregiver should use the device to start the visit when they arrive at the individual's home. The provider will need to use Visit Maintenance to adjust the start time and should maintain documentation supporting the adjusted start time.

How will an individual verify times and service?

- An individual will have the ability to verify times and service by voice recording or a digital signature. Voice verification is the preferred verification method.

Will Sandata help agencies upload data into the EVV system?

- Sandata will offer a spreadsheet option for agencies serving 80 or more individuals using Medicaid-covered services. Those agencies will be able to populate the spreadsheet with their direct care workers and individuals using Medicaid-covered services. When the agency returns the completed spreadsheet, Sandata will upload the data into the EVV system. After the initial upload, the agency will be responsible for maintaining EVV data.

What happens if the individual's EVV device cannot connect to the system?

- If GPS or cellular coverage are not a viable option for a specific visit, you can use telephony or manual visit verification to capture visit information.

What do I do when I am no longer providing services subject to EVV requirements to an individual?

- You will use eTrac to notify Sandata when you are no longer providing services subject to EVV to the individual. Sandata will determine whether any other providers are still caring for the individual. If the individual is no longer receiving any services subject to EVV, Sandata will send prepaid packaging that can be used to return the device to the individual. The eTrac portal can be found at <https://etraconline.net/login>.

Will I have access to the Sandata aggregator?

- All agency providers will have access to the Sandata aggregator when they begin to record visit information using EVV.

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.

What do I need to do if an individual I care for moves?

- You will need to update the individual's address information in the Sandata EVV portal so that the individual's new address doesn't generate GPS exceptions.

What do I do if the device cannot be used for the individual I care for or the individual refuses to use the device?

- Telephony is the primary alternative to the EVV device. If telephony cannot be used, you can use the Visit Maintenance functionality in the Sandata EVV system to manually enter the visit.

Can more than one provider use the same device to record services to an individual?

- Yes. Every caregiver will have unique log in credentials so that the device can be used by all the caregivers who provide services to an individual.

Does the caregiver have to use a phone in the individual's home for telephony?

- No, the caregiver can use any phone to record a visit using telephony.

Will EVV alert caregivers if they did not complete an earlier visit?

- When a caregiver logs into the EVV device, the system will check for any open visits using the same log-in credentials. If the system finds an open visit, the caregiver will be asked to abandon the visit (if he or she needs to open a new visit) or to complete a visit. If a visit is abandoned, a "missing out call" exception will post, and the provider will need to use the Visit Maintenance functionality to clear the exception.

Will EVV be used to document skilled therapy services?

- Skilled therapy services are not included in EVV at this time.

TRAINING QUESTIONS

What kind of training will be available for providers?

- Before the implementation on January 8, 2018, training will be offered in three ways. Providers can choose a classroom setting, an instructor led webinar training or self-paced, on-line training.
- Self-paced, on-line training will be available for the life of the program.

When is training?

- Classroom and webinar training begins on November 1, 2017 and ends on December 20, 2017.
- Self-paced, on-line training begins on November 15, 2017 and will be available for the life of the program.

Where is classroom training offered?

- Classroom training is being offered at locations throughout the state almost every day in November and December. When you register for training you will pick your date and location. Location choices include Akron, Cincinnati, Cleveland, Columbus, Dayton, Marietta and Toledo.

How do I register for training?

- Agency providers can register for training at <https://www.sandatalearn.com?KeyName=ODMEVVAgencyTraining>.
- Non-agency providers can register for training at <https://www.sandatalearn.com?KeyName=ODMEVVNonAgencyTraining>.

Do I have to go to training?

- All providers of services subject to EVV must complete training prior to receiving log-in credentials for the EVV system.

How many employees can I send to training?

- Each provider number can send a total of two employees to any combination of classroom and webinar training.
- There is no limit on the number of employees who can participate in the self-paced, on-line training.

Did you collect any input from providers regarding training?

- Sandata has sought input from providers twice by survey: Once, in December 2016 to gain information to assist in building the Ohio EVV System, and again in June 2017 to learn providers' preferences for type of training, location, and time

Will agencies have access to an EVV device that they can use to train their staff?

- No. Devices are sent to individuals receiving services and not to agency providers. However, a video will be forthcoming that will aid agencies in training staff on the EVV device.

Will providers have access to an EVV device during instructor led webinars?

- The training uses screenshots to illustrate each step in using an EVV device.

Can I bill Medicaid for the time I spend in training?

- Training is offered free of charge to all Medicaid Providers affected by EVV deployment. You cannot submit a claim for payment while accumulating your training hours as Medicaid reimburses only for medically necessary services.

BILLING QUESTIONS

How will EVV impact billing?

- Providers participating in EVV will notice some changes when submitting claims to ODM. Times of service will now be required in the MITS portal and on the EDI claims.

How will I report time on an EDI (837P) claim?

- ODM 837 Professional Companion Guides will be updated to contain the following information:
 1. Loop ID – 2400 Service Line Number
 2. NTE – Line Note segment
 3. NTE 01 = ADD
 4. NTE 02 = HHMMxxHHMMxx for all detail lines on EVV claims
 - a. 'xx' = AM or PM
 5. NTE 02 = HHMMxxHHMMxxY when the service is 90 days or less
 - a. 'xx' = AM or PM

How will I report time on a claim I enter through the Medicaid portal?

- New fields will be added to MITS portal where you submit claims to collect the start time, the end time and the 90 day indicator.

What happens if the times on my claim don't match the times recorded in the EVV System?

- Beginning on July 1, 2018, if the times on a claim do not match the times recorded in the EVV System, the claim will deny. If the times in the EVV System are correct, you can change the times on your claim and resubmit the claim for payment. If the times on the claim are correct, you will be able to edit the times in the EVV System to match the visit documentation and resubmit the claim for payment. You must maintain documentation supporting any manual change of visit information collected electronically.

Can I get information from the EVV System that I can use in my own billing system?

- Reports from the EVV System can be exported in PDF, Excel and .csv formats.

Does EVV apply to services provided to individuals living in a nursing home?

- Medicaid does not cover any of the services subject to EVV for individuals residing in nursing homes, so there are no EVV requirements that are applicable to services provided in nursing homes.

INDIVIDUAL QUESTIONS

Is there a cost for using EVV?

- There is no cost to any individual for using the EVV System.

How will I get an EVV device?

- Your provider will request a device for you. The device will be delivered to your home by Federal Express (FedEx).

What happens when I no longer am receiving qualifying services?

- Your provider or providers will notify Sandata that they are no longer providing services to you. Sandata will send you an envelope you can use to return the device at no cost to you through the United States Postal Service (USPS).

What happens if my caregiver runs errands for me before he comes to my house?

- EVV does not affect access to care or provision of services. If the service your caregiver is providing allows errands (as do services available through the Ohio Home Care Waiver), and the services are on the PCSP, EVV permits the caregiver to complete errands for you prior to arriving at your home.

How will I verify times and service?

- You will verify times and service by voice recording or digital signature. Voice verification is the primary verification method.

What if I move?

- You should take your device with you, and your caregivers can use the device at your new home.

Do I need training for the EVV device?

- You do not need training for the EVV device, but you may want to talk to your caregiver about EVV. There is also a video posted on the ODM web page that will provide more information. <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>.

ALTERNATE EVV SYSTEMS for AGENCY PROVIDERS

I am an agency and have my own EVV system. How do I interface with Sandata?

- Please see the EVV [Business Requirements for Alternate EVV Data Collection Components](http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Alternate-EVV-System-Requirements.pdf) (<http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Alternate-EVV-System-Requirements.pdf>) and [Alternate Data Collection Systems Interface Specifications](http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf) (http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf) to see if your system meets the requirements to participate in the ODM EVV program using an alternate EVV system.

What if my Alternate EVV System vendor cannot map its values to ODM'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://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf) (http://medicaid.ohio.gov/Portals/0/Initiatives/EVV/EVV_Technical_Specifications.pdf).

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 approval.

Can a non-agency provider contract with an alternate vendor?

- No. ODM will provide Sandata's EVV system free-of-charge to non-agency providers. Non-agency providers must use Sandata's EVV system.

When must I complete my interface to the Aggregator?

- EVV implementation is planned for January 8, 2018. If you choose to use an alternate EVV system at the start of the program, we recommend that you complete the certification process at least 60 days prior to go live. This will ensure ample time to enter required information. In addition, you will be able to take full advantage of the 6 month phase-in period before claims will be denied for EVV-related reasons.

How do I start the certification process?

- If you plan to use an alternate EVV system, please contact ConnectMyEVV@etraonline.net to initiate the process to link to the Sandata aggregator. We recommend that your system be approved and functional at least 60 days before the planned January 8, 2018 EVV implementation date. It is important to allow sufficient time for development and testing. If you have questions about using an alternate EVV system, please call the EVV Customer Care line at 1 (855) 805-3505.

Additional Resources

Current information is published on the ODM website.

- <http://medicaid.ohio.gov/INITIATIVES/ElectronicVisitVerification.aspx>

For Provider Assistance:

- Send questions to EVV@medicaid.ohio.gov.
- For general questions about the EVV program:
 - ✓ Ohio Medicaid Provider Hotline at 1 (800) 686-1516
- For technical questions about using the Sandata EVV system or an alternate EVV system:
 - ✓ Customer Care at 1 (855) 805-3505

For Assistance for Individuals Using Long Term Services and Supports:

- Send questions to EVV@medicaid.ohio.gov.
- Ohio Medicaid Consumer Hotline at 1 (800)324-8680