

Alternate (Alt) Electronic Visit Verification (EVV) Certification Informational Webinar

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[Medicaid.ohio.gov/EVV](https://www.medicicaid.ohio.gov/EVV)



Webinar Questions

All attendees will be put on mute. To ask a question, you can select the **Q&A icon** and type your question in the box provided, on the bottom, right-hand side of the screen.

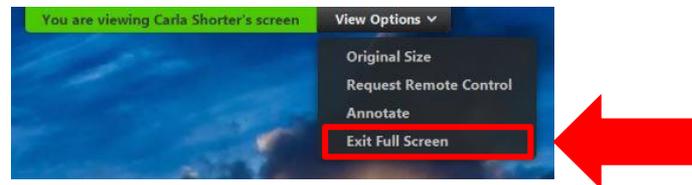
Your instructor and the EVV team will answer as many questions as possible during the time allotted, at the end of the webinar.

For easier viewing:

- You may click the Enter Full Screen button in the webinar window to make the presentation larger on your screen.



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Agenda

- Alt EVV certification requirements and deadline
- Alt EVV resources and updates
- Alt EVV demonstration requirement information
- Contact information for questions

ALT EVV CERTIFICATION: REQUIREMENTS AND DEADLINE

Alternate EVV System Certification Deadline

- An alternate system is certified when the vendor/provider combination completes the Sandata data validation and satisfies the demonstration requirement.

Request to Schedule Demonstration

Electronic Visit Verification (EVV)

Alternate System Certification

Each alternate EVV system vendor must successfully complete a demonstration of core system functionality as defined by the Demonstration Checklist found on the ODM EVV webpage. If the alternate system (with the same functionality) has not successfully been demonstrated previously, the demonstration is required before the alternate system will be certified. If the alternate system (with the same functionality) has been successfully demonstrated previously, the provider and vendor should complete the certification in Part 2 of this document in lieu of requesting a demonstration.

Note: Part 2 of the Request to Schedule Demonstration should be completed by the provider and vendor for any alternate system that has successfully completed a demonstration previously. Failure to either successfully complete a demonstration or submit this form with Part 2 completed, will result in a failure to complete the alternate EVV system certification process.

Provider Name: _____

Medicaid Provider Number _____

Vendor/System _____

Date: _____

Part 1: To be completed by the provider requesting the demonstration.

1. Please indicate whether the alternate system has been developed solely for services provided through waivers administered by the Ohio Department of Developmental Disabilities (DODD).

All Services DODD Only

2. Do you have multiple versions/approaches (e.g., hosted on your server vs. hosted on a provider server)?

Alternate EVV System Certification Deadline

- The vendor/provider combination successfully completes a demo, or
- The vendor and provider submit a Request to Schedule Demonstration with Part 2 completed (only when vendor has successfully passed the demonstration requirements with another provider)

Part 2: To be completed by the provider and vendor when the vendor has previously completed a successful demonstration of the system that will be used by the provider.

_____ (vendor) and _____
(provider) hereby attest that the _____ (alternate system) was
successfully demonstrated to the Ohio Department of Medicaid on _____ (date).

Vendor:	Provider:
_____	_____
(Signature)	(Signature)
_____	_____
(Name – Please Print)	(Name – Please Print)
_____	_____
(Title)	(Title)
_____	_____
(Date)	(Date)

Alternate EVV System Certification Deadline

- The deadline for certifying alternate EVV systems has moved to September 1, 2020 in recognition of challenges that may have been presented by the COVID-19 pandemic
 - » Demonstrations have continued remotely throughout the pandemic
- As a reminder, once a vendor passes the demo, all of their providers must still submit part 2 of the demo request form
 - » 26% of providers whose vendors have passed are missing Part 2
- Failure to certify an alternate vendor system before September 1, 2020 may result in the provider being transitioned to the Sandata system until the certification process is complete

Definition of Alt EVV Non-Compliance

- Providers will be considered non-compliant with Alt EVV requirements if they meet either of the following conditions, as of 9/1/2020:
 - » The provider and vendor have not successfully met the demonstration requirement
 - » The provider has not requested Production Credentials to send their Alt EVV data to the Sandata Aggregator

What Happens if a Provider is Alt EVV Non-Compliant

- Providers who are in danger of being non-compliant with Alt EVV requirements as of 9/1/2020 will receive communication from ODM in the next couple of weeks
- Providers will receive a letter from ODM if they are found to be non-compliant after of 9/1/2020
- Providers will have 30 days from receiving the letter to reach out to Sandata and coordinate a transition back to the Sandata system
 - » Transition back to the Sandata system must be completed within 30 days
- Providers who feel they have received the communication in error may reach out to the ODM EVV team at EVV@medicaid.ohio.gov

Transitioning Back to the Sandata EVV System

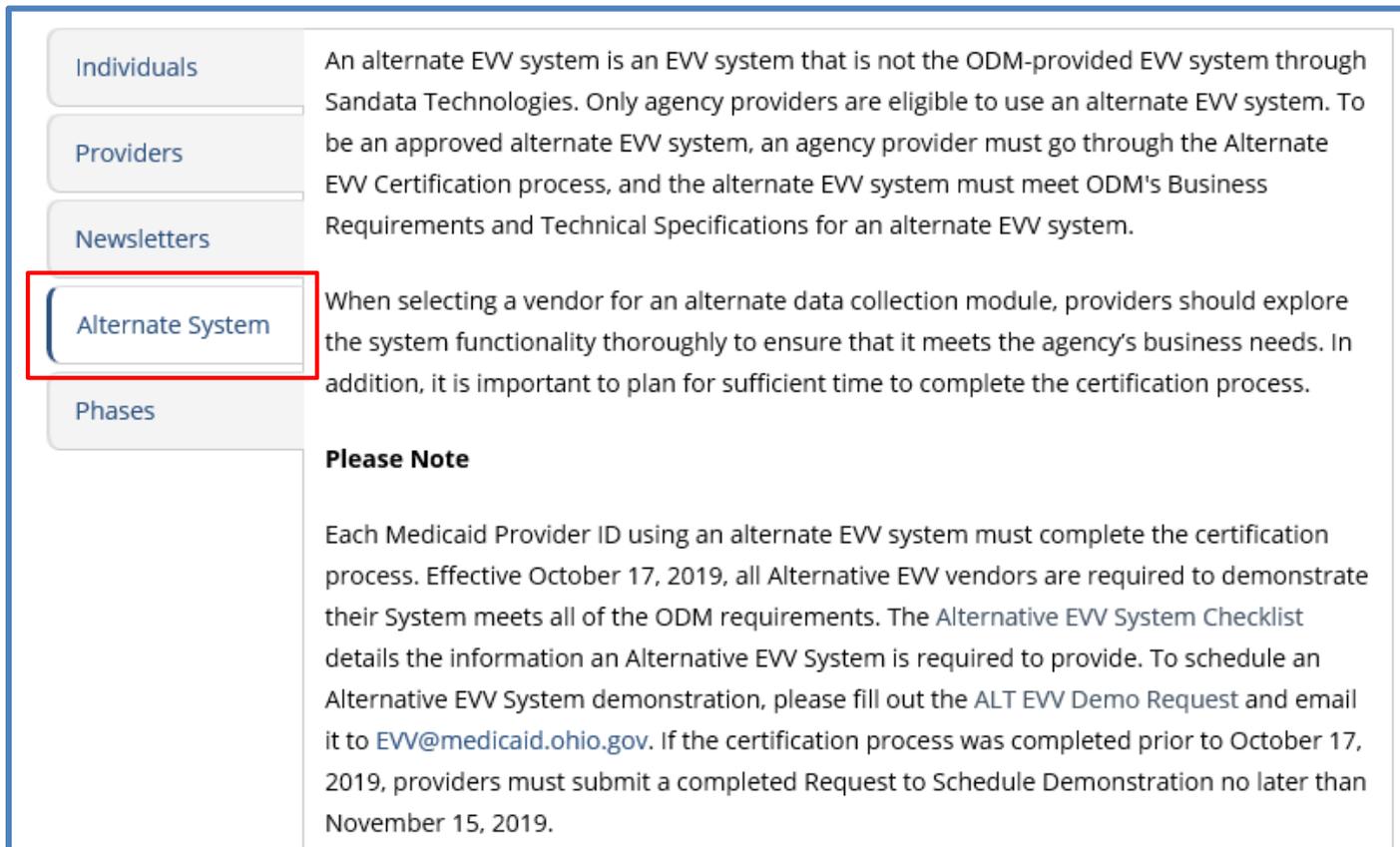
Providers who will have to transition back to using the Sandata EVV System should expect to:

- » Take self-paced training on the Sandata EVV system
- » Proactively reach out to Sandata and coordinate a transition back to the Sandata system and request a new Welcome Kit
- » Receive and download a Welcome Kit from Sandata, which includes login information for the Sandata EVV portal and information for logging visits through Sandata Telephony phone lines
- » Set up all caregivers and clients in the Sandata EVV system
- » Train caregivers on how to use the Sandata EVV system
- » Use the Sandata EVV system until Alt EVV compliance has been reached

ALT EVV RESOURCES AND UPDATES

Source of Information: ODM Webpage

- <http://Medicaid.ohio.gov/EVV>
- *Alternate System* tab



The screenshot shows a webpage interface with a left-hand navigation menu and a main content area. The navigation menu includes the following items: Individuals, Providers, Newsletters, Alternate System (highlighted with a red border), and Phases. The main content area is currently displaying information for the 'Alternate System' tab.

Individuals

Providers

Newsletters

Alternate System

Phases

An alternate EVV system is an EVV system that is not the ODM-provided EVV system through Sandata Technologies. Only agency providers are eligible to use an alternate EVV system. To be an approved alternate EVV system, an agency provider must go through the Alternate EVV Certification process, and the alternate EVV system must meet ODM's Business Requirements and Technical Specifications for an alternate EVV system.

When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process.

Please Note

Each Medicaid Provider ID using an alternate EVV system must complete the certification process. Effective October 17, 2019, all Alternative EVV vendors are required to demonstrate their System meets all of the ODM requirements. The [Alternative EVV System Checklist](#) details the information an Alternative EVV System is required to provide. To schedule an Alternative EVV System demonstration, please fill out the [ALT EVV Demo Request](#) and email it to EVV@medicaid.ohio.gov. If the certification process was completed prior to October 17, 2019, providers must submit a completed Request to Schedule Demonstration no later than November 15, 2019.

Key Information

- ALL Alt EVV documentation is important

Note: Providers' Alt EVV system must meet all of the requirements in both:
1) Business Requirements
2) Technical Specifications

Alternate System

When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process.

Phases

Please Note

Each Medicaid Provider ID using an alternate EVV system must complete the certification process. Effective October 17, 2019, all Alternative EVV vendors are required to demonstrate their System meets all of the ODM requirements. The Alternative EVV System Checklist details the information an Alternative EVV System is required to provide. To schedule an Alternative EVV System demonstration, please fill out the [ALT EVV Demo Request](#) and email it to EVV@medicaid.ohio.gov. If the certification process was completed prior to October 17, 2019, providers must submit a completed Request to Schedule Demonstration no later than November 15, 2019.

Webinar	Date\Time	Link to Register
Alternate EVV Certification and Changes	Tuesday, October 22nd, 2019, at 2:30pm EST	Register
Alternate EVV Certification and Changes	Tuesday, October 29th, 2019, at 2:30pm EST	Register





- General Rules and Requirements
Providers MUST comply with the Technical Specifications and Business Requirements.
- These documents are referenced in the Technical Specifications and are part of the system requirements: Exception Code Listing, Reason Code Listing, Required Data Elements Phase 2

Alternate EVV Technical Specification Update

- Alt EVV Technical Specifications were updated on the ODM website, the week of July 6th
- The specifications were updated to include Phase 3 program and services codes
- The only changes that were made to the specifications can be found on page 17, with specification additions in **red**:

PayerProgram	<p>Program to which the client is associated.</p> <p>Values for Ohio Phase 2: DD, MyC, OHC, PP, SP.</p> <p>Additional values for Phase 3: PDHPC, PPPD, OHCPD, MyCPD</p> <p>A full description of Program specifics can be found in Appendix G.</p>	If not provided or not one of the valid values = Reject Complete Client Record	String	64	Required
ProcedureCode	<p>Values for Ohio Phase 2: HPC, T1002, T1003 (for DODD), G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019.</p> <p>Additional values for Phase 3: T2025, G0151, G0152, G0153</p>	If not null or not one of the valid values = Reject Complete Client Record	String	5	Required

Alternate EVV Technical Specification Update

- Vendors who work with providers of these services should update their systems by the Phase 3 mandated use date of 1/1/2021.
- Neither vendors nor providers will have to go through re-certification for the added Phase 3 programs or services.

Requirements to Note:

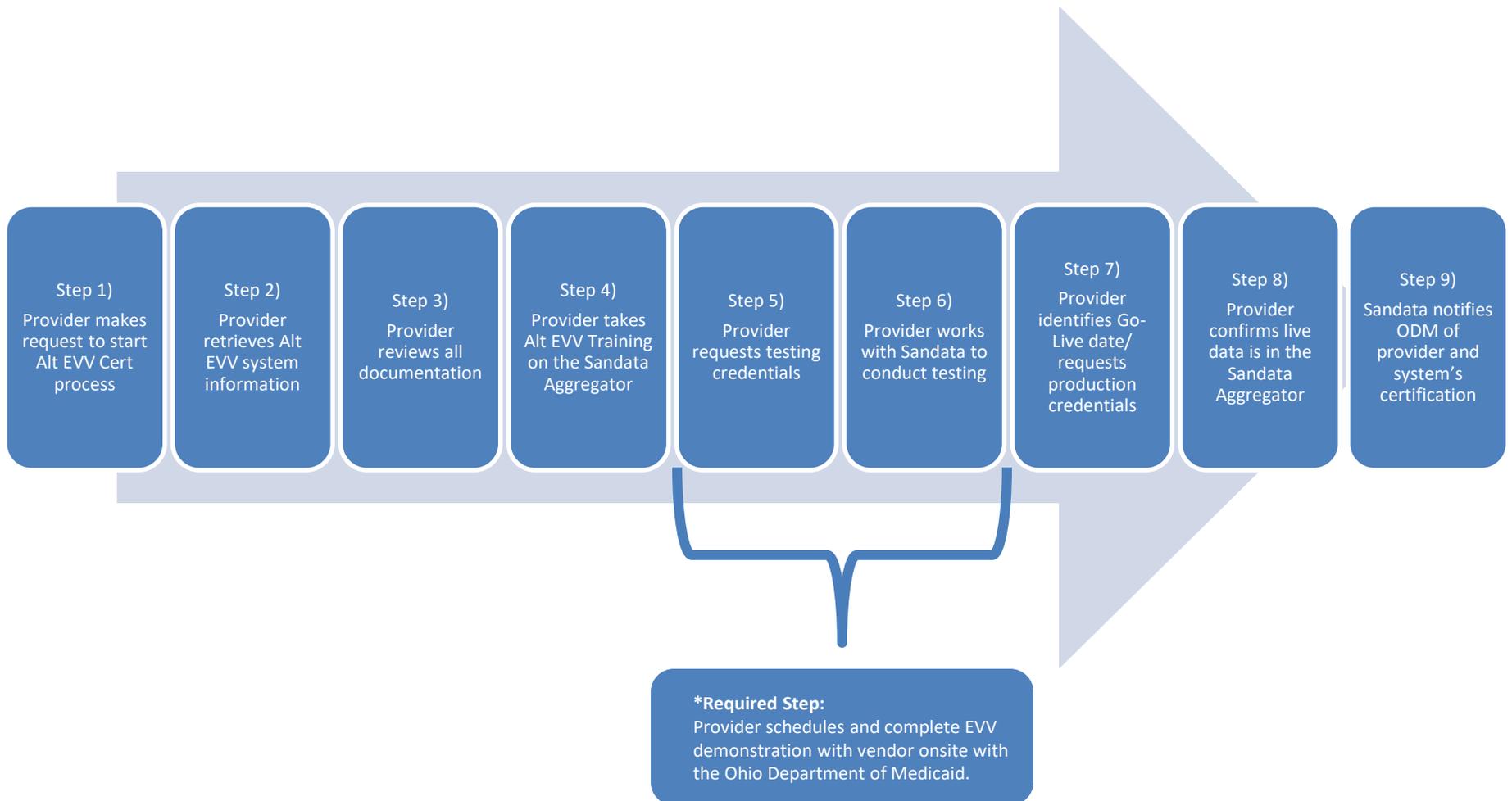
- ODM and Sandata are not responsible for any costs related to setting up an interface with or implementing an Alt EVV system
- Agencies must be the ones to initiate the Alt EVV setup process, request Testing Credentials, and request Production Credentials
- An Alt EVV system must complete the setup and certification process for each agency's Medicaid Provider ID with whom they contract
- How often an Alt EVV system sends data to the Sandata Aggregator is up to the Alt EVV system, but must be within 24 hours of data collection and/or any edits made to data
- Voice and digital signatures must be obtained and stored in the Alt EVV system
- Indication that verification was captured/not captured must be sent to the Sandata Aggregator

Requirements to Note:

- Alt EVV systems must use mobile GPS technology to collect GPS coordinates in near real time at the start and end of the visit as the primary method of data collection
- Alt EVV systems must offer at least two back-up methods of visit capture; manual entry must be one of the methods
- Voice and digital signatures must be obtained and stored in the Alt EVV system
- Indication that verification was captured/not captured must be sent to the Sandata Aggregator
- A successful Alt EVV system demonstration or Part 2 of the *Request to Demonstrate* form must be completed with the Ohio Department of Medicaid in order to be considered certified

ALT EVV DEMO REQUIREMENT INFORMATION

Alt EVV Certification Process Review



What is an Alt EVV system demonstration?

- An Alt EVV system demonstration is a demonstration by an Alt EVV system vendor where the vendor demonstrates that the alternate system has core functionality required by ODM.
- The demonstration is not intended to determine usability of the alternate system.
- A successful demonstration will not lead to the endorsement of an alternate system by ODM.
- A successful demonstration does not guarantee certification.

Why a demo?

- The Sandata process focuses on the vendor's ability to send information and not on requirements regarding the capture of information.
- The demonstration will help providers make sure they are in compliance with program requirements.
 - » Comments during the rule process
- The demonstration will help vendors be sure they are offering all required functionality.
- The demonstration will help ODM be sure that the information sent was captured appropriately.
 - » Since the EVV program was implemented, multiple instances of a vendor submitting information during the Sandata validation process without the data collection functionality have been identified.

Who is required to complete a demonstration?

- Providers and vendors currently in the process of certifying their alternate system.
 - » Schedule at any time after completing aggregator training.
 - » A successful demonstration must be completed before the system will be certified and production credentials will be available.
- Providers and vendors currently using an alternate system.
 - » A request to schedule an alternate system must be submitted to EVV@medicaid.ohio.gov
 - » If an alternate system that is currently in use does not successfully complete the demonstration, the vendor and provider will be given a reasonable amount of time to come into compliance and schedule a second demonstration.
 - » Failure to schedule or successfully complete the demonstration by September 1, 2020 will result in the provider needing to transition to the Sandata system

Requesting a demo

- Provider completes the “Request to Schedule Demonstration” form, found on the ODM EVV Webpage on the Alternate Systems tab:

The screenshot displays a web application interface with a dark blue navigation bar at the top containing the following menu items: HOME, MEDICAID 101, FOR OHIOANS, PROVIDERS, MANAGED CARE, INITIATIVES (highlighted), COVID, and RES. On the left side, there is a sidebar with three buttons: Newsletters, Alternate System, and Phases. The main content area features a white background with a dark blue border. It contains a paragraph of text: "EVV Certification process, and the alternate EVV system must meet ODM's Business Requirements and Technical Specifications for an alternate EVV system." Below this is another paragraph: "When selecting a vendor for an alternate data collection module, providers should explore the system functionality thoroughly to ensure that it meets the agency's business needs. In addition, it is important to plan for sufficient time to complete the certification process." A section titled "Please Note" follows, containing a detailed paragraph: "Each Medicaid Provider ID using an alternate EVV system must complete the certification process. Effective October 17, 2019, all Alternative EVV vendors are required to demonstrate their System meets all of the ODM requirements. The [Alternative EVV System Checklist](#) details the information an Alternative EVV System is required to provide. To schedule an Alternative EVV System demonstration, please fill out the [ALT EVV Demo Request](#) and email it to EVV@medicaid.ohio.gov. If the certification process was completed prior to October 17, 2019, providers must submit a completed Request to Schedule Demonstration no later than November 15, 2019." The text "ALT EVV Demo Request" is highlighted with a red rectangular box.

Requesting a demo

- Provider completes *either* Part 1 or Part 2 of the form and sends it to EVV@medicaid.ohio.gov
 - » You will receive a confirmed date and time for the requested demonstration
 - The response will be sent by email to the provider within 2 business days.
 - The vendor will receive a copy of the response with the confirmed date and time.
 - » Note that the form asks for the first date when the provider and vendor will be available to demo. The demonstration will not be scheduled before that date but may not be on that date.
 - » Demos will be scheduled on an as-needed basis after the certification deadline of September 1, 2020

Who participates in a demonstration?

- The alternate system vendor must participate in the demonstration
- The provider must participate remotely
- ODM staff
- A Sandata resource will be available in the event there are technical questions during demo

Alt EVV Request to Schedule Demonstration Form

- **Reminder:** Part 1 is for a provider of any vendor who has not already successfully completed a demonstration

Request to Schedule Demonstration

Electronic Visit Verification (EVV)

Alternate System Certification

Each alternate EVV system vendor must successfully complete a demonstration of core system functionality as defined by the Demonstration Checklist found on the ODM EVV webpage. If the alternate system (with the same functionality) has not successfully been demonstrated previously, the demonstration is required before the alternate system will be certified. If the alternate system (with the same functionality) has been successfully demonstrated previously, the provider and vendor should complete the certification in Part 2 of this document in lieu of requesting a demonstration.

Note: Part 2 of the Request to Schedule Demonstration should be completed by the provider and vendor for any alternate system that has successfully completed a demonstration previously. Failure to either successfully complete a demonstration or submit this form with Part 2 completed, will result in a failure to complete the alternate EVV system certification process.

Provider Name: _____

Medicaid Provider Number _____

Vendor/System _____

Date: _____

Part 1: To be completed by the provider requesting the demonstration.

1. Please indicate whether the alternate system has been developed solely for services provided through waivers administered by the Ohio Department of Developmental Disabilities (DODD).

All Services DODD Only

2. Do you have multiple versions/approaches (e.g., hosted on your server vs. hosted on a provider server)?

Alt EVV Request to Schedule Demonstration Form

- **Reminder:** Part 2 is for any provider whose vendor has already successfully completed their demonstration and received an official “pass” notification from ODM
- Both the vendor and the provider must sign the form

Part 2: To be completed by the provider and vendor when the vendor has previously completed a successful demonstration of the system that will be used by the provider.

_____ (vendor) and _____
(provider) hereby attest that the _____ (alternate system) was
successfully demonstrated to the Ohio Department of Medicaid on _____ (date).

Vendor:	Provider:
_____	_____
(Signature)	(Signature)
_____	_____
(Name – Please Print)	(Name – Please Print)
_____	_____
(Title)	(Title)
_____	_____
(Date)	(Date)

Vendors with Multiple Product Offerings

- If an alternate system is offered in multiple forms, each platform must be demonstrated once
- Examples of vendors offering solutions included in multiple forms include, but are not limited to:
 - » A solution housed on the vendor's own server and a solution housed on the provider's server
 - » A vendor offering a DODD only solution and a solution for other payers

After the Demonstration

- ODM will send the provider a letter with the results of the demonstration and a copy of the checklist by email
- The vendor and Sandata will receive a copy of the email
- If the demonstration is not completed successfully, the vendor can schedule a second demonstration, as soon as they know when system updates will be completed
- If a successful vendor demonstration is the last item that provider needs to receive production credentials, then they may reach out to Sandata Support once a successful demo has been completed

Sandata Device Returns After Going Live with Alt EVV

- It is important to note that providers who move to an Alt EVV system after using Sandata EVV will need to indicate the need to return ODM-provisioned devices
- This would be for providers who requested devices on behalf of their individuals through eTRAC; returns for those devices would also need to be initiated in eTRAC on the Device Management tab
- Please remind your individuals that they will be receiving empty envelopes to return the devices as you will be using a different system.



CONTACT INFORMATION

Who do I contact with questions or issues?

- Contact OHAltEVV@Sandata.com
 - » To express interest in using an Alt EVV
 - » To work through the Alt EVV certification process

If you are emailing the Alt EVV Certification Support team for the first time, please be sure to include your first and last name, your role in your organization, your agency's name, and your agency's Provider Medicaid ID.
- Contact the Alt EVV Certification Support team at **844-289-4246**
 - » To ask questions or work through concerns
 - » Support of Alt EVV Certification through both the email box and the phone number will be Monday-Friday, 8am-6pm EST
- Contact the EVV Team at ODM through EVV@Medicaid.ohio.gov
 - » If you have any questions or issues that you don't feel have been addressed by the Alt EVV Certification Support Team
 - » To schedule your Alt EVV demonstration or submit Part 2 of the Demo Request form

Questions?