

# Welcome! Webinar Reminders

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- If you have to leave the webinar briefly, please do not put the call on hold (participants can hear the hold music).
- This webinar is being recorded and will be made available on the DHCF EVV website.
- Questions or Webinar Help:
  - Please submit your questions via the Q&A button.
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# Sandata<sup>®</sup> Payer Management

*Electronic Visit Verification™ Solutions*

*Increasing the Capacity to Care  
Improving the Process of Home Care*

## DC-Department of Health Care Finance (DHCF) EVV System Demo

March 23, 2020

Sandata Technologies, LLC  
[www.sandata.com](http://www.sandata.com)



# Welcome and Introductions

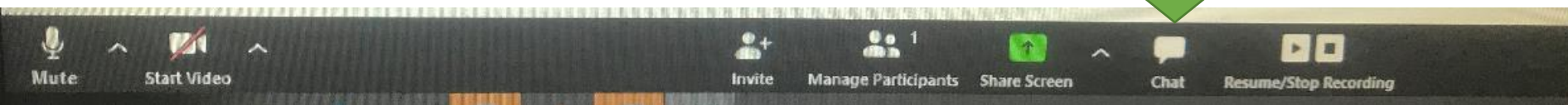
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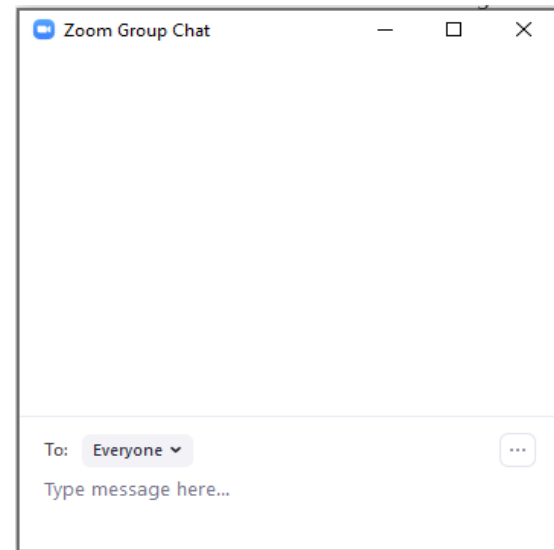
# Welcome! Zoom Q&A

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# Agenda

**Welcome and Introductions**

**EVV Overview..... Donald Shearer**

**Time Line..... Natasha Lewis**

**Key Decisions..... Donald Shearer**

**Access..... Donald Shearer**

**Demo..... Sandata**

**Q&A**



# EVV Program Overview

# 21st CENTURY CURES ACT EVV MANDATE



The 21<sup>st</sup> Century Cures Act, passed in late 2016, directs States to require the use of an Electronic Visit Verification (“EVV”) system for Medicaid-provided personal care services and home health services.

The Cures Act requires EVV capture data 6 elements:

- Member receiving the services
- Caregiver providing the service
- Type of Service
- Location of the service delivery
- Date of the service
- Time the service begins and ends



# Open Vendor Model

- Providers will be able to continue to use existing EVV systems or choose an alternate EVV vendor that has been approved by DHCF to meet general and the District of Columbia's-specific requirements for EVV.

# Access to Care

- All services will require an authorization from the Health Plan
- Providers will enter the schedule for direct care workers (DCWs)

# Access to Care: Alerts

- The system will generate alerts at 5- and 15-minute intervals:
  - 1<sup>st</sup> Alert – Agency staff designated as Coordinator of the client.
  - 2<sup>nd</sup> Alert – Staff designated as Coordinator of the client and to the staff designated as the Coordinator's Manager (based on staff set up).
- \*Providers configure their own alerts at a frequency dictated by the District.
- Alerts will stop after action has been taken (i.e., service is initiated, service rescheduled, etc.)

# Member/Designee Verification

- Providers will talk with members/families about delegating visit verification.
  - Guardian/designee cannot verify the visit if they are also serving as the paid DCW.
- The designations will get entered into the system.

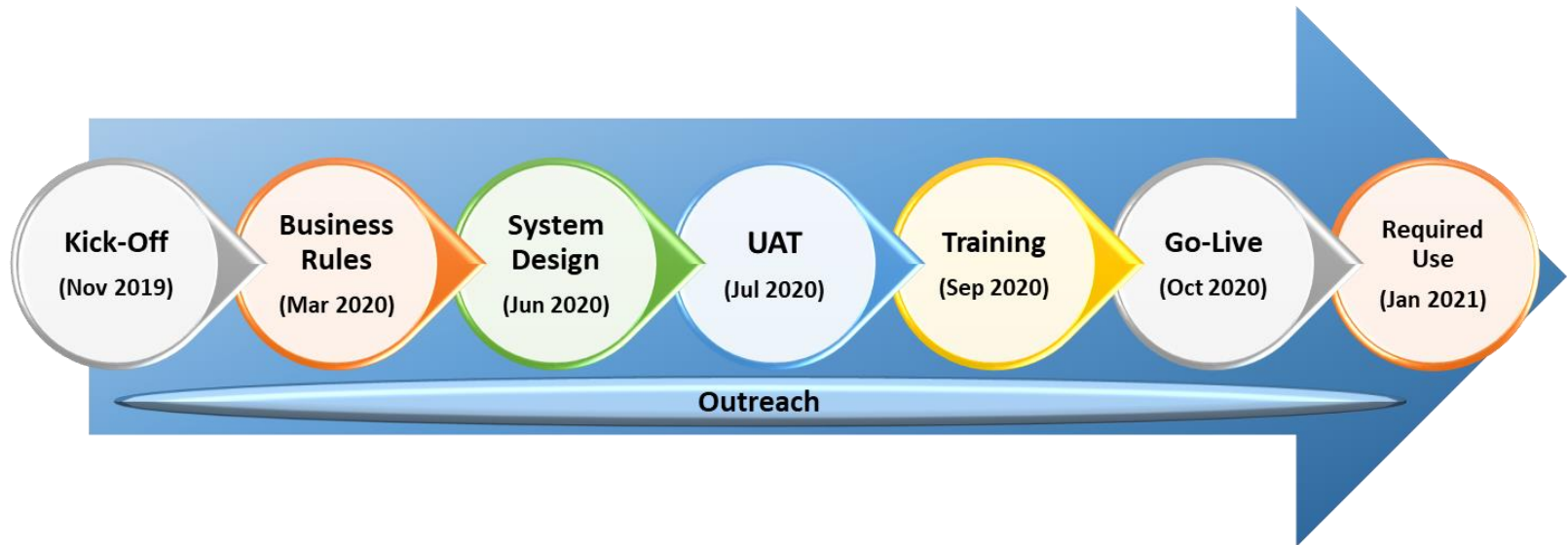
# EVV Resources

- Additional information on EVV can be found on DHCF's website, which will be launched soon:
  - The most up to date information available.
  - Member and provider specific information.
  - A list of all provider types and service codes subject to EVV.
  - A high level timeline of EVV activities.
  - How to sign up for DHCF's Constant Contact email list to stay informed.



# Timeline

# Timeline – Major Milestones





# KEY DECISIONS and ACCESS



# Key Decisions

- App based
- Unique individual email addresses
- Scheduling
- No show reports

# ACCESS AVAILABLE TO PROVIDERS

- Web portal
- Edit visits
- Login
- Search for visit
- Review visit information
- Add/ edit workers (CDS only)
- Create CDS cross reference
- View authorization
- Run Reports
- Manage security and add user roles

# DHCF's Program Requirements

The DHCF EVV Program will include:

## Point of Care

- Date(s) of service
- Time(s) of service
- Service provided (tasks)
- Person receiving the service
- Person providing the service
- Service location
- Visit verification  
(signature/recording)

# Solution Overview – DHCF's Program

- The following components of the Sandata system will be configured for the DHCF Program:
  - Authorizations
  - Scheduling
  - Services
  - Tasks
  - Reason Codes
  - Resolution Codes
  - Billing



# Sandata Product Demonstration

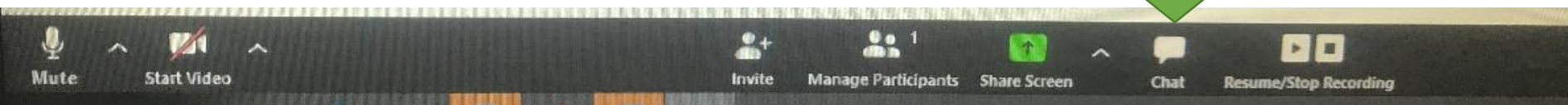


# Question and Answer

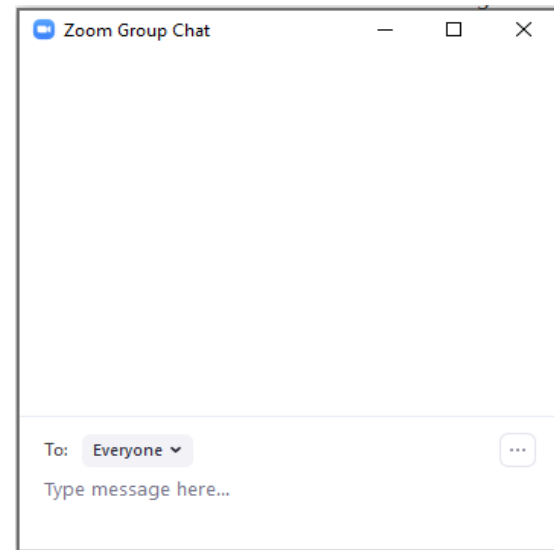
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# DHCF's Closing Comments





**THANK YOU!**

For questions/information, please contact:  
**DHCF at [evvinfo@dc.gov](mailto:evvinfo@dc.gov)**