Agenda

- Welcome and introductions
- Overviews
  - Our guiding principles
  - Overview of federal electronic visit verification (EVV) requirements
  - Example visit
- Wisconsin’s responsibilities, policies, and decisions
  - Responses to past forums and questions
  - Service codes
- Sandata system demonstration
- EVV timeline in Wisconsin
- Your questions and comments
Welcome and Introductions—Department of Health Services (DHS)

Division of Medicaid Services (DMS)

- Curtis Cunningham, Assistant Administrator for Long Term Care Benefits and Programs
- Amy Chartier, Section Chief of the IRIS (Include, Respect, I Self-Direct) Management Section, Bureau of Adult Programs and Policy
Introductions—EVV Vendors

Sandata
Jamie Richardson, Sandata Vice President of Sales
Welcome

For those watching online—you can email us throughout this presentation at dhsevv@dhs.wisconsin.gov.

We will respond to questions at the end.
DHS’ Guiding Principles

- Maintain services provided
- Support provider selection
- Keep individual’s choice of a worker
- Ensure needed care is delivered
Overview of EVV Federal Requirements

- The federal 21st Century Cures Act requires states to implement EVV for Medicaid-covered:
  - Personal care services by January 2020, with a possible extension to January 2021.
  - Home health services by January 2023.
- EVV uses technology to verify billed services were provided.
Overview of EVV Federal Requirements

DHS identified the following programs with personal care services that will require EVV:

- Medicaid (ForwardHealth card) and BadgerCare Plus fee-for-service, including Katie Beckett
- BadgerCare Plus and SSI HMOs
- Family Care and Family Care Partnership
- IRIS
Overview of EVV Federal Requirements

Information collected by EVV during a visit includes:

- Date
- Time
- Type of services
- Location of services
- Individual receiving the services
- Individual providing the services
Example Visit

The worker:
- Arrives at the place of service.
- Clocks in using one of the following technologies:
  - Mobile phone or tablet app (no WiFi or cell service needed at time of visit)
  - Landline phone
  - Small device at location that creates time codes (no WiFi or cell service necessary)
- Provides services.
- Follows the same procedures to clock out.
Our Responsibilities

DHS will be responsible to ensure:

- EVV is minimally burdensome.
- Best practices are applied and existing uses of EVV are researched.
- EVV systems are compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and secure.
- Training opportunities are available to providers.
Wisconsin Policies and EVV

- Keep all program requirements in place as EVV is implemented in Wisconsin.
- Communicate any policy changes.
- Explore efficiencies or policy improvements once EVV is fully implemented.
Wisconsin Decisions—Vendor

- A single EVV vendor will provide one EVV system available for all users.
- The fiscal agent for the state of Wisconsin, DXC Technology, has selected Sandata Technologies as the EVV vendor.
Wisconsin Decisions—Aggregator

- DHS will use Sandata’s aggregator technology.
- This technology allows providers who already have an EVV system to continue to use it, if it meets EVV and DHS aggregator requirements.
Responses to Forums and Questions

- This technology will not track workers’ locations.
- EVV does not change policy on where care is received.
- Training sessions will offer agencies and workers specific guidance.
- We have a webpage and email address for FAQs.
Service Codes Requiring EVV

Code impacts for Medicaid and BadgerCare Plus fee-for-service, including Katie Beckett, and BadgerCare Plus and SSI HMOs

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Unit</th>
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<tbody>
<tr>
<td>T1019</td>
<td>Personal care services</td>
<td>15 minutes</td>
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Service Codes Requiring EVV

Code impacts for Family Care and Family Care Partnership

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<th>Description</th>
<th>Unit</th>
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</thead>
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<tr>
<td>T1019</td>
<td>Personal care services</td>
<td>15 minutes</td>
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<tr>
<td>T1020</td>
<td>Personal care services</td>
<td>Per diem</td>
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<tr>
<td>S5125</td>
<td>Attendant care services</td>
<td>15 minutes</td>
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<tr>
<td>S5126</td>
<td>Attendant care services</td>
<td>Per diem</td>
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## Service Codes Requiring EVV

### Code impacts for IRIS

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Unit</th>
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<tbody>
<tr>
<td>T1019</td>
<td>Personal care services</td>
<td>15 minutes</td>
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<tr>
<td>S5125</td>
<td>Supportive home care routine</td>
<td>15 minutes</td>
</tr>
<tr>
<td>S5126</td>
<td>Supportive home care routine</td>
<td>Per diem</td>
</tr>
</tbody>
</table>

Effective at the launch of EVV

Effective January 1, 2021
- Sandata overview
- DXC and Sandata partnership
- A review and demonstration of Sandata’s EVV technology
Sandata Overview

- EVV technologies include:
  - Mobile app, phone, and fixed device visit verification
  - Agency portal
  - Aggregator
- Sandata has provided EVV solutions in 15 state EVV implementations.
- DXC/Sandata will provide local experienced training and supports.
Caregiver Technology to Collect Visit Information

Three technologies available for caregivers to collect the required data:

- Sandata Mobile Connect App
- Phone system
- Fixed visit verification device
Application can be loaded on Android or iOS.
Works in both connected and disconnected mode.
Start time and end time is verified with GPS to the member addresses.
GPS location captured at check in and out only.
Application is ADA 508 and HIPAA compliant.
Sandata Mobile Connect App Demonstration

COMPANY ID:
2-10104

USERNAME:
Jrichardson@sandata.com

PASSWORD:
Password

*denotes required field

LOG IN

Enter Client Identifier
7229

SEARCH CLIENT

EVELYN ALTERATIONS
Client ID #: 819605
Medicaid ID #: 7229
303543678
1266 South Street
Knoxville, TN 37901-0000

CONTINUE
Sandata Mobile Connect App Demonstration (Continued)
Sandata Mobile Connect App Demonstration (Continued)

START VISIT

Service: PDN (T1000)
Clock-In: 10:36 AM

Are you sure you want to start the visit?

NO  YES

EVELYN ALTERATIONS
Clock-In: 10:36 AM
Service: PDN (T1000)

ABANDON VISIT
COMPLETE VISIT

VISIT NOTE

Are there any additional details you would like to provide?

Type visit note
Sandata Mobile Connect App Demonstration (Continued)

Monday, September 10, 2018

EVELYN ALTERATIONS
Service: PDN (T1000)

VISIT SUMMARY

Clock-In: 10:36 AM
Clock-Out: 10:39 AM

Visit Note:

GO BACK CONFIRM
1. Upon arriving, call the toll-free phone number.
   “Welcome, please enter your ID”
2. Enter your EVV ID.
   “Press 1 to clock in or press 2 to clock out”
   “Received at <time>”
4. Hang up.
5. Repeat same process for end time of service, with the additional step of entering the service ID associated with the visit.
Fixed device is assigned to a member.
Fixed Visit Verification Device Process

1. Arrive and press device to obtain verification code for start time.
2. Provide service.
3. Press device to obtain verification code for end time.
4. Use a phone when available to record the fixed device codes and service provided.
5. The codes will create the specific date and start and end times of the visit in the EVV system.
EVV Portal Explained

- For various user groups
- EVV portal for each user group
- Accessible via the web
- HIPAA-compliant data management
- Payer data integration
Real time monitoring of visit data
Exception flags for visits missing required data
Ability to correct visit exceptions when allowed, using reason codes (includes full audit trail)
Summary and detail reporting
Portal Visits

Visit Maintenance Visit Maintenance / Manage Visits

Select a Visit

- **DATE RANGE MM/DD/YYYY**
  - 05/01/2019 to 07/09/2019
- **CATEGORY**
  - Select Category
- **PAYER**
  - Select Payer
- **VISIT STATUS**
  - Select Visit Status
- **CLIENT**
  - Enter Client
- **EMPLOYEE**
  - Enter Employee
- **CLIENT MEDICAID ID**
  - Enter Client Medicaid ID

**FILTER VISITS BY**
- All Exceptions

**SELECT**
- SEARCH
- CLEAR

**EXPORT**

**SHOW**
- 50 per page

Showing 1 to 17 of 17 entries

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Employee Name</th>
<th>Service</th>
<th>Visit Date</th>
<th>Scheduled Time In</th>
<th>Scheduled Time Out</th>
<th>Scheduled Hours</th>
<th>Call In</th>
<th>Call Out</th>
<th>Call Hours</th>
<th>Adjusted In</th>
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<tr>
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</table>
# EVV Portal Visit Details

## Visit Details

<table>
<thead>
<tr>
<th>CLIENT NAME</th>
<th>CLIENT ID #</th>
<th>MEDICAID ID #</th>
<th>EMPLOYEE NAME</th>
<th>EMPLOYEE ID #</th>
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<tbody>
<tr>
<td>Carr, Kelly</td>
<td>152813</td>
<td>5220</td>
<td>Tocco, Denise</td>
<td>9911</td>
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### CALL IN

<table>
<thead>
<tr>
<th>CALL DATE</th>
<th>CALL TIME</th>
<th>CALL TYPE</th>
<th>SERVICE</th>
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<tbody>
<tr>
<td>10/16/2018</td>
<td>11:24 AM</td>
<td>MVV (Mobile, GPS)</td>
<td>OHCW PCA (T1019)</td>
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<table>
<thead>
<tr>
<th>USER</th>
<th>LATITUDE</th>
<th>LONGITUDE</th>
<th>CALL SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Dtocco@sandata.com">Dtocco@sandata.com</a></td>
<td>39.95948381759936</td>
<td>-83.00057288947212</td>
<td>SANDATA</td>
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### CALL OUT

<table>
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<tr>
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<th>CALL TIME</th>
<th>CALL TYPE</th>
<th>SERVICE</th>
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<tbody>
<tr>
<td>10/16/2018</td>
<td>11:26 AM</td>
<td>MVV (Mobile, GPS)</td>
<td>OHCW PCA (T1019)</td>
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</table>

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<tr>
<td><a href="mailto:Dtocco@sandata.com">Dtocco@sandata.com</a></td>
<td>39.95948381840891</td>
<td>-83.00057288881513</td>
<td>SANDATA</td>
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</table>
EVV Portal Visit Correction

Visit Details

CLIENT NAME: Alterations, Evelyn
CLIENT ID #: 612273
MEDICAID ID #: 201982427653
EMPLOYEE NAME: Abercrombie, Rose
EMPLOYEE ID #: 99101

Visit Details

Visit Start Date: 01/22/2019

GENERAL
CLIENT
EMPLOYEE
CALL LOG
MERGE CALLS
TASKS
EXCEPTIONS
GPS
MEMO
CLAIMS
HISTORY

- Visits Without Out-Calls
- Missing Service
- Visit Verification Exception
- Client Signature Exception

This exception needs to be fixed
This exception needs to be fixed
ACKNOWLEDGE THIS EXCEPTION
ACKNOWLEDGE THIS EXCEPTION
An aggregator allows providers to continue to use a third-party payroll and timekeeping system as long as it meets EVV and DHS aggregator use requirements.

Data is integrated into a single EVV aggregator environment.

Sandata has the ability to leverage aggregator interfaces already in place.

We support DHS overall program monitoring, reporting, and analytics.
Federal Timeline

The 21st Century Cures Act requires states to implement EVV for Medicaid-covered:

- Personal care services by January 1, 2020, although DHS has requested an extension till January 1, 2021.
- Home health services by January 1, 2023.
EVV Timeline in Wisconsin

- This summer: Extension filed
- This fall: Forum to announce and discuss implementation date of soft launch
- Three months before soft launch: Training begins
- After launch: Period of data evaluation
- Future updates on EVV direction
Feedback and Input

Questions and comments from attendees in the room and watching the livestream.

If you are watching the livestream, send your questions to:

dhsevv@dhs.wisconsin.gov

We will read as many as we can.
How to Provide Input

- Webpage
  - [https://www.dhs.wisconsin.gov/forwardhealth/evv.htm](https://www.dhs.wisconsin.gov/forwardhealth/evv.htm)
  - Sign up for an email subscription for webpage announcements
- EVV mailbox: dhsevv@dhs.wisconsin.gov
What’s next?

- EVV Stakeholder Advisory Workgroup
- Add to EVV FAQ
- Ongoing input and questions: dhsevv@dhs.wisconsin.gov
- Fall forum
- Check the EVV webpage
Thank you