



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

July 24, 2019

# Electronic Visit Verification Requirement

**Providers Forum**

Federal Requirements and  
Stakeholder Input

# 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](mailto: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

<u>Code</u>	<u>Description</u>	<u>Unit</u>
T1019	Personal care services	15 minutes



# Service Codes Requiring EVV

Code impacts for Family Care and Family Care Partnership

<u>Code</u>	<u>Description</u>	<u>Unit</u>
T1019	Personal care services	15 minutes
T1020	Personal care services	Per diem
S5125	Attendant care services	15 minutes
S5126	Attendant care services	Per diem



# Service Codes Requiring EVV

## Code impacts for IRIS

Effective at the launch of EVV	<u>Code</u>	<u>Description</u>	<u>Unit</u>
	T1019	Personal care services	15 minutes

Effective January 1, 2021	<u>Codes</u>	<u>Description</u>	<u>Unit</u>
	S5125	Supportive home care routine	15 minutes
	S5126	Supportive home care routine	Per diem

# Sandata's Presentation

- Sandata overview
- DXC and Sandata partnership
- A review and demonstration of Sandata's EVV technology

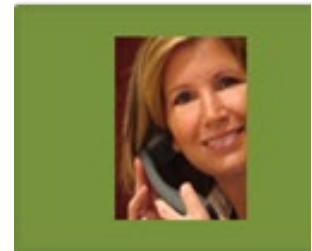
# Sandata Overview

- 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



# Sandata Mobile Connect App Explained

- 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

AT&T 10:40 AM 31%

**Sandata**  
MOBILE CONNECT™


COMPANY ID\*

2-10104

USERNAME\*

Jrichardson@sandata.com

PASSWORD\*



Password 

\*denotes required field

**LOG IN**



[FORGOT PASSWORD?](#)

AT&T 10:35 AM 33%

CLIENTS SEARCH CLIENT

Enter Client Identifier

 7229 

**SEARCH CLIENT**

**EVELYN ALTERATIONS**

Client ID #: 819605  
Medicaid ID #: 7229  
3035483678  
1266 South Street  
Knoxville, TN 37901-0000

**CONTINUE**

# Sandata Mobile Connect App Demonstration (Continued)

AT&T 10:36 AM 33%

Monday, September 10, 2018

EVELYN ALTERATIONS

Please select the service you are providing

Select Service ▼

START VISIT

Monday, September 10, 2018

SPHH Aide (G0156)

SPHH Nsg - RN (G0299)

SPHH Nsg - LPN (G0300)

OHCW HCA (S5125)

PDN (T1000) ✓

PDN Assistant (T1001)

CANCEL OK




# Sandata Mobile Connect App Demonstration (Continued)

AT&T 10:36 AM 33%

Monday, September 10, 2018

**START VISIT**



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

Are you sure you want to start the visit?

**NO** **YES**

AT&T 10:36 AM 33%

Monday, September 10, 2018

**EVELYN ALTERATIONS**

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

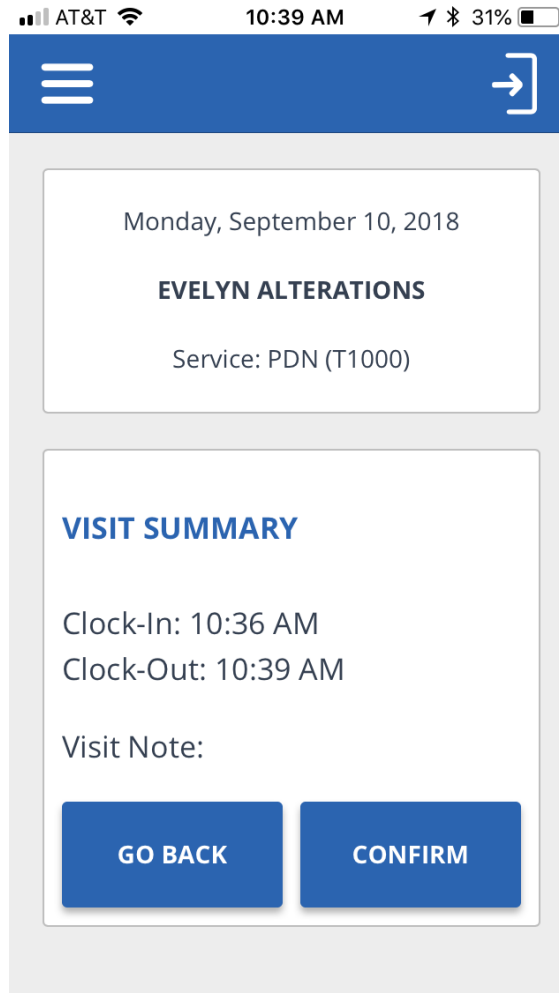
**ABANDON VISIT** **COMPLETE VISIT**

**VISIT NOTE**

Are there any additional details you would like to provide?

Type visit note

# Sandata Mobile Connect App Demonstration (Continued)



AT&T 10:39 AM 31%

☰ →

Monday, September 10, 2018

**EVELYN ALTERATIONS**

Service: PDN (T1000)

**VISIT SUMMARY**

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

Visit Note:

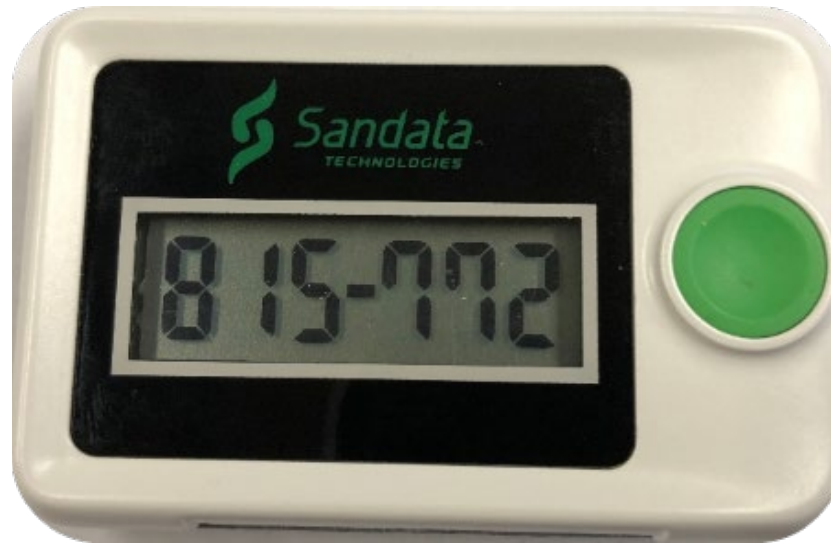
**GO BACK** **CONFIRM**

# Phone Visit Verification Process

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”*
3. Press 1.  
*“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 Visit Verification Device



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.

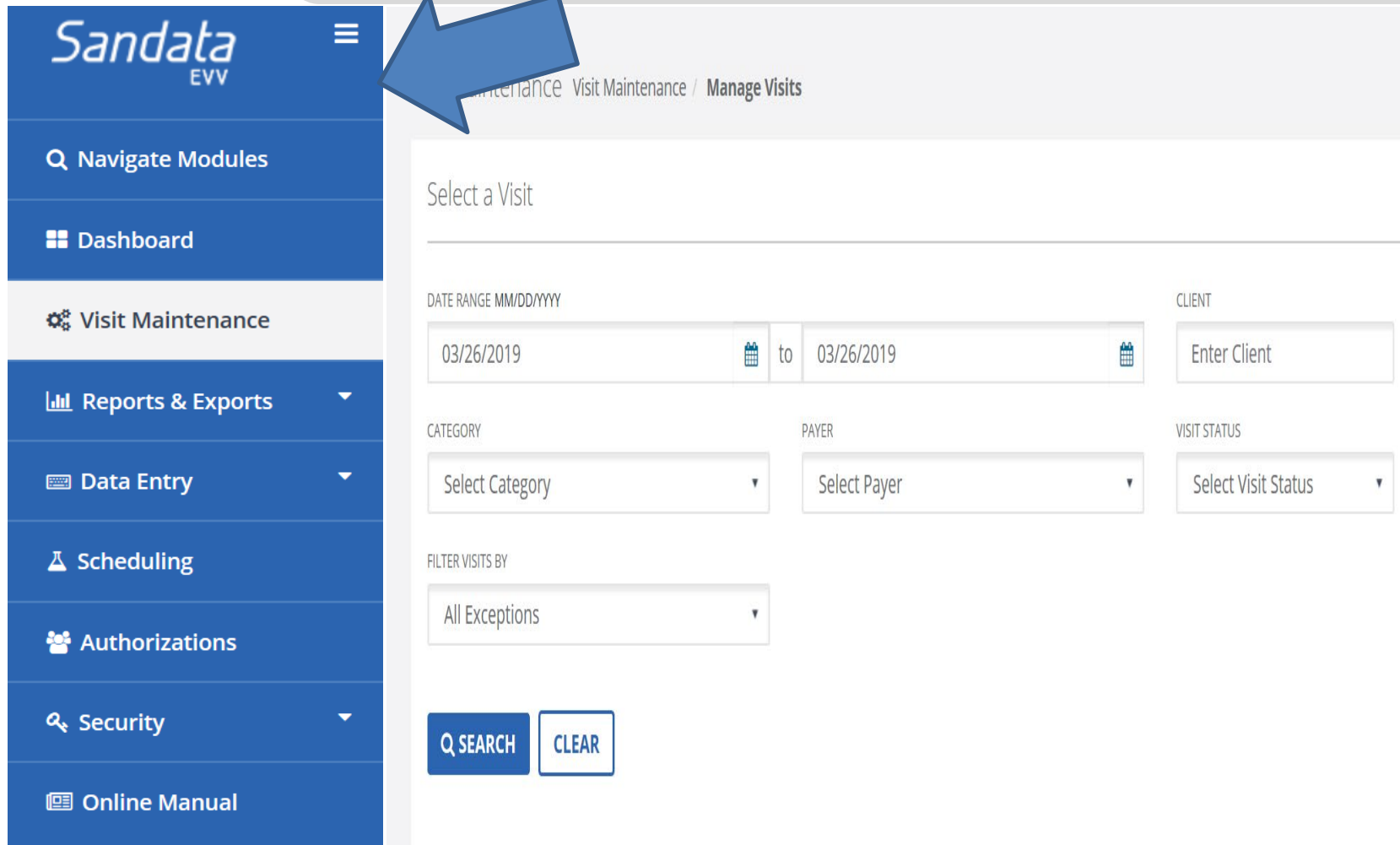
# EVV Portal Explained

- For various users groups
- EVV portal for each user group
- Accessible via the web
- HIPAA-compliant data management
- Payer data integration

# EVV Portal Explained (Continued)

- 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

# EVV Portal Navigation



**Sandata EVV**

- Q Navigate Modules
- Dashboard
- Visit Maintenance**
- Reports & Exports
- Data Entry
- Scheduling
- Authorizations
- Security
- Online Manual

Visit Maintenance / Manage Visits

Select a Visit

DATE RANGE MM/DD/YYYY

03/26/2019 to 03/26/2019

CLIENT

Enter Client

CATEGORY

Select Category

PAYER

Select Payer

VISIT STATUS

Select Visit Status

FILTER VISITS BY

All Exceptions

Q SEARCH CLEAR





# EVV Portal Visit Details

Visit Details

Visit Start Date: 10/16/2018

X

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Carr, Kelly	152813	5220	Tocco, Denise	9911

GENERAL

CLIENT

EMPLOYEE

CALL LOG

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

CALL IN

CLIENT ID# 152813

CALL DATE	CALL TIME	CALL TYPE	SERVICE
10/16/2018	11:24 AM	MVV (Mobile, GPS)	OHCW PCA (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
Dtocco@sandata.com	39.95948381759936	-83.00057288947212	SANDATA

CALL OUT

CLIENT ID# 152813

CALL DATE	CALL TIME	CALL TYPE	SERVICE
10/16/2018	11:26 AM	MVV (Mobile, GPS)	OHCW PCA (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
Dtocco@sandata.com	39.95948381840891	-83.00057288881513	SANDATA

# EVV Portal Visit Correction

Visit Details

Visit Start Date: 01/22/2019

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

GENERAL

CLIENT

EMPLOYEE

CALL LOG

MERGE CALLS

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

SELECT ALL

Visits Without Out-Calls

This exception needs to be fixed

Missing Service

This exception needs to be fixed

Visit Verification Exception

☐
 ACKNOWLEDGE THIS EXCEPTION

Client Signature Exception

☐
 ACKNOWLEDGE THIS EXCEPTION

# Aggregator for All EVV Program Data

- 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](mailto: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>
  - Sign up for an email subscription for webpage announcements
- EVV mailbox: [dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)



# What's next?

- EVV Stakeholder Advisory Workgroup
- Add to EVV FAQ
- Ongoing input and questions:  
[dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)
- Fall forum
- Check the EVV webpage

**Thank you**