

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

Frequently Asked Questions (FAQ) Required Use of DCWs SSN | October 2020

Why is AHCCCS requiring provider agencies to provide the DCWs social security numbers to Sandata, AHCCCS' EVV vendor?

The unique DCW identifier is required to support compliance with the federal mandate as well as the intent of the mandate to mitigate fraud/waste and abuse. The federal mandate requires AHCCCS to identify the individual providing the service. Provider agencies may have a unique ID for DCWs (i.e. Payroll ID), but AHCCCS need a unique identifier that doesn't change over time and is consistent regardless of what agency the DCW current works for. It is common for DCWs to work for multiple agencies over time or to work for multiple agencies during the same period of time.

How is the DCW's social security number protected?

The DCW's social security number is both transmitted and stored in an encrypted database. Only those individuals with appropriate credentials, as determined by the provider agency administrator, have access to the information. Lastly, regardless of the EVV system the provider chooses to use, the SSN will not be required to be used by the DCW to access a device to record their time. Providers are required to use a secondary identifier (i.e. email address/password) for DCWs to use when logging into a device. More specific information is provided below based upon whether or not the provider agency is using the Sandata EVV System or an Alternate EVV System.

For Agencies using the Sandata EVV System-

- DCW SSN is stored in the Sandata encrypted database for our EVV systems.
- The SSN is not displayed on any device or method used to verify service delivery.
- Access to the Sandata EVV portal is limited to authorized users with active accounts and passwords. Authorized user access is managed by the provider agency's designated EVV administrator.
- DCW SSN is treated as protected information within the EVV portal.
 - The SSN is only displayed in the EVV system in the DCW details screen- it is not presented in other areas of the application where the DCW is referenced.
 - In the DCW details screen- the SSN is obscured by default (the same way a password would be) for most portal users.
 - Only users with the highest-level EVV administrator role can view the full SSN in the EVV portal system.

For Agencies using the Alternate EVV Systems-

- All data transmitted from Alternate EVV Systems is encrypted in transit and at rest in the processing and loading of data.
- Access to the agency's data in the Aggregator portal is limited to authorized users with valid Aggregator credentials. Authorized user access is managed by the provider agency's designated EVV administrator.
- Users with read-only access to the Aggregator portal, viewing the full SSN is restricted.
- Reports that the provider agency can run in the Aggregator do not show the DCW SSN