Electronic Visit Verification Monthly Stakeholder Meeting

Date: August 17, 2020
Facilitator: Natasha Lewis
WELCOME AND INTRODUCTIONS
Welcome! Meeting Reminders

- All attendees have been muted, please do not unmute your line.
- Please do not put the call on hold (participants can hear the hold music).
- This meeting is being recorded.
- Questions or Meeting Help:
  - Please submit your questions via the Chat button.
  - All questions will be logged by DHCF.
Welcome! Zoom Q&A

How to submit a question

- Click on the “Chat” (ALT+ H) button in the Zoom menu bar, at the bottom of your screen

- Type in your question and click the “Enter” key.

- Questions will be addressed at the end of the meeting.
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<td><strong>Welcome and Introductions</strong></td>
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<td><strong>EVV Overview</strong>.................................Don Shearer/Donald Clark</td>
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<td><strong>Timeline</strong>.................................Natasha Lewis</td>
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<td><strong>Project Updates</strong>.......................Natasha Lewis</td>
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<td><strong>Communication Updates</strong>...............Louis Spence-Smith</td>
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<td><strong>Training Overview</strong>.........................Sandata</td>
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<td><strong>Alt EVV</strong>.........................................Sandata</td>
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<td><strong>Q&amp;A</strong>.........................................All</td>
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EVV PROGRAM OVERVIEW
The 21st 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
High-Level Process Overview

DHCF sends eligibility, prior authorization and provider information to Sandata

MCOs send PA information to Sandata

HHA schedules the visit

Visit start/stop

Verified visit

HHA generates claims to payors

Payor's validate and pay claims
Which Services Require EVV?

- All Personal Care Services (including the EPD and DD Waivers)
- Supported Living Periodic with and without Transportation
- In-Home Supports
- Respite (provided in the person’s home)
As a provider,

My next Steps are:

➢ Identifying and preparing staff that will be trained on how to use the system.

➢ Start communicating to staff about the EVV implementation and timeline.
TIMELINE AND UPDATES
Timeline – Major Milestones

- **Kick-Off** (Nov 2019)
- **Business Rules** (Apr 2020)
- **System Design** (Sep 2020)
- **UAT** (Oct 2020)
- **Training** (Nov 2020)
- **Go-Live** (Dec 2020)
Project Updates

- System Integration Testing (SIT) is still ongoing with MCOs, CDS and Conduent.
- User Acceptance Testing (UAT) is scheduled to start in October.
- Training will start in November.
- “Go Live” date is December 7th, 2020.
COMMUNICATION UPDATES
EVV RESOURCES

- EVV Website Update
  - [https://dhcf.dc.gov/page/electronic-visit-verification-evv](https://dhcf.dc.gov/page/electronic-visit-verification-evv)
  - Please ensure you log on and check out the website

- Use of EVV email: evvinfo@dc.gov

- EVV Phone number: 202-905-4388

- Frequently Asked Questions (FAQs)
  - Continuously updating
  - Available on website
Training Overview & Alt EVV (Sandata)
Questions and Answers
THANK YOU!

For questions/information, please contact DHCF at:

evinfo@dc.gov

Phone (202) 905-4388
Fax (202) 727-5645
Visual - Agency

Provider File: Donna Outreach and LMS registration

Donna takes EVV Base Training via LMS

- Donna creates agency Marys in EVV account
- Agency Marys sign up for webinar trainings
- Agency Marys access video library to watch recorded videos

Office Worker (Mary)

Caregiver

Scheduling
Visit Maintenance
Visit Capture
Group Visits
Billing
## Model

<table>
<thead>
<tr>
<th>Training Type</th>
<th>New Model</th>
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<tbody>
<tr>
<td>Instructor-led webinar</td>
<td>• Role/ functionality based</td>
</tr>
<tr>
<td></td>
<td>• 30 minutes to 1.5 hours session</td>
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<tr>
<td></td>
<td>• 2 Trainers</td>
</tr>
<tr>
<td></td>
<td>• 100 participants</td>
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<tr>
<td></td>
<td>• Available to all agency workers, could be offered to caregivers</td>
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<tr>
<td>Recording of instructor-led webinar</td>
<td>• Available via Sandata.com with security credentials</td>
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<tr>
<td>Training videos</td>
<td>• Role/ functionality based</td>
</tr>
<tr>
<td></td>
<td>• Shorter sessions</td>
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<td></td>
<td>• Available via Sandata.com with security credentials</td>
</tr>
<tr>
<td>How-to videos</td>
<td>• Available via Sandata.com with security credentials</td>
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# Agency Course Catalog

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<tr>
<th>Course</th>
<th>Description</th>
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<tr>
<td>System Overview</td>
<td>• Reviews accessing and logging in to Sandata EVV</td>
</tr>
<tr>
<td></td>
<td>• Reviews Common functions and features</td>
</tr>
<tr>
<td>Security Module</td>
<td>• How to create, edit and delete system users</td>
</tr>
<tr>
<td></td>
<td>• How to create security roles and privileges</td>
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<tr>
<td>Client Module</td>
<td>• Authorizations – how to view data received</td>
</tr>
<tr>
<td>Staff Module</td>
<td>• How to create, edit and inactivate staff</td>
</tr>
<tr>
<td>Scheduling Module</td>
<td>• How to create single schedules</td>
</tr>
<tr>
<td></td>
<td>• How to create recurring schedule templates</td>
</tr>
<tr>
<td></td>
<td>• How to edit and cancel schedules</td>
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<td>Course</td>
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| Visit Capture (SMC, TVV)                    | • Set up and credentials  
• How to create and finish a visit, including task entry  
• Location selection  
• Client signature and voice authorization  
• What a visit looks like in the portal |
| Visit Maintenance                           | • Reviewing/resolving exceptions  
• Manual visits                                                              |
| Group Visits for Agencies                   | • How to create visit  
• Visit Maintenance for Group Visits                                         |
| Aggregator                                  | • Logging in and navigation  
• Understanding visit detail module  
• Reports – running existing reports and creating ad hoc searches             |

For Alternate EVV Provider Agencies – 1 hour LMS only

CONFIDENTIAL
DHCF - Alternate EVV Certification Process Overview

August 17, 2020
Agenda for the Meeting

1. Alternate EVV Overview
2. High level timeline
3. Next Steps Wrap up / Close Meeting
Alternate EVV Process
**Alternate EVV Process - Overview**

**Provider Agency**
- Send request to WDCALTEVV@Sandata.com
- Agency will receive small survey – 3 to 7 questions
- Sandata will confirm receipt
- No additional action required by the Provider Agency

**EVV Solution Vendors**
- Sandata will reach out to EVV Vendor Solution
- Vendor will receive small survey – 3 to 7 questions
- Sandata will confirm receipt of survey details
- Sandata will create and send testing credentials and testing certification check list

**Certification**
- Vendor will complete testing - Positive and Negative
  - Sending of client (beneficiary) data
  - Sending of Caregiver (Employee) data
  - Sending of Visit data
- Returned completed testing check list to Sandata
- Sandata to review and approve testing checklist

**Credentials**
- Sandata to provide vendor credentials
- Credentials for 1 or more agencies depending on vendor
- Vendor begin sending visit for all agencies they are supporting

**Aggregator Access**
- Notification sent to 1 or more provider agencies stating vendor is approved
- Notification to include DC Aggregator training link and Provider Agency Credentials for DC aggregator access
Alternate EVV Process - Timelines
Timeline

- Provider Agencies
- Vendors
- DC Go-live

08.17.2020

- Stakeholder Meeting

10.05.2020

- Provider Request Credentials
- Vendor Testing
- Vendor Integration – Sending Visit data
- Provider Access to DC Aggregator

12.07.2020

- DC Go-Live – Active Use
Next Steps
Next Steps

1. Review Technical Specs and Addendum
2. Notify Sandata of your intent
3. Notify Vendor of your intent