

# Electronic Visit Verification (EVV)

## Provider Onboarding Guidance

Congress passed a federal law in December 2016 requiring State Medicaid programs to implement an EVV system for personal care and home health services. The law is commonly referred to as the 21st Century Cures Act. The provisions of the 21st Century Cures Act that pertains to EVV can be found in section 12006 of the H.R. 34 (114th Congress) (2015- 2016).

AHCCCS is mandating EVV for personal care and home health services beginning January 1, 2021. The list of provider types and services that are mandated to use EVV is found on the website, at <http://www.azahcccs.gov/EVV> under the “Information for Providers and MCOs” tab. Providers can comply using the statewide EVV Contractor, Sandata, or by using an alternate EVV system.

***Please note, you cannot onboard with EVV until you have an AHCCCS Provider ID number. Additionally, you will not be able to bill for services until after you have completed credentialing with a health plan and have your EVV system in place (i.e., access to the system, people trained, devices deployed, etc.) and are recording visits. The health plan you contract with to provide services will require you to complete the EVV Attestation form during your credentialing process to ensure you understand what processes must be completed before you can bill for EVV services.***

### Sandata EVV

To use the Sandata EVV system, your provider agency’s designated EVV Contact/Administrator must be created and complete Sandata’s EVV prerequisite training. To create or update your EVV Contact/Administrator, please follow the directions available [here](#) and on the AHCCCS EVV website (<http://www.azahcccs.gov/evv>) under Sandata EVV System Resources and Technical Assistance.

The EVV Contact/Administrator must complete prerequisite training to access the Welcome Kit. To access the prerequisite training, follow this link to register and take the required EVV System Overview and Security training:

[https://www.sandatalearn.com/learners/sign\\_in](https://www.sandatalearn.com/learners/sign_in)

You can also share the link below with your office staff so they can view recorded instructor-led webinar sessions and/or review self-paced, e-Learning training videos.

<https://fast.wistia.net/embed/channel/6xq18t4y4o>

If you need help accessing training, finding your welcome kit, or changing your EVV Contact, please call Sandata Customer Care at 855-928-1140 for assistance.

### Alternate EVV

To use an alternate EVV system, your vendor will need to meet all of the business requirements and alternate data collection specifications detailed on the AHCCCS website at [www.azahcccs.gov/evv](http://www.azahcccs.gov/evv) under the Alternate EVV System Requirements and Technical Specifications. If you plan to use an alternate EVV system or already

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use an EVV system, please contact [AZAltEVV@sandata.com](mailto:AZAltEVV@sandata.com) to initiate the process to integrate with the Sandata aggregator. For Alternate EVV technical support inquiries, please call Sandata Customer Care at 844-289-4246 for assistance.

### AHCCCS Service Confirmation Portal

The AHCCCS Service Confirmation Portal will be required to be used by providers when providing an EVV service that does not require prior authorization by a health plan.

- If a service subject to EVV **requires** prior authorization by a health plan, there is no change to that health plan's process. Providers are advised to continue to follow the specific prior authorization requirements and processes for the health plan. You do not need to use the Service Confirmation Portal for EVV services that already have a prior authorization requirement.
- If a service subject to EVV **does not require** prior authorization by the health plan, providers must use the AHCCCS Service Confirmation Portal to notify the health plan of their intention to provide a new service or continue providing an existing service.

More information on the AHCCCS Service Confirmation Portal including a recorded training webinar, workflow, and user manual can be found on our website at [www.azahcccs.gov/evv](http://www.azahcccs.gov/evv) under AHCCCS Service Confirmation Portal.

Please review AHCCCS Medical Policy Manual (AMPM) Electronic Visit Verification policy (540) for additional information.

For all other EVV inquiries that are not addressed in this guidance, you may contact AHCCCS for support ([EVV@azahcccs.gov](mailto:EVV@azahcccs.gov)).