Electronic Visit Verification

Alternate EVV Business and Technical Requirements

July 15, 2020

Housekeeping

- Everyone will be muted.

- Please use the **_Q&A chat box_** to ask your questions that will be answered after the presentation.

- Feel free to "like" 👍 questions if they are similar to your question rather than create a new one. This will help us prioritize the most common questions needing an answer.

- The session will be recorded.

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Introductions

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Introduction

- ## AHCCCS Team
  - Dara Johnson, Program Development Officer
  - Danielle Ashlock, ALTCS Program Manager
  - Tashonna Douglas, EVV Project Manager

- ## Sandata Team
  - Ruth Sewell, Director, Program Management
  - Andrea Elmquist, Director, Program Management
  - Paige Gibson, Director, Customer Success
  - Tim Nyberg, Vice President of Implementation Services
  - Mike Amborski, Tier 3 Support

Purpose of Today's Webinar

- Provide training and technical assistance to support providers who chose to use an alternate (ALT) EVV vendor to comply with the EVV mandate.

  o Data flow between AHCCCS, MCO, Sandata and ALT EVV Vendor systems

  o AHCCCS Business Requirements

  o Sandata Technical Requirements

  o Deadlines for testing, training and "go-live"

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Agenda

- Access to Care Priorities

- Business Requirements Review – *Informed by submitted questions*

- Data Systems and File Exchanges

- Technical Specifications Review – *Informed by submitted questions*

- EMR/EHR Interface

- Project Timeline

- Milestone Dates and Deliverables for ALT EVV Systems

- Compliance

- Provider Next Steps

- AHCCCS Next Steps

- Q & A

Access to Care Goals

- In addition to compliance with the Cures Act, AHCCCS wants to capitalize on the use of the EVV funding and system as an opportunity to better track and monitor access to care by:
  - o obtaining data currently not available
  - o streamlining existing manual processes

- The data:
  - o Will be available more timely
  - o Help inform network adequacy and workforce development planning

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Access to Care Goals

- The EVV system will help to track if a _new_ service was initiated within 14 or 30 days to monitor time from medical necessity determination, selection of a provider and to the initiation of the service.

  - 14 days for existing members
  - 30 days for newly enrolled members

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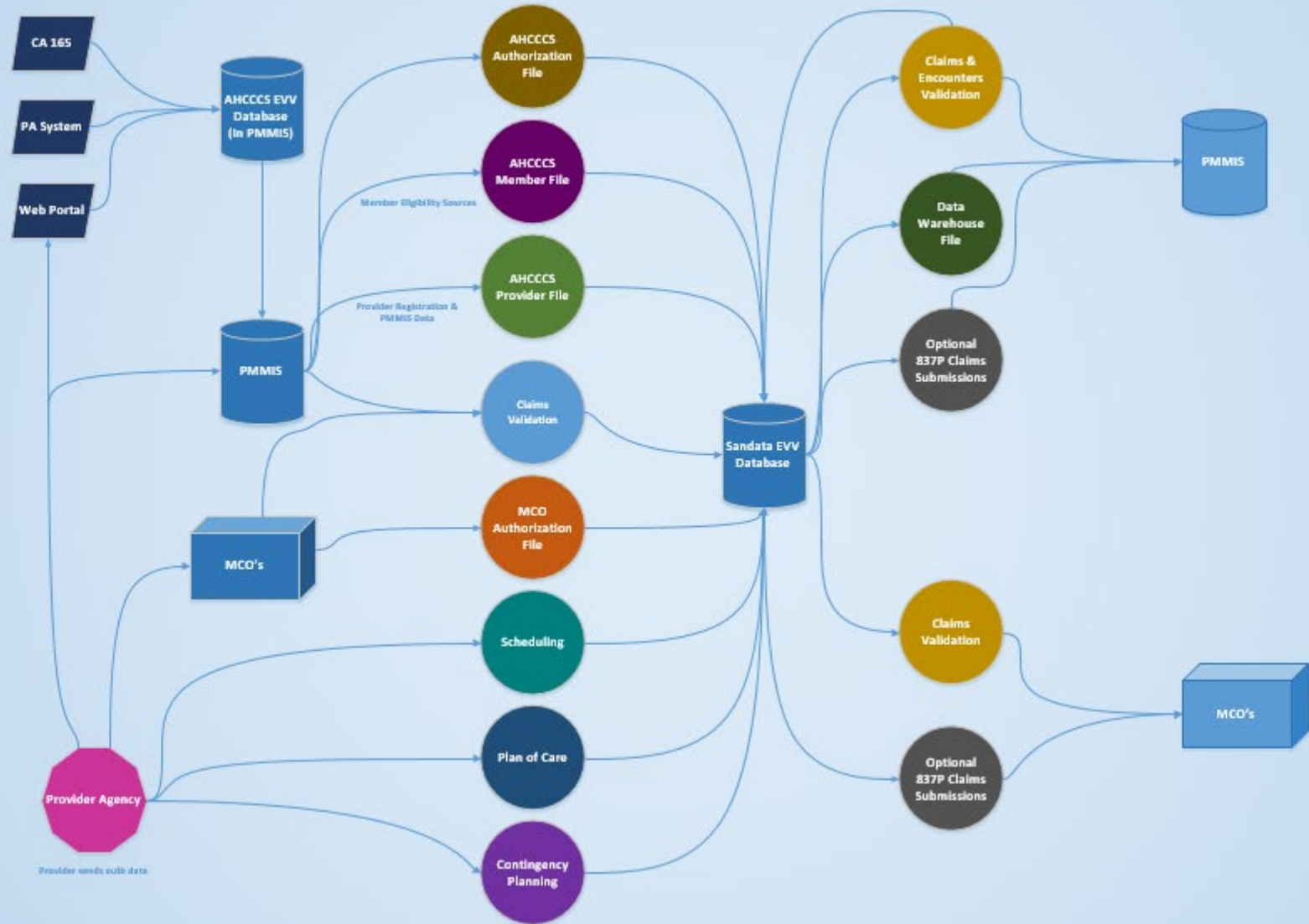Arizona Health Care Cost Containment System

Access to Care Goals

- The EVV system will integrate service gap reporting for an expanded array of services by providing data for when a service does not occur as scheduled:
    - o Alerts for late or missed visits
    - o Whether or not the contingency plan was utilized
    - o Amount and duration of the service

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Business Requirements Overview

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Business Requirements: Current Considerations

- Scheduling
  - Eliminating the scheduling requirement for members who:
    - Have a live-in caregiver
    - Have access to a caregiver around the clock (i.e. ACT Teams, apartment settings).

- Member/Designee Verification
  - Changing the requirement to verify service delivery from 7 days to 14 days.

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Technical Requirements Overview

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Required versus Conditional

- Business requirement states the data is required, but the technical specifications allow for the data to be "optional" or conditional.
  - AHCCCS is requiring scheduling, but there will be instances whereby a visit has occurred that wasn't scheduled.

- "Optional" on the technical specifications document just means that the data file will be accepted even if the data for that element is missing.

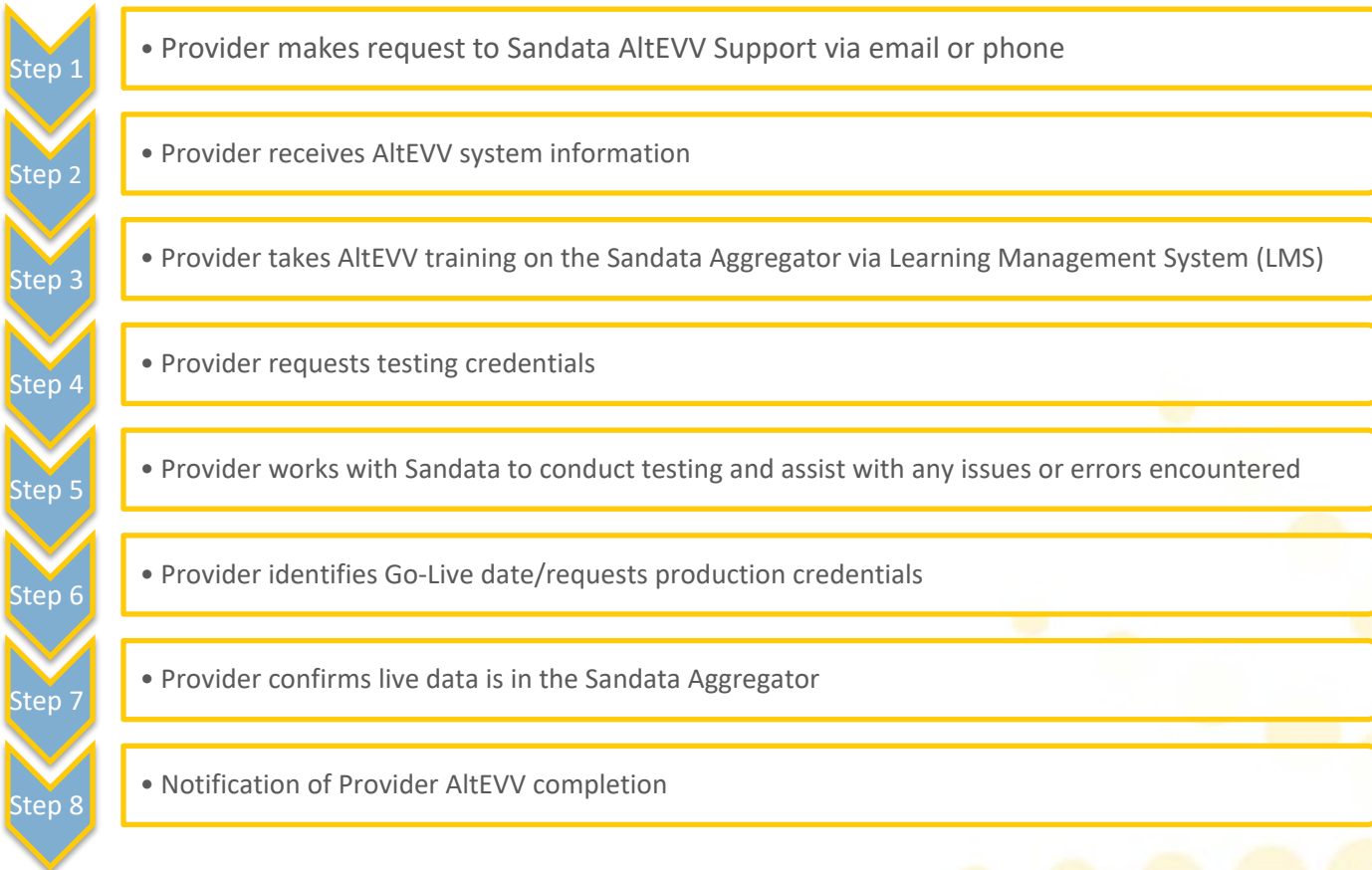# Alternate EVV Contact Information

- Provider Agencies interested in utilizing an Alternate EVV system, or have questions specific to Alternate EVV, should contact the Sandata Alternate EVV support team

Contact information is as follows:
Phone: 844-289-4246

Email: azaltevv@sandata.com

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Alternate EVV Certification Process

Step 1 • Provider makes request to Sandata AltEVV Support via email or phone

Step 2 • Provider receives AltEVV system information

Step 3 • Provider takes AltEVV training on the Sandata Aggregator via Learning Management System (LMS)

Step 4 • Provider requests testing credentials

Step 5 • Provider works with Sandata to conduct testing and assist with any issues or errors encountered

Step 6 • Provider identifies Go-Live date/requests production credentials

Step 7 • Provider confirms live data is in the Sandata Aggregator

Step 8 • Notification of Provider AltEVV completion

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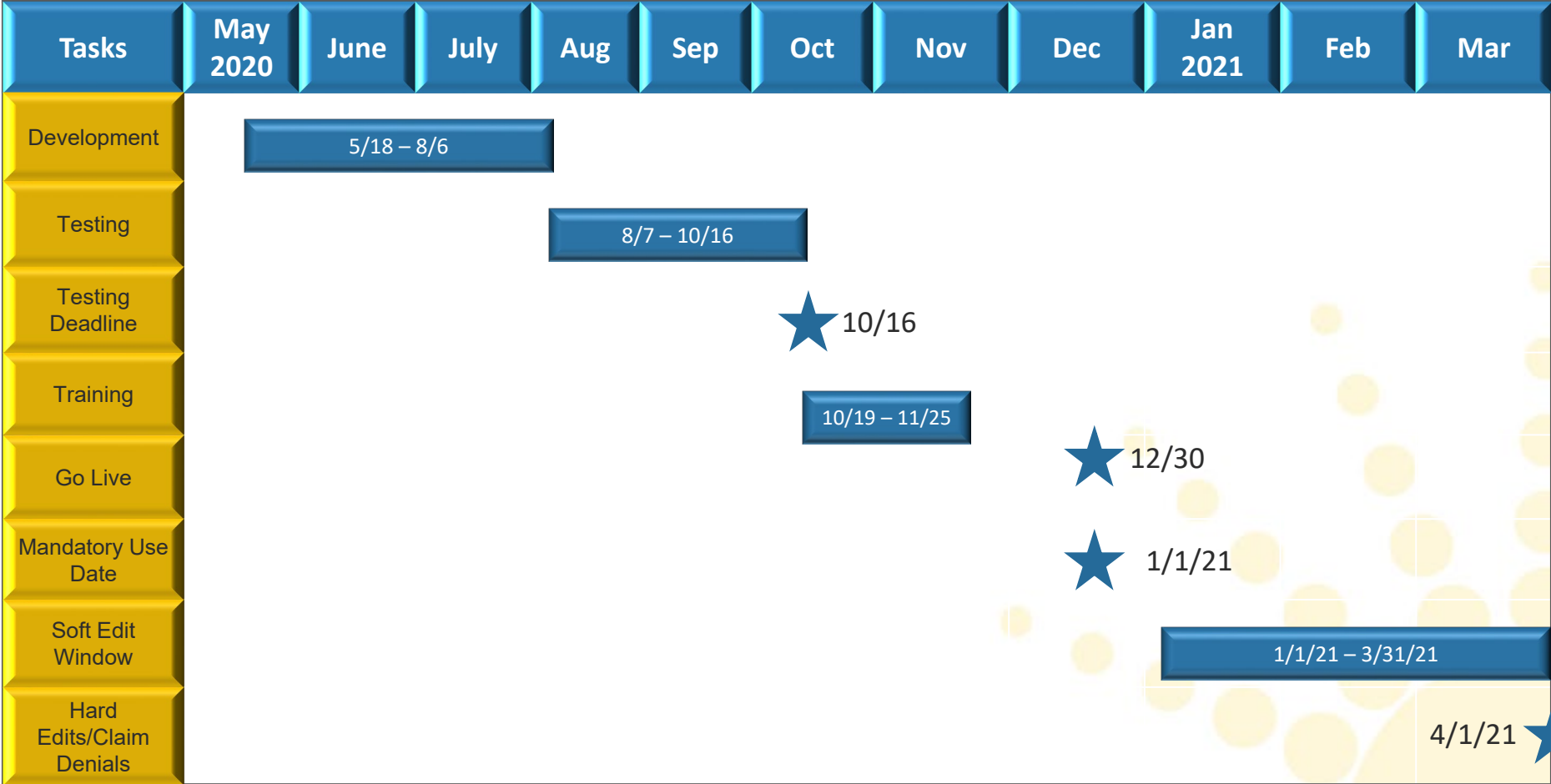Arizona Health Care Cost Containment System

EMR/EHR Integration

- Most EMR/EHR systems do not capture the 6 data points required for 21st Century Cures Compliance.

- If your EMR/EHR vendor's system captures EVV data, please use Alt-EVV specification to send data to AHCCCS.

- Sandata's EVV system can support incoming schedules, incoming clients, incoming employees, outgoing visits and outgoing calls but will not be available for the Jan. 1, 2021 mandatory use date.

- Please email evv@azahcccs.gov if you are interested in using the EMR/EHR interface. Please include the name of your EMR/EHR vendor.

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Timeline & Milestone Schedule

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Alternate EVV Timeline

Tasks	May 2020	June	July	Aug	Sep	Oct	Nov	Dec	Jan 2021	Feb	Mar
Development	5/18 – 8/6										
Testing				8/7 – 10/16							
Testing Deadline						⭐ 10/16					
Training							10/19 – 11/25				
Go Live								⭐ 12/30			
Mandatory Use Date									⭐ 1/1/21		
Soft Edit Window									1/1/21 – 3/31/21		
Hard Edits/Claim Denials											4/1/21 ⭐

Milestone Schedule

Milestone:	Start Date:	End Date:
3rd Party Development	5/18/2020	8/6/2020
3rd Party Testing Window	8/7/2020	10/16/2020
3rd Party Testing Deadline	10/16/2020	10/16/2020
Training Registration	10/19/2020	11/11/2020
Training	10/19/2020	11/25/2020
Device Requests & Deliveries	10/19/2020	---
Program Go Live	12/30/2020	12/30/2020
Mandatory Use Date	1/1/2021	1/1/2021
Soft Claims Edit Window	1/1/2021	3/31/2021
Hard Claims Edit Window	4/1/2021	----

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Claims Compliance

- AHCCCS will implement a soft-launch for EVV claims compliance.
  - What does this mean?
    - For 60-90 days, all EVV claims will be paid
      - This means that we will still pay inaccurate or incomplete claims
    - Providers will receive help to let them know what is inaccurate or incomplete on their claims
      - AHCCCS will provide reason codes and error codes on remittance statements to explain what should be corrected for future claims submissions
      - Through the soft-launch, AHCCCS will be able to identify providers who need additional training

Other Compliance Indicators

- Timely data exchanges

- Accepted versus Rejected Files

- Access to Care

  o Scheduled and unscheduled visits

  o Late or missed visits

  o Adherence to the contingency plan

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Provider Next Steps:
ALT EVV Approval

- Provider Agency should email or call Sandata to initiate the process, please provide the following information;
  - **Agency Information:**
    - Agency Name, Medicaid ID Number, Contact Name, Contact Phone Number, Contact Email, Authorization to speak to directly to your vendor
  - **Vendor Information:**
    - Vendor Name, EVV Vendor Contact Name, EVV Vendor Contact Number, EVV Vendor Contact Email, EVV Product Name

- Providers who have registered with Sandata to use Alt-EVV will start to receive testing credentials beginning Aug. 10, 2020

- Testing opens after credentials have been sent

- If agencies have questions after they have registered, they can use the same email address to send questions and receive answers

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Provider Next Steps: Member Communication

- ALT EVV systems have requirements or functionality that are not dictated by AHCCCS or Sandata.

- Choices and options member have will be dependent upon the EVV system the provider chooses to utilize
  - o Device options
  - o Options for member/designee verification

- Providers should be educating members and their families on EVV as it pertains to the system they are using.

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AHCCCS Next Steps: Provider and Member Outreach

- Sandata EVV System Use
  - Device options
- ALT EVV Vendor Use
  - Aggregator Portal
- Any System Use
  - Scheduling
  - Member/Designee Service Verification

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Q & A

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EVV Resources

- Additional information on EVV can be found on AHCCCS' website at www.azahcccs.gov/evv including:
  - o The most up to date information available
  - o Member and provider specific information
  - o A list of all provider types and service codes subject to EVV
  - o A high level timeline of EVV activities
  - o How to sign up for AHCCCS' Constant Contact email list to stay informed

- Questions can be emailed to evv@azahcccs.gov

Thank You.

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